Presentations   **University Libraries**

7-2020

Let's Play Twister (Resource Sharing Style)

Maggie Mason Smith

Renna Redd

Let's Play Twister (Resource Sharing Style)

Maggie Mason Smith mason5@clemson.edu
Renna T. Redd rennar@clemson.edu

Clemson University Libraries
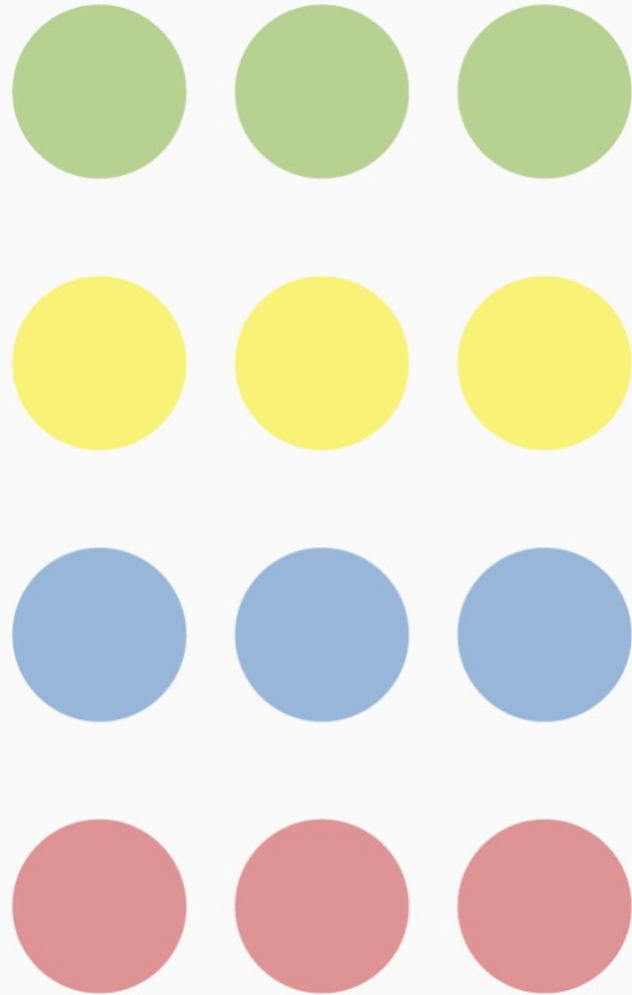
About Us: Clemson University

- Public Land-Grant University
- Located in foothills of the Blue Ridge Mountains in Clemson, SC
- Occupies the traditional and ancestral land of the Cherokee people
- Enslaved African peoples worked the land for the Pickens, Clemson, and Calhoun families
- African American convict laborers transformed the land into the campus of Clemson University
- 18,599 undergraduate students, and 4,507 graduate students
- 7 Colleges
- 80+ Majors
- 110+ Graduate Degree Programs
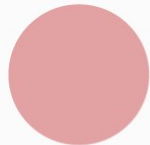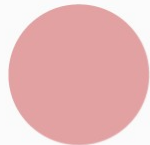
About Us: Clemson University Libraries

- 6 locations
- 27 faculty, 55 staff, and over 60 student employees
- 1.2 million print volumes, 500,000+ eBooks, 82,000+ eJournals, and approximately 842 databases
- 230,000+ combined square feet of space
- Open a combined 303.5+ hours per week
- Over 2,217 seats across locations
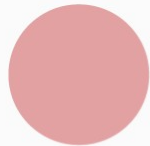
About Us: Clemson University Libraries Resource Sharing

Team:

- Erika Anderson: ILL Lending Coordinator
- Maggie Mason Smith: Doc Del, PASCAL Delivers Coordinator
- Renna Redd: Interlibrary Loan Librarian
- Russell Terry: Offsite Storage Manager
- Jamal Williams: ILL Borrowing Coordinator
- Tabitha Wright: Mail and Courier Operations Manager

About Us: Clemson University Libraries Resource Sharing

1990: Resource Sharing and Copy Services department established (including Copy Services, Interlibrary Loan, Document Delivery, PASCAL Delivers)

