

In preparing to move forward, we looked across the Library’s service processes to understand how the various tasks fit together. We have color coded each task such that related tasks are represented by a common color.

Pre-Arrival		User Interaction		Education & Orientation		Info Search & Retrieval	
Key Activities	Tasks	Key Activities	Tasks	Key Activities	Tasks	Key Activities	Tasks
Marketing	Communicate Library Services To Faculty By Subject Specialist	Signage	Review Signage	Library Orientation (user driven)	Receive Requests	Collection Development	Select Materials
	Communicate Library Services to Students		Remove Unnecessary Signs		Process Through Coordinator		Deselect Materials
Security	Close Library		Create New Signs		Library Tour	Execute	Collection Acquisition
	Enforce Library-wide Policies and Procedures	Maintain Signage		Evaluate	Shelve Items		
	Maintain Entrances & Exits	Maintain Staffing Levels for Public Service	Library Orientation (proactive)	Communicate Availability of Training/Orientation	Website & Remote Access	Design of Website	
	Maintain Parking Lot	Hire Employees		Partner/ Collaborate with Faculty to determine Training/Orientation Requirements		Add/Update Content	
Phone Calls	Determine Nature of Call	Orient & Train Employees		Develop Training Agenda	Interlibrary Loan	Courier Materials to Faculty	
	Determine Number of Parking Spaces	Provide Consistent weekday Evening & Weekend Coverage (future)		Execute		Reserves	Make Reserves Available to Patrons
Parking	Issue Parking Privileges	Communicate & Clarify Roles & Responsibilities (future)	Evaluate	Outreach to Faculty	Copying	Manage Copy Machine Operation	
	Secure Parking Lot	Departments Provide Orientation to Their Staff	Initiate Communication w/ Faculty			Select Copy Machines	
	Monitor Parking Lot for Approved Parkers	Departments Develop Written Orientation Packets (future)	Facility Faculty Orientation (on-site or off-site)		Audiovisual	Select, Order & Deselect AV Material	
	Clean & Maintain Parking Lot	Develop Library Policy and Procedures on Handling Complaints	Identify Curricular Expectations			Provide access and Playback	
	Hours	Determine Hours of Operations	Develop Consistent Procedure for Answering Phone (future)		Design Plan to Meet Assessed Information Requirements	Archives	Process & Catalog Collections
Email Requests	Departments Develop Policies & Procedures for Answering Email Requests (future)	Share Plan with Requesters & Library	Execute	Provide Web Access to Collections			
	Communicate Library Services/ Implement Feedback	Communicate Available Services in Library	Evaluate	Promote Archives to Faculty & Students			
Study Space	Post Conference Room Policies and Procedures on Web	Assess Training Needs	User Training	Identify Resources	Education & Orientation (continued)		
	Increase Study Spaces During Reading/Exam Period	Identify Resources		Publicize Training Sessions	Web-based Instruction	Needs Analysis	
	Improve Study Rooms & Carrels	Assess Training Needs Relative to Education & Orientation		Execute		Design	
Staff Training		Identify Resources	Staff Training	Evaluate	Test/Refine		
		Develop Staff Training Sessions		Assess Training Needs	Execute	Consultation	Initial Contact
		Execute		Identify Resources	Evaluate		Determine Information Needs & Develop Strategy
Training Labs		Evaluate	Training Labs	Scheduling	How-To's	Assess Existing User Guides	
		Resource Utilization/Optimization		Execute		Evaluate	
		Evaluate		Execute	Information Literacy	Instruction	

LEGEND	
	Communicate to Faculty
	Operational Improvements
	Communications/Marketing/PR
	Technology
	Policies & Procedures
	Training
	HR/Staffing

