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'COLLABORATIVE SHARING', IT'S NOT JUST FOR RESOURCES



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Session Agenda...

- Access Services Staffing Organization
- Collaboration of Access Services Units
- Cross-train staff
- How it's done
- Creating training manuals
- Things to consider
- Inter-Departmental Collaboration

Access Services Staffing

- Head of Access Services Librarian
 - Borrowing:
 - Four Full-Time Staff Members
 - One College Assistant (16 Hours)
 - Three Student Assistants (45 Hours)
 - Up to 7 Work Study Students (varies by semester)
 - Information*
 - One Full-Time Staff Member*
 - Two College Assistants (20 Hours)
 - Seven Students Assistants (60 Hours)
- *Works with Borrowing staff.....

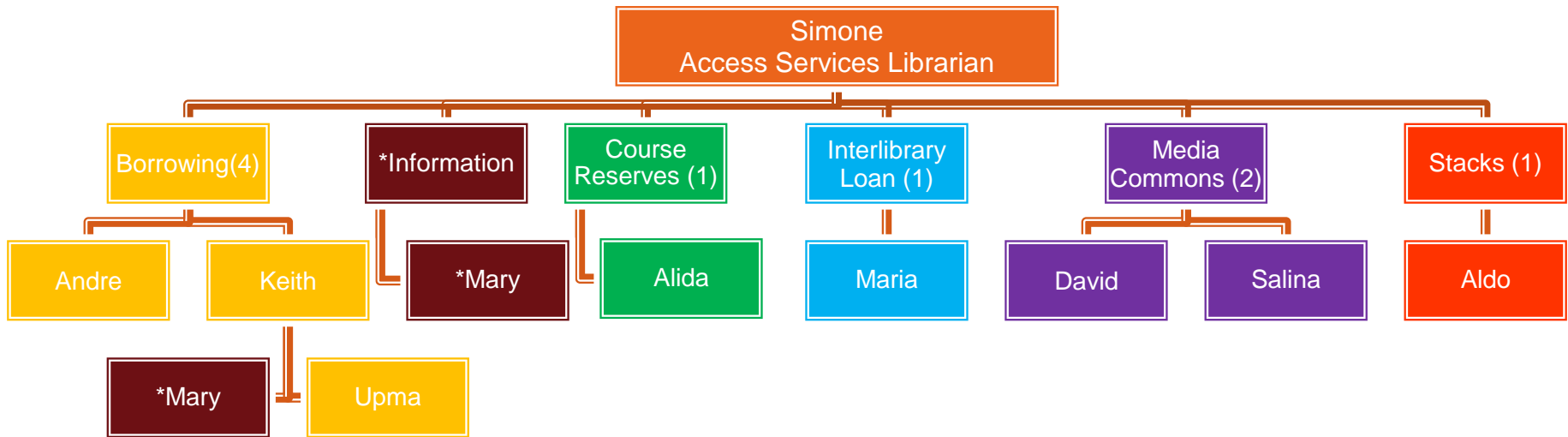
Access Services Staffing

- Course Reserves
 - One Full-Time Staff Member
 - One College Assistant (15 Hours)
 - One Student Assistant (15 Hours)
- Interlibrary Loan
 - One Full-Time Staff Member
 - One College Assistant (15 Hours)
 - One Student Assistant (15 Hours)
 - *Adjunct Librarian for Borrowing Processing (10 Hours)

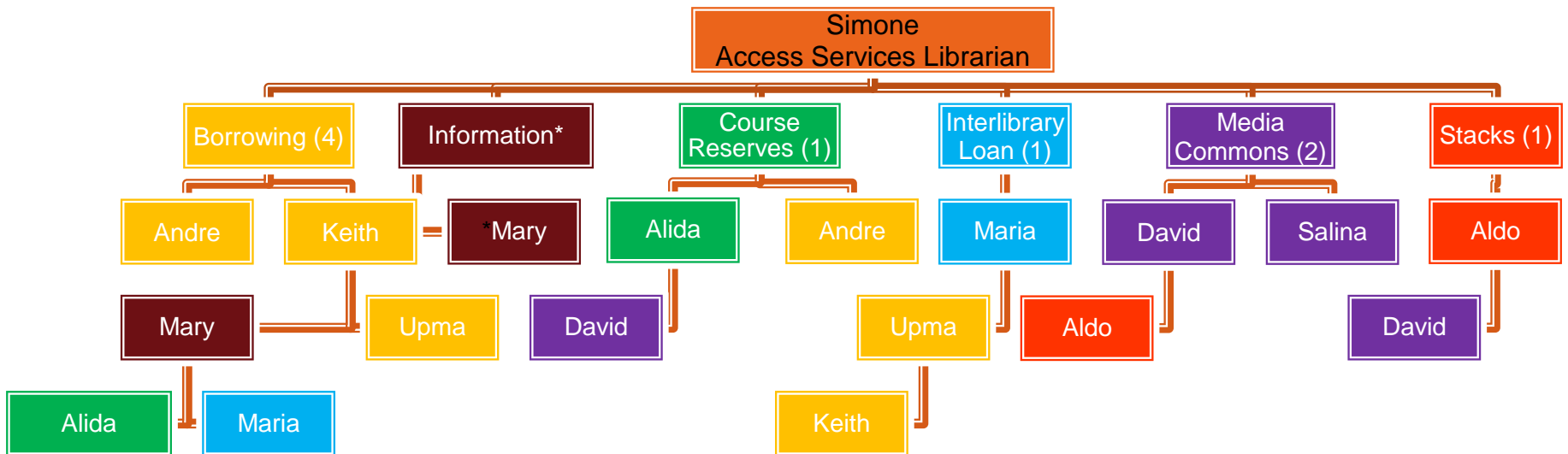
Access Services Staffing

- Media Commons
 - Two Full-Time Staff Members
 - Two College Assistants (25 Hours)
 - Students Assistants (60 Hours)
- Stacks
 - One Full-Time Staff Member
 - One College Assistants (20 Hours)
 - Students Assistants (40 Hours)

Queens College Library Access Services Organization Chart



Queens College Library Access Services Collaborated Organization Chart



How it's done...

