LIBRARY ASSISTANTS PROGRAM
PUBLIC SERVICES

OPTIONAL CONTENT
SOME OTHER THINGS TO CONSIDER...

Access
- Collection Security
- Inventory
- Records & Statistics
- Weeding

Customer Service
- Staffing
COLLECTION SECURITY

• THEFT DETECTION SYSTEMS
  • 3M/CHECKPOINT
  • FEIG ELECTRIC
  • OTHER?
THEFT SYSTEMS

• TO REDUCE THEFT AND OTHER TYPES OF UNAUTHORIZED REMOVAL OF LIBRARY MATERIALS
  • (...SUCH AS CUSTOMER OR LIBRARY DIRECTOR WHO INNOCENTLY FORGETS TO CHECK OUT MATERIAL!)
THEFT SYSTEMS

STUDIES SHOW

• PRESENCE OF SECURITY EQUIPMENT ALONE WILL REDUCE THEFT BY 50%

• A FULLY PROTECTED LIBRARY MAY SEE A 70% TO 90% REDUCTION IN LOSS.
THEFT SYSTEMS

- EM – ELECTROMAGNETIC
  - OLDER TECHNOLOGY
  - STILL IN OPERATION IN MANY LIBRARIES

- RF - RADIO FREQUENCY

- RFID – RADIO FREQUENCY IDENTIFICATION
  - ‘ADDED-VALUE’ RADIO FREQUENCY
THEFT SYSTEMS

PROBLEMS WITH SYSTEMS:

• LARGE COLLECTIONS COULD BE DIFFICULT TO TAG
• BOOKS DON’T ALWAYS ACTIVATE SYSTEM
• TARGETS (TAGS) MAY BE REMOVED FROM ITEMS
• SOMETIMES TAGS DAMAGE MATERIALS
THEFT SYSTEMS

• STAFF MUST BE AWARE OF THESE ISSUES AND NOT HAVE A FALSE SENSE OF SECURITY.

• SYSTEMS MEANT TO STOP THE OCCASIONAL DISHONEST USER AND FORGETFUL BORROWER.

• A DETERMINED PERSON OR A PROFESSIONAL THIEF CAN FIND A WAY AROUND SECURITY!
INVENTORY

• DONE FOR COLLECTION CONTROL; TO ENSURE MATERIALS ARE IN CORRECT LOCATION

• MOST ILS GENERATE INVENTORY REPORT

• FOR BEST RESULTS, SHOULD BE DONE ON A REGULAR BASIS

DO YOU DO INVENTORY? IF SO, WHO DOES IT?
ASSESSMENT/RECORDS & STATISTICS

• STATISTICS OFTEN THE ONLY OBJECTIVE MEASURE OF LIBRARY PERFORMANCE

• ASSESSMENT PARTICULARLY IMPORTANT LATELY
  • ACADEMIC – FOR ACCREDITATION
  • PUBLIC - TO JUSTIFY FUNDING REQUESTS TO TAXPAYERS
  • WHY ELSE?
MEASURES

• TO WHAT EXTENT ARE CUSTOMERS USING THE LIBRARY?

• WHAT PORTION OF THE COLLECTION RECEIVES THE GREATEST USE AND IS THIS CHANGING?

• WHAT IS THE LEVEL OF USE OF MATERIALS (IN-HOUSE AND/OR REGULAR CIRCULATION)?

• WHAT AMOUNT OF MONEY/FINES COLLECTED?