**We have identified eight common categories of tasks that can be addressed by Implementation Teams.**

<p><b>Strengthen Linkage with Faculty</b></p> <p><u>Marketing</u></p> <ul style="list-style-type: none"> <li>Communicate Library Services to Faculty</li> </ul> <p><u>Library Orientation/Library Tours</u> (user-driven)</p> <ul style="list-style-type: none"> <li>Receive Requests</li> <li>Process Through Coordinator</li> <li>Execute</li> <li>Evaluate</li> </ul> <p><u>Library Orientation</u> (proactive)</p> <ul style="list-style-type: none"> <li>Partner/Collaborate with Faculty to Determine Training/Orientation Requirements</li> </ul> <p><u>Outreach to Faculty</u></p> <ul style="list-style-type: none"> <li>Initiate Communication with Faculty</li> <li>Facilitate Faculty Orientation (on-site or off-site)</li> <li>Identify Curricular Expectations</li> <li>Design Plan to Meet Assessed Information Requirements</li> <li>Share Plan with Requesters &amp; Library</li> <li>Execute</li> <li>Evaluate</li> </ul> <p><u>Collection Development</u></p> <ul style="list-style-type: none"> <li>Select Materials</li> <li>Deselect Materials</li> </ul> <p><u>Consultation</u></p> <ul style="list-style-type: none"> <li>Initial Contact</li> <li>Determine Info Needs &amp; Develop Strategy</li> <li>Evaluate</li> </ul> <p><u>Web-based Instruction</u></p> <ul style="list-style-type: none"> <li>Needs Analysis</li> <li>Design</li> <li>Test/Refine</li> <li>Execute/Evaluate</li> </ul> <p><u>How-To's</u></p> <ul style="list-style-type: none"> <li>Assess Existing User Guides</li> <li>Evaluate</li> </ul> <p><u>Information Literacy</u></p> <ul style="list-style-type: none"> <li>Instruction</li> </ul> <p><u>Audiovisual</u></p> <ul style="list-style-type: none"> <li>Select, Order &amp; Deselect AV Material</li> </ul>	<p><b>Operational Improvements</b></p> <p><u>Phone Calls</u></p> <ul style="list-style-type: none"> <li>Determine Nature of Call</li> </ul> <p><u>Security</u></p> <ul style="list-style-type: none"> <li>Close Library</li> <li>Maintain Entrances &amp; Exits</li> </ul> <p><u>Parking</u></p> <ul style="list-style-type: none"> <li>Secure Parking Lot</li> <li>Monitor Parking Lot for Approved Parkers</li> </ul> <p><u>Training Labs</u></p> <ul style="list-style-type: none"> <li>Scheduling</li> <li>Resource Utilization/Optimization</li> <li>Evaluate</li> </ul> <p><u>Collection Acquisition</u></p> <ul style="list-style-type: none"> <li>Catalog Items</li> <li>Shelve Items</li> </ul> <p><u>Interlibrary Loan</u></p> <ul style="list-style-type: none"> <li>Courier Materials to Faculty</li> </ul> <p><u>Reserves</u></p> <ul style="list-style-type: none"> <li>Make Reserve Items Available to Patrons</li> </ul> <p><u>Archives</u></p> <ul style="list-style-type: none"> <li>Process &amp; Catalog Collections</li> </ul> <p><u>Parking</u></p> <ul style="list-style-type: none"> <li>Determine number of parking spaces</li> <li>Issue parking privileges</li> <li>Clean &amp; maintain parking lot</li> </ul> <p><u>Study Space</u></p> <ul style="list-style-type: none"> <li>Increase Study Spaces During Reading/Exam Period</li> <li>Improve Study Rooms &amp; Carrels</li> </ul> <p><u>Copying</u></p> <ul style="list-style-type: none"> <li>Manage Copy Machine Operation</li> <li>Select Copy Machines</li> </ul> <p><u>Audiovisual</u></p> <ul style="list-style-type: none"> <li>Provide Access &amp; Playback</li> </ul>	<p><b>Communications/Marketing/PR</b></p> <p><u>Marketing</u></p> <ul style="list-style-type: none"> <li>Communicate Library Services to Students</li> </ul> <p><u>Signage</u></p> <ul style="list-style-type: none"> <li>Review Signage</li> <li>Remove Unnecessary Signs</li> <li>Create New Signs</li> <li>Maintain Signage</li> </ul> <p><u>Communicate Library Services/Implement Feedback</u></p> <ul style="list-style-type: none"> <li>Communicate Available Services in Library</li> </ul> <p><u>Library Orientation</u></p> <ul style="list-style-type: none"> <li>Communicate Availability of Training/Orientation</li> </ul> <p><u>User Training</u></p> <ul style="list-style-type: none"> <li>Publicize Training Sessions</li> </ul> <p><u>Archives</u></p> <ul style="list-style-type: none"> <li>Promote Archives to Faculty &amp; Students</li> </ul>
	<p><b>Technology</b></p> <p><u>Website &amp; Remote Access</u></p> <ul style="list-style-type: none"> <li>Design of Website</li> <li>Add/Update Content</li> <li>Provide Remote Access</li> </ul> <p><u>Audiovisual</u></p> <ul style="list-style-type: none"> <li>Select, Order &amp; Deselect AV Material</li> <li>Provide access and playback</li> </ul> <p><u>Archives</u></p> <ul style="list-style-type: none"> <li>Provide Web Access to Collections</li> </ul>	<p><b>Policies &amp; Procedures</b></p> <p><u>Security</u></p> <ul style="list-style-type: none"> <li>Enforce Policies and Procedures</li> </ul> <p><u>Hours</u></p> <ul style="list-style-type: none"> <li>Determine Hours of Operations</li> </ul> <p><u>Explanation/Consultation</u></p> <ul style="list-style-type: none"> <li>Develop Library Policies and Procedures on Handling Complaints</li> </ul> <p><u>Phone Requests</u></p> <ul style="list-style-type: none"> <li>Develop Consistent Procedure for Answering Phone</li> </ul> <p><u>Email Requests</u></p> <ul style="list-style-type: none"> <li>Departments Develop Policies and Procedures for Answering Email Requests</li> </ul> <p><u>Study Space</u></p> <ul style="list-style-type: none"> <li>Post Conference Room Policies and Procedures on Web</li> </ul>

<p><b>Training</b></p> <p><u>Staffing</u></p> <ul style="list-style-type: none"> <li>Orient &amp; Train Employees</li> </ul> <p><u>Explanation/ Consultation</u></p> <ul style="list-style-type: none"> <li>Departments Provide Orientation to Their Staff</li> <li>Departments Develop Written Orientation Packets</li> </ul> <p><u>Library Orientation</u></p> <ul style="list-style-type: none"> <li>Develop Training Agenda</li> </ul> <p><u>User Training</u></p> <ul style="list-style-type: none"> <li>Assess Training Needs</li> <li>Identify Resources</li> <li>Execute</li> <li>Evaluate</li> </ul> <p><u>Staff Training</u></p> <ul style="list-style-type: none"> <li>Assess Training Needs Relative to Education &amp; Orientation</li> <li>Identify Resources</li> <li>Develop Staff Training Sessions</li> <li>Execute</li> <li>Evaluate</li> </ul>
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<p><b>HR/Staffing</b></p> <p><u>Staffing</u></p> <ul style="list-style-type: none"> <li>Define/Assess Each User Interaction Point</li> <li>Assess Staffing Levels for Public Service</li> <li>Hire Employees</li> <li>Communicate &amp; Clarify Roles &amp; Responsibilities</li> <li>Provide Consistent Weekday Evening &amp; Weekend Coverage</li> </ul>
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