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### Architecture Resource Center Assistant Handbook 2018-2019

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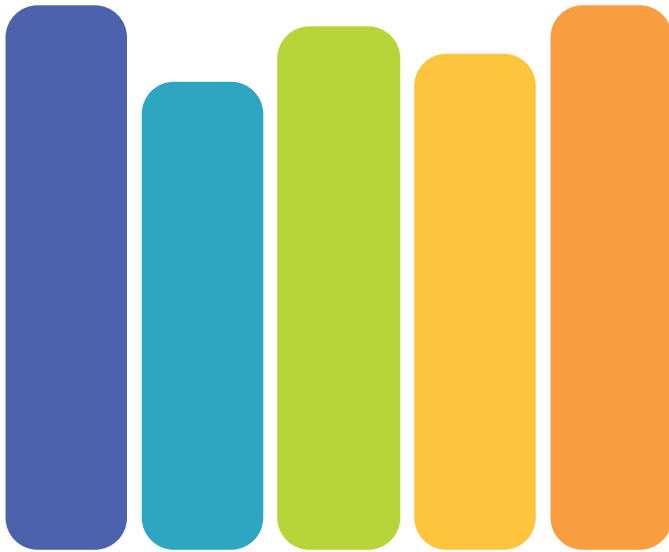
Demsky, Kathleen, "Architecture Resource Center Assistant Handbook 2018-2019" (2018). *Library Administration and Marketing*. 14.

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■ Andrews University ■

# Architecture Resource Center



Assistant Handbook

■ 2018-2019 ■

## *Welcome!*

Welcome, highly honored few—  
assistants old, assistants new—  
between the students of this college  
and the volumes with the knowledge  
they are searching for, stand you.

Upon the pages of this book  
you'll find the guide for which you look,  
so when you leave the ARC a word  
of commendation might be heard,  
that never you your post forsook!

Learn your sacred duty well.  
Heed when patrons ring the bell;  
when they seek your ancient wisdom  
(or ask you foolish questions), give them  
all that's in your power to tell.

Lead when it is right to lead;  
follow when it's time to heed.  
Faithfulness in big or small things  
leads to faithfulness in all things,  
so serve wherever there is need.

So as you step beneath the dome  
of countless, priceless, cherished tomes,  
be sure, as you swing wide the door,  
to surpass all who came before—  
and now, assistant, welcome home.

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## ***On the Job***

### **Work Schedules**

ARC employees will be assigned a work schedule prior to the start of the semester. Assigned hours are adapted each semester to accommodate employee course schedules. Punctuality is invaluable—arrive a few minutes early to your shift so the previous worker can fill you in on any library business. If you must miss work, it is your responsibility to contact your coworkers with sufficient warning, find someone who can cover your shift, and inform Mrs. D after you have done so. If no one can cover for you, you must also let Mrs. D know so she can make the necessary arrangements. Missing a shift more than twice with no prior notice will result in dismissal. If you routinely have to leave early or arrive late because of a class, check with the next worker and see if they can plan to come a little early every time to cover the overlap.

Remember, the first semester of work is a trial period for new employees. If job performance is marginal or unsatisfactory, and if after sufficient counsel no significant improvement is evident, an employee will not be rehired.

### **Clocking In and Out**

Use your ID card to clock in and out at the beginning and end of your shift. If the screen does not flash your name, there has been an error in the check-in process. Wait a few seconds and try again; if you are still unable to clock in, contact Wanda Cantrell by email (lovice@andrews.edu) or phone (ext. 3264). The same applies if you have forgotten your ID card, if your ID card is not working, or if you have forgotten to clock in or out. If an employee has repeated problems with check-ins, they may be asked to report to the Payroll department.

You can access your timeclock record by visiting [www.andrews.edu/hr](http://www.andrews.edu/hr). Select “See Timeclock Record” from the box on the right and sign in using your Andrews login information.

Please adhere to your assigned work hours and check in and out at the scheduled time. Be aware that work schedules will change each semester to accommodate student schedules.

### **Job Levels and Evaluations**

There are three levels of student employment at the ARC, based on background, experience, job difficulty, and department needs. Your salary is dependent upon your level of employment. Employees are evaluated twice a year to determine continuation of employment, pay raises, new assignments, and opportunities for growth in the work environment.

### **Work Etiquette**

Professional behavior is expected of all ARC employees. While you are at work, be sure to conduct yourself in a manner befitting your esteemed position. Please reserve personal activities—phone conversations, internet browsing/movie watching, socializing with friends, etc.—for after your shift is over. Remember that only ARC employees are allowed behind the Circulation Desk, and that when you are behind the Circulation Desk, it is best to be actively working. Studying is permitted only when all other library duties have been completed.

Clothing and appearance should be appropriate and in keeping with Andrews University guidelines.

Patrons are always your first priority—make sure they know it! Be friendly and courteous at all times, ready and willing to help. Your attitude at work will be a positive reflection of your employment.

### **Job Descriptions**

All Arc employees are general assistants. They are expected to handle the normal library maintenance tasks, which include running the circulation desk, reading shelves, processing ILL and MEL requests, and the general up-keep of the library.