• WHAT DO YOU ‘COUNT’?
STATISTICS

• NUMBER OF ITEMS CIRCULATED BY:
  • TYPE OF MATERIAL
  • USER CATEGORY
  • SUBJECT

• NUMBER OF QUESTIONS ASKED

• NUMBER OF ITEMS REQUESTED & SUPPLIED

• NUMBER OF PEOPLE WHO COME TO THE LIBRARY

• NUMBER OF MATERIALS LOST OR MISSING

• NUMBER OF PEOPLE IN BUILDING AT GIVEN TIME

• MODELS AND USERS
WEEDING

“A SMALL COLLECTION OF WELL CHOSEN BOOKS IS SUFFICIENT FOR THE ENTERTAINMENT AND INSTRUCTION OF ANY MAN, AND ALL ELSE ARE USELESS LUMBER”

REV. REGINALD HEBER, 1787

(QUOTED BY NICHOLAR A. BASBANES)
ALL ABOUT WEEDING...

• ONE SIZE DOESN’T FIT ALL

• IT IS PART OF COLLECTION DEVELOPMENT PROCESS

• AND, YES, EVEN THOUGH WE ALL KNOW IT’S NECESSARY

• WE ALSO KNOW IT CAN BE CONTROVERSIAL!
WEEDING

WHY WE DON’T WEED?

• It’s hard work!
• We’re pack rats
• It’s overwhelming
• We love books
• Backlash from users/public
MORE REASONS WHY...

• “SACRED” COLLECTIONS
• CONCERN OVER STANDARDS
• PROFESSIONAL WORK PRESSURE
• PUBLIC DISPLEASURE
AND SO WHY DO (SHOULD) WE?

• TO SAVE SPACE
  • OR TO MAKE ROOM
• TO REMOVE OBSOLETE MATERIALS
• TO REMOVE BOOKS IN POOR PHYSICAL CONDITION
• TO MANAGE THE COLLECTION
• TO MAKE IT EASIER FOR BORROWERS
AND THE BENEFITS ARE MANY!

- INCREASE USER SATISFACTION
- SAVE STAFF TIME - SHELVING, INVENTORY
- RETRIEVAL IS MORE EFFICIENT
- YOU HAVE AN UPDATED COLLECTION
- GAPS DETECTED & FILLED
- CATALOG CLEANED UP
- AND SURPRISINGLY, CIRCULATION INCREASES!

Do you weed at your library?
MANAGING STAFF
STAFF

• STAFF TO BE MANAGED/SUPERVISED –
  • STUDENTS
  • OTHER SUPPORT STAFF
  • VOLUNTEERS

• PROFESSIONAL LIBRARIANS – USUALLY HIRE/FIRE

• SUPPORT STAFF – ‘IN THE TRENCHES’ STAFF WHO USUALLY TRAINING
STAFF

• ASSISTANTS/VOLUNTEERS –
  • PART-TIME
  • LOWER/NO PAY

• JOBS ARE LABOR-INTENSIVE

• THIS ALLOWS FULL TIME STAFF TIME TO:
  • PERFORM MORE SPECIALIZED/COMPLEX DUTIES
  • ATTEND TO MORE SERVICE-ORIENTED FUNCTIONS.
• POSSIBLE PROBLEMS/ISSUES
  • PUNCTUALITY
  • UNWILLINGNESS TO WORK
  • LEVEL OF INTEREST MAY BE LOW

• THIS CAN RESULTS IN:
  • POOR QUALITY WORK,
  • MISSHELVED MATERIALS,
  • MISHANDLING OF MATERIALS,
  • OTHER MISTAKES
TO COMBAT PROBLEMS:

• PAY ATTENTION TO INITIAL TRAINING
• FOLLOW-UP WITH TESTING & OBSERVATION
• RETRAINING AS REQUIRED
• FRIENDLY (BUT CAREFUL) SUPERVISION
BASICS OF TRAINING –

• TOUR OF ENTIRE LIBRARY

• ORIENTATION TO LIBRARY’S MISSION AND GOALS

• SPECIFIC AREA TRAINING
STAFF

• TRAINING TOOLS –
  • PRINTED MATERIALS/POWERPOINTS
  • VIDEOS
  • WIKIS/BLOGS
THAT’S ALL FOLKS!

THANK YOU FOR YOUR TIME, ATTENTION & PARTICIPATION!