2011: Department dismantled leaving only ILL Lending and Borrowing

2012: Library Depot facility established (including High-Density Storage facility, Technical Services & Collection Management, and Digital Imaging Services
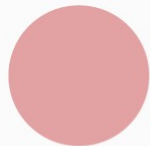
About Us: Clemson University Libraries Resource Sharing

2015: Resource Sharing department reunited! (without Copier Services)

2019: High-Density Storage Manager assigned to Resource Sharing team

   The Great Journal Move Project (70,000+ items)

2020: Mail Room and Courier Operations Manager assigned to Resource Sharing team

    COVID-19

# About Us: Clemson University Libraries Resource Sharing in 2018

- 1 ILL Borrower
- 1 ILL Lender
- 0.5 Doc Del and PASCAL Delivers Coordinator
  (shared with Circulation department)
- 1 ILL Librarian

- Offsite Storage staff were able to access ILLiad to extract request information and emailed scans to Resource Sharing staff to process
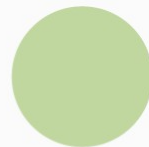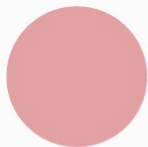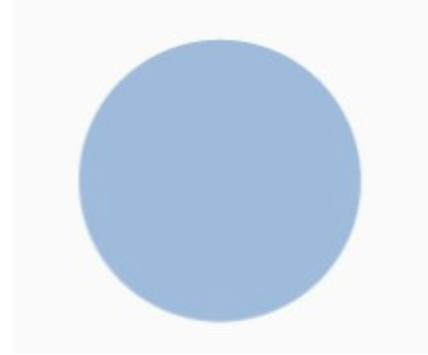
Left Foot on Red -
Changes in 2019 & 2020

Addition of Offsite Storage to Resource Sharing Team

- One more team member and new system to learn
- Changes in communication and routing rules
- Uptick in Doc Del requests
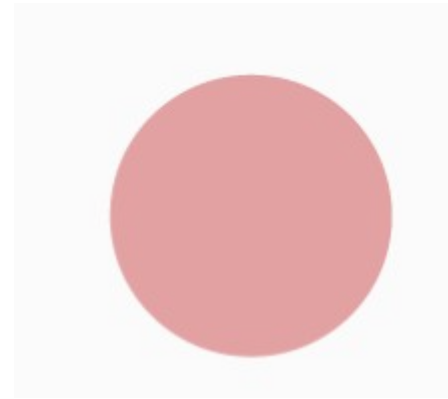
Right Hand on Blue -
Changes in 2019 & 2020

Journal Move a/k/a JOMO

- Moved most Q-Z serials offsite storage
- Technical Services staff worked remotely in ILS to change statuses
- Resource Sharing Team worked on physical processing
- ILL Borrower held down the office
- ILL Librarian coordinated barcoding
- Doc Del/PASCAL Delivers Coordinator pulled oversize, managed communications, coordinated cleanup of MIA items
- ILL Lender barcoded
- OSS Manager did EVERYTHING

Right Foot on Green - Changes in 2019 & 2020

ILL Lender move to Offsite Storage

- Due to the shift in the location of materials, more staffing was needed at Offsite Storage
- Re-examine duties and redistribute - merged ILL Lender and Doc Del Coordinator duties and divided based on locations
- Added CaiaSoft - API talks to ILLiad, so no more manual routing and work order creation in Caia
- Utilized student workers more fully

Left Hand on Yellow - Changes in 2019 & 2020

COVID-19 and System Migration

- Everyone moved to working from home except for 2 staff deemed essential to provide document delivery services from libraries collections
- Established WFH guidelines, created weekly reports of activity, held weekly virtual team meetings
- Held weekly virtual meetings with student workers
- Migration to Alma/Primo - went live in early June

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Changes in 2019 & 2020

Effective July 1 we got the Mail Room and Library Courier

- New staff member
- New mail duties and systems
- Courier - how can we make this valuable to everyone at the library?
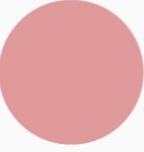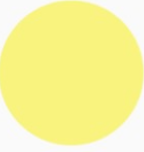
Change Insurance - Cross-training

Overarching ideas

- Understand the uniqueness of each individual.
- Make each person an owner of their process, giving them authority over their own work and ensuring they feel connected to the team and organization.
- Make sure each process owner thoroughly documents their workflow so that anyone in the library can walk in and cover the basics. Screenshots are essential!
- Operate by the abducted by aliens rule.