The EDRA assistant is in charge of preparing the ARC’s publications display for the annual Environmental Design and Research Association. They may choose other workers throughout the year to assist with preparations for the display. Every worker should have a basic knowledge of the EDRA process in case they are called on to assist.

The ARC maintains many magazine subscriptions as part of our

requirement as an architecture library. The Periodicals assistant is responsible for maintaining and keeping records of the periodicals collection.

## ***Circulation Desk***

### **Checking Books Out**

1. Open Sierra; select “Check Out (Circulation Desk)” from the right-hand drop-down menu
2. Scan patron’s ID or enter their ID number in the Search bar
3. Notify patron of any fines or overdue books on their account
4. Scan barcodes and thoroughly desensitize books
5. Stamp and insert due date cards into book pockets
6. Close patron’s record in Sierra

### **Checking Books In**

1. DO NOT accept books that do not belong at the ARC. Books belonging to the JWJL must be returned there
2. Open Sierra; select “Check In (No Patron)” from the right-hand drop-down menu
3. Scan barcodes; the patron does not need to be present for this operation
4. Fines may be paid at the time of check-in or they will be billed to student accounts
5. Remove the due date cards from the book pockets; save the cards to be reused
6. Thoroughly magnetically resensitize books
7. Count books by selecting “Count Use - INTL Use” from the right-hand drop-down menu and scanning the bar codes
8. Place books on “Counted” cart to be reshelved

### **Counting Books**

ALL BOOKS which have been used by patrons—any resources which have left the shelves—must be counted in Sierra. If a patron is shelving used books, kindly remind them that it is the ARC assistants’ job to count and shelve books. Counting books provides us with accurate statistics concerning the usage of our library. The more counts we accumulate, the better!

### **Course Reserves**

Professors have, and will request, certain books placed on reserve for their students to reference. Follow these steps to put a book on course reserve:

1. Open Sierra and select “Course Reserves” from the right-hand drop-down menu
2. Select “Professor” from the left-hand Search menu and type in professor’s name
3. Select the number of the course the book is to be reserved for
4. Select “Add Items,” then scan the book bar code
5. When the book record opens, select “Add Selected Items”
6. Fill in the appropriate data in the table that pops up

After the book has been placed on reserve, add the professor’s corresponding sticker to the book spine and shelve it behind the Circulation Desk.

### **Missing and Lost Books**

Any incidents leading to the conviction and arrest of literary felons will be greatly rewarded. A constant alertness to possible theft is the mark of a good ARC employee. Our books occasionally turn up as missing because they have not been checked in properly. To prevent this from happening, you can check in books that have been left on tables or shelved incorrectly—patrons who have taken books without checking them out sometimes put them back.

### **Checkout Period and Fines**

<u>Resource</u>	<u>Checkout Period</u>	<u>Overdue Charges</u>
Book	21 days (3 weeks)	\$0.50/day

DVD/VHS	3 days	\$1.00/day
Bound Periodicals	2 days	\$1.00/day
Reserved Books	2 hours	\$0.10/hour

Reserved books must not leave the library at any time.

Patrons receive email notifications of due dates and may renew their books online. If they come to the Circulation Desk for renewal, enter their ID numbers, select and renew the books they wish to keep. Make sure they are aware of the new due date.

### **Magnetic Sensitizing**

The magnetic sensitizer is located beneath the counter of the Circulation Desk. Use the "Status" button to turn the sensitizer on and off. Select the "Returning" or "Lending" button accordingly when checking books in and out. When the "Status" button lights green, a book is desensitized and will not set off the alarm. When the button lights red, a book is sensitized and will cause the alarm to go off.

NEVER put DVDs or VHS tapes through the magnetic sensitizer. It will cause severe damage. Take media out of their cases and run only the case through the machine.

### **Inter-library Loan and MEL-Cat**

The Inter-library Loan department at the James White Library handles all requests from off-campus libraries wishing to borrow books from the Andrews University collections. JWL also receives book requests from other Michigan colleges through the MEL-Cat program.

#### *Processing ILL and MEL Requests*

1. Fill out the appropriate ILL form (located in the top right desk drawer) with book information (title and call number) or periodical information (title, volume/issue, year, page number)
2. Locate the book, desensitize it, and place the request slip inside the front cover  
OR
3. Scan the article using your ARC login. Change the filename to

"ILL\_callnumber" and send to **arc.aulibrary@gmail.com** in color or black-and-white to match the source. Email the file(s) to **ill@andrews.edu**, together with the request information (article title, journal title, volume, date, etc.), then count and reshelv the bound volume.

4. Place books and articles in the JWL basket on the counter to the right of the desk
5. Call ext. 3506 (ILL) or ext. 3267 (MEL) to alert JWL that the requests have been processed

Books on Reserve and Reference are never sent to ILL or MEL.

