

Wednesday, November 12, 2003

Recap: Circ/ILL Sig meeting

Thank you to everyone who attended the Circ/ILL SIG meeting today. I thought I'd recap some key points and follow up on some questions that were raised during the meeting.

During the first half hour of our meeting, we discussed the sections of the LIBRAS Administrative Handbook that relate to circulation and interlibrary loan. I will be posting the suggested changes in a separate email, and would appreciate comments before I submit it to the board.

The main part of the meeting involved a roundtable discussion of working with student employees. One of the tools mentioned was a book titled "Effective Management of Student Employment" by David Baldwin, et al. (ISBN 1-56308-668-3, OCLC 41581255). This book covers academic libraries specifically, and has many practical tools for dealing with work study, job descriptions, problem resolution, etc.

We discussed several techniques in several different categories of dealing with student worker challenges, listed below:

Communication:

- Having an email distribution list of emails that the students check regularly.
- Posting notices at the workstation or desk where students work.
- Notes in student boxes or folders.
- Combination of all of the above to get messages to all students.

Training:

- Develop online training module in a courseware system like WebCT that reinforces verbal training.
- Use a student training manual with exercises at the end of each chapter. This technique lets the students and supervisors know that they are getting the material they need to get in order to do their job.
- Call number shelving training tools include the Dewey guide that the UIUC library uses (<http://door.library.uiuc.edu/circ/tutorial/background.html>) and the Dewey Easy software program (<http://www.librarytools.com/>)

Tasks for student workers:

- Some libraries have students doing higher level work such as copy cataloguing, others rely on them solely for circulation and shelving.
- Common duties, especially behind the desk, include putting books in order, sleuthing for lost or claimed returned books, checking published book lists against the library catalog, filing, acting as an administrative assistant for librarians, etc.
- Several libraries had assigned shelf maintenance areas which put certain students in charge of specific call number ranges. Those areas are kept tidy and shelf read by those students.

Some offered to share training manuals and student guidelines with the rest of the group. Those that have electronic copies can post them to this list. Those who only have hard copies can email the list with what is available, and let those interested respond directly.

Our next session, most likely in March, will be on changes in Voyager with the 2001.2 upgrade, as well as a live session on creating statistical reports for Circ and ILL.

Thank you again to all who attended.

-Gretel

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