'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

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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.....

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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)

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Queens College Library
Access Services
Organization Chart
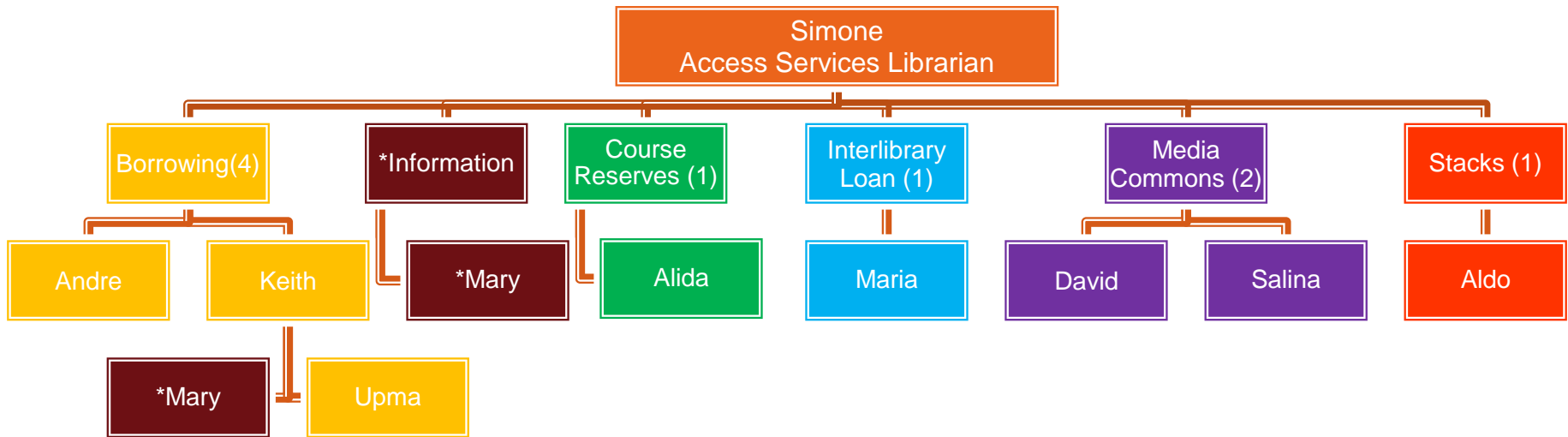
Queens College Library
Access Services
Collaborated Organization Chart
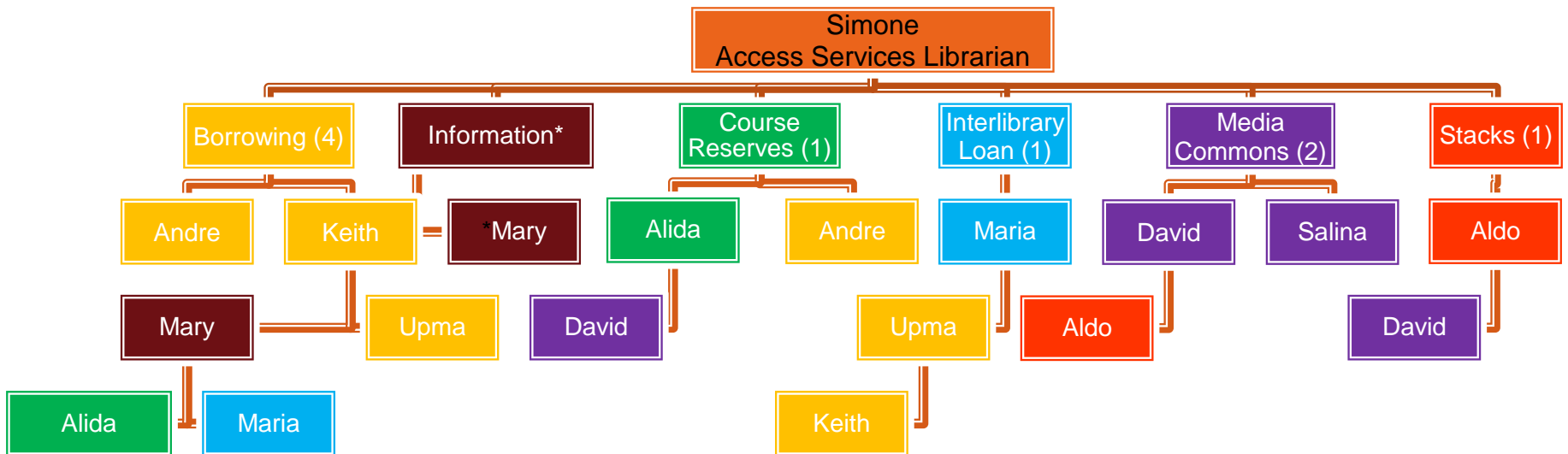
How it's done...

- 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

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Borrowing Training Manual
Table of Contents

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Interlibrary Loan Training Manual
Table of Contents

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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

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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

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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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