- Borrowing & Reserves desk are now merged into one desk
- Stacks pulls for Interlibrary Loan and Borrowing (CLICS – CUNY Libraries Inter–Campus Services)
 - CLICS is a CUNY inter–campus ILL service that uses the 24 CUNY libraries to share its materials before requesting via ILL. This process is done through Borrowing/Circulation.
- Borrowing Desk is the Checkout, Pickup and Return location for ILL
- During intersession and summers full–time staff assists Stacks in shelf reading project
- ILL staff requests purchase of requested material from Acquisitions (Collection Development)—anything with a cost of \$50 or less is automatically purchased via ILL
- Reference Librarians train Information Aides

Creating Training Manuals

- Ask staff to create a step-by-step training manual for each unit
 - This can be done in small steps to avoid overloading staff members
- Use the manual to train new staff
- Edit as need
- Update the manuals every 3–5 years

Borrowing Training Manual

Table of Contents

A

- ▶ Address Inquiry
- ▶ Adelphi
- ▶ Administrative Blocks
- ▶ Aleph Codes
- ▶ Alumni – CUNY
- ▶ Alumni – QC
- ▶ Art Department – Fines and Fees
- ▶ Art Department – Pamphlets
- ▶ Art Department – Pics/Pams
- ▶ Auditing a Course

B

- ▶ Barcode – Adding
- ▶ Barcode – Changing

- ▶ Barcode – Old or Worn
- ▶ Bindery – Missing Pages

- ▶ Blocks
- ▶ Board of Higher Education

C

- ▶ Cash Register Procedure – Weekend Emergency ONLY
- ▶ Changing Students Status
- ▶ Circulation Dept. – Fines and Fees
- ▶ Clearing Bills
- ▶ Continuing Education
- ▶ Courtesy Discharge – Fines
- ▶ Courtesy Discharge – In-transit
- ▶ Courtesy Discharge – Lost books
- ▶ CUNY Central Office
- ▶ CUNY Universal Card

Interlibrary Loan Training Manual

Table of Contents

- ▶ Preface
- ▶ Overview of Interlibrary Loan
- ▶ The Illiad 8 Interface

- ▶ **LENDING: Overview**
- ▶ **Reviewing Lending Requests**
- ▶ Loan requests
- ▶ Article requests
- ▶ from databases
- ▶ from serial holdings (paper)
- ▶ Exceptions to the Lending Policy

- ▶ **Retrieving Loans and Articles**
- ▶ Searching the stacks

- ▶ **Updating lending requests**
- ▶ Updating Loan requests
- ▶ Printing shipping labels
- ▶ Updating articles

- ▶ **Delivering loan requests**
- ▶ LAND procedures
- ▶ METRO procedures
- ▶ United States Postal Service procedures

- ▶ **Electronic Delivery**
- ▶ Odyssey

- ▶ **Receiving materials returned by libraries**

- ▶ **Requests for renewals on loan**

- ▶ **Cancelling “Shipped”**

- ▶ **Lost books**

- ▶ **Problems in the Lending process**
- ▶ Special Message: Complete?
- ▶ Special Message: Not Received

- ▶ **BORROWING: Overview**

- ▶ Checking-in borrowed items
- ▶ Post-receipt processing
- ▶ Contact customers
- ▶ Checking items out to customers
- ▶ Returning loans to other libraries
- ▶ Renewal requests on borrowed items
- ▶ Receiving electronic deliveries
- ▶ Resolving lost loans from other libraries

Information Training Manual

Table of Contents

- ▶ **Library Departmental Contacts**
- ▶ **Policies**
- ▶ **Conditions**
- ▶ **Collection Maintenance Unit**
- ▶ **Library Collections**
- ▶ **Web Content**

- ▶ **Services**
- ▶ **Hours**
- ▶ **Building Floor Plan**
- ▶ **Campus Map**

Things to Consider...

- Flexibility: is there a staff member who needs to change his/her schedule?
- Budgeting: allow staff to project budgeting needs.
- Resistance: be open to the fact that not all staff members will play nicely.
- Incompatibility: Not everyone may work well together.
- Swap out cross-trained staff every few years; This allows for multi-training in units

Future Plans Wish List

- Merge Interlibrary Loan and Borrowing Student Assistants
 - Borrowing students can be trained to pull materials and scan for ILL when Borrowing desk is slow
- Merge Interlibrary Loan and Reserves?
 - These two units perform similar tasks and can be merged into one unit
- Eliminate the use of E-reserves in favor of a Course Management System (i.e. Blackboard)
 - Reserve staff can assist faculty with uploading documents in Blackboard thereby eliminating the need for E-Reserve module

Questions???



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