

Incorporating Student Workers into Print Processing: Results of an Ongoing Collaboration between Collection Services and Public Services

Ashley Newton

UC Irvine Law Library @ The Acquisitions Institute



Introduction



UC Irvine Law Library

- Library Services Coordinator >
- Electronic Resources and Metadata Law Librarian >
- Acquisitions and Metadata Law Librarian

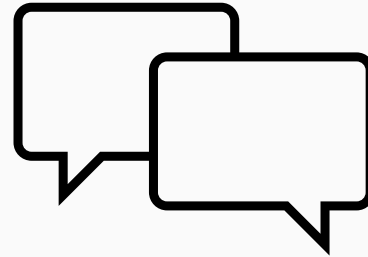
Introduction – UC Irvine Law Library

- Independent from the UCI Libraries
- Small organization
 - Collection Services and Public Services
- New-ish
- Open to change
- Departure of longtime staff and creation of new positions

Our Process and the Problem



- Collection Services orders, “receives,” and processes
- Student workers (Public Services) shelve; file looseleafs
- COVID-19 shutdown:
 - Communication issues
 - Logjammed workflows
 - Siloed knowledge



A Collaborative Response: Knowledge-Sharing Workshops

In 2021, cross-departmental knowledge-sharing workshops:



◦ Collection Services

- Acquisitions Librarian; 2 library assistants



◦ Public Services

- Access Services Manager; 1 library assistant

Knowledge-Sharing Workshops

Issues

- Conflicting priorities
- Redundancies
- Loss of library assistant position in Collection Services

Pros

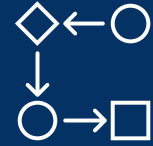
- Admins open to change
- Recent reconfiguration of full-time staff roles = opportunity for more student worker hours

Incorporating Student Workers



- Fiscally responsible
- Low-risk
- Comfortable with errors student workers might make
- Create opportunities for continued communication:
 - Dedicated Teams chat
 - Collection Management Committee

Incorporating Student Workers cont.



- Co-supervised by Collection Services and Public Services
- Coordinated with IT – Law IT and UCI Libraries IT
- Adjusted existing workflows
- Developed CS-specific training material

Incorporating Student Workers cont.

- Reconfigured use of physical space
- Updated documentation: OneNote
- Ongoing communication between co-supervisors and between co-supervisors and student workers:
 - Teams
 - In-person meetings

Results



- Approximately 1.5x faster processing of print materials
- Two sets of eyes = more errors caught
- Issues resolved a couple days earlier than previously

Results cont.

- Documentation of key acquisition processes
- Full-time staff have more time to focus on other parts of acquisition process
- Improved relationship between Collection Services and Public Services



Ongoing Challenges



- Hiring decisions – prioritize which skill sets?
- Updating and documenting acquisitions workflows that had long been informal or undocumented
- Issues with student worker absenteeism and reliability
- Resolving new issues created by student workers
- Communication with a new co-supervisor

Final Thoughts

- Incorporating student workers into acquisitions processes can be time-consuming upfront, but worth it
- Communication and documentation are very important
- Strengthening the relationship between Collection Services and Access Services has been invaluable

Thank you!

Questions?