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
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

C
- Blocks
- Board of Higher Education
- 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
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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