## *Library Maintenance*

### **General Maintenance**

1. Reshelve counted books, placing your colored flags to the right of each book
2. Straighten up the lounge and Circulation Desk areas
3. Stock the copier and desk printer with paper and toner if needed
4. Empty the dehumidifiers by the copier and in the periodicals room
5. Keep computer screens and desk tops clean and organized
6. Dust regularly and vacuum if needed (particularly Mrs. D's office)
7. Clean cooking appliances such as the rice cooker, toaster oven, and microwave
8. Keep the food/tea table clean, organized, and stocked with cups and utensils
9. Read your shelf assignment frequently for misshelved or untidy books
10. Keep track of library/food supply levels and alert Mrs. D to any materials which need to be restocked

## Processing New Books/Media

Newly arrived books and media must be checked in and counted. They will then be displayed in the New Books areas for several weeks. After the display period is over, new materials must be removed from “New Item” status in Sierra and shelved.

1. Stamp the top of the book (on the page edges) with the “Architecture Resource Center” stamp
2. Stamp inside the front of the book with the blue address stamp
3. Make sure the book is tattle-taped
4. If a hardback book has a removable paper cover, cut the paper cover into separate, appropriately-sized units and paste them inside the front and back covers

Place new periodicals in the designated box behind the front desk. The periodicals assistant will routinely check them in and place them on the shelves.

## JWL Express

Trips must be made to JWL for the following reasons:

1. Delivering MEL or ILL requests
2. Delivering periodicals to be bound and books to be catalogued
3. Picking up Mrs. D’s mail
4. Picking up new books, periodicals, and returned items
5. Restocking office supplies

## Copy Machine

The “Toshiba-estudio” copier is available for all ARC staff and student use. Architecture students and staff have their own login—their Andrews ID card and login information—and copy charges will be billed to their accounts. New students must set up their logins with the front office.

In order to charge ARC print jobs to the library, make sure the account selected when you login is the ARC library account. If you cannot access the library account, contact IT to have them set up your access. When you are finished using the copier, make sure to hit the “Function Clear” button twice to log out of your account.

Please ensure that each student or patron concludes their copier usage session by returning the machine to its sleep mode by pressing the “Energy Saver” button.

Non-architecture patrons and those wishing to print from a digital file will need assistance. Remind them of the price for copies:

Black-and-white, \$0.10/page

Color, \$0.25/page

Use the ARC account to login and instruct the patron on how to use the machine. When they are finished, charge them accordingly in cash or change. Copy money is kept in the clear box under the circulation desk.

*Errors:* First, determine the cause of the error. Load paper into the appropriate tray if needed. Follow on-screen prompts to correct other problems such as paper jams. If you are having trouble, ask Mrs. D or another ARC employee. New toner and waste toner cartridges are kept in the cupboards to the right of the front desk. Reams of paper are kept on the shelves in front and to the right of the front desk.

## Inventory and Reading Shelves

The full inventory of the library is taken during the summer by summer assistants. To take inventory of the library, select a box of cards from the cabinets in the far right corner of the library (near the back storage room). Match the call numbers on the cards to the book call numbers; if there is a card with no accompanying book, remove the card and file it in the box labeled “Missing Books.”

All assistants must read shelves on a regular basis. Each worker will be given a shelf assignment; it is their responsibility to read through the call numbers on a shelf to ensure that the books are in order. Any books which are out of order should be removed, counted, and shelved correctly.

Assistants with a year or more of experience in the library may be asked to check and remove shelving tags; for this task, two call numbers on each side of the newly shelved book should be read to ensure that the book was shelved properly before the tag is removed.

## Library Tours

COPY

M  
R

Assistants from the James White Library will occasionally bring new workers or guests over to the ARC for a tour of the library. Here are some key points to remember:

1. Give a brief description of the ARC and its role in the JWL system
2. Point out the locations of the Circulation Desk, Periodicals room, entertainment center, lounge/"living room," DVD/video closet, reference and Ready Reference sections
3. Describe the ARC's affiliation with the EDRA program
4. Explain the pictures on the walls with a short description of Mrs. D's Waldensian class and yearly tour
5. Outline some characteristics of the ARC:
  - a) School of Architecture's living room
  - b) James White Library in miniature
  - c) Food and moderate noise are acceptable
  - d) Great place to study, socialize, or sleep

Feel free to improvise!

### **WEAVE Report**

WEAVE is the online evaluation report for the James White Library and must be updated each year. Access WEAVE at the following address:

<https://app.weaveonline.com/andrews/login.aspx>

If Mrs. Demsky requests help with the WEAVE report, assistants must be prepared to determine the count and checkout statistics for the past year and calculate the percent increase/decrease from the previous report. Knowing how to access these statistics at any time is useful for all assistants. The following steps will help simplify the process.

#### Check-Out Statistics

1. Open the Sierra home page
2. Select "Reports" from the top tool bar
3. Select "Circulation Activity Reports" from the dropdown menu
4. Select "Checkouts" from the web page that opens

5. Log in to Mrs. Demsky's account
6. For "Dates," select "User Specified" and enter the appropriate dates
7. For "Location," select "One Only" and select the ARC
8. Submit the request and an Excel document will automatically download

#### Count Statistics

1. Open the James White Library home web page
2. Select **Departments**, then **Patron Services