Change Insurance - Cross-training

Communication

- Make sure entire team communicates changes with each other
- Do not be shy! Copy everyone who may be affected. We would rather be copied on something we don't need than miss something we need to know.
- Weekly virtual meetings
- Calls/Texts
- Shared calendar for student and van schedules

Change Insurance - Cross-training

Start with observation and shadowing

- A process owner talking through their workflow encourages questions/observations about workflow.

Move to the trainee doing the process under supervision 1 day a week.

- Can the basics be covered when the process owner is out?

Ultimate Goal: Fruit Basket Turnover! Have a day where people switch but are still around to answer questions

Change Insurance - Cross-training

Think about processes and how they're related when planning who trains with whom.

Consortial sharing - Good starting place. The software is different but the concepts are the same.

Doc Del - Good intro to ILLiad. Simplified lending (looking up call numbers) and borrowing (delivering a product)

Lending and Borrowing cross-training are important since it gives each person the perspective of the other end regarding policies, holdings accuracy, turnover time

COVID Considerations

An increase in flexibility regarding who can work on campus and who can work from home:

- Team members working from home can do Borrowing, Lending and Document Delivery processing in ILLiad

- Team members working on campus can print, pull, scan, and send requests

COVID Considerations

Plans for handling sickness or quarantine:

- Quarantiners are still able to work from home - if they are normally the primary team member onsite, they can switch to ILLiad processing while another team member works on campus in their place

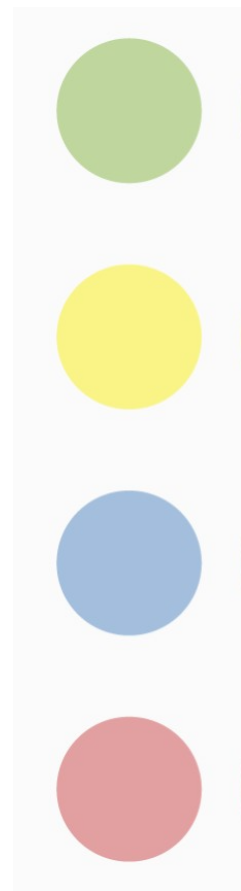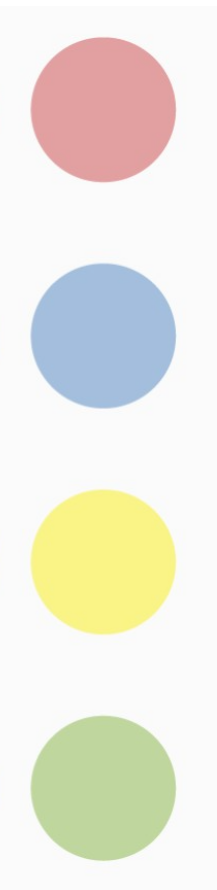- There are always opportunities for more cross-training and student training
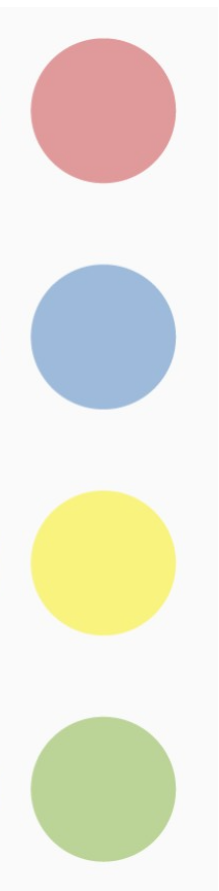
6 staff

At 2 sites

Covering 6 services

For 5 branches

Questions?