Recommendation for Cross Library Backup Coverage

Purpose:

Create a plan for emergency cross-library desk coverage, to be used when in-house coverage is difficult or impossible to obtain.

Summary:

- Libraries will form partner groups under the oversight of their subject coordinators. The groups will be:
    - Humanities and Social Sciences (Olin, Uris, Music, Fine Arts, Africana)
    - Life Sciences (Mann, Vet, Entomology, Ornithology, Geneva)
    - Physical Sciences and Law (Engineering, Math, Physical Sciences, Law)
    - Business and Labor (JGSM, Hotel, ILR)
- Each partner group will create a schedule of on-call backup providers. The list will include contact information for each person (home and work phone numbers, e-mail address).
- Within each group, staff designated as backup providers will be trained in each partner library's opening and closing procedures and in other pertinent operations. The training will be refreshed on a regular basis.
- The library requesting backup coverage will determine the staffing necessary to meet the emergency (staff, student or both).
- Each library will keep a set of partner library keys/access cards. A master set of all CUL library keys will be kept at Olin Library.
- Opening and closing procedures and other necessary information will be posted on a wiki restricted to directors and access services staff. Each library will also maintain a binder of their procedures and logons, to be kept in a readily accessible and standard location.
- The library directors will determine which staff in their units will be responsible for key security, training, and maintenance of procedural documentation and schedules.
- Funding for staff compensation, keys and materials will be determined by library administration in consultation with subject coordinators.

Backup Coverage Committee

Minimum tasks expected for backup coverage staff to provide

Please check the ESSENTIAL tasks you would expect the backup coverage staff to provide

      Charge and discharge books, equipment
      Assist patrons with basic circ related functions (placing recalls or delivery requests, renewing books)
      Answer questions related to overdues or recalls
      Answer questions about course reserves
      Answer the phone, direct calls or take messages
      Monitor email to circ desk; respond when appropriate
      Conduct food or security patrols
      Pickup stack areas
      Answer directional questions
      Answer simple reference questions
      Accept reserve lists from instuctors
      Accept fine appeals
      Monitor/print out/process Call Slip
      Monitor/print out/process MyDD requests (scan)
      Supervise students; call up those who don't show up for shift; monitor and respond to sub requests
      Sort books onto shelves or sorting carts
      Help patrons with photocopier/vendacard problems
      Help patrons with NetPrint problems (be a netprint operator)
      Help patrons with computer related questions or problems (RedRover, laptop, workstation, scanner, f.
      Open the library
      Close the library
      Deal with exit gate alarms
      Deal with building emergencies
      Fill out closing reports

      OTHER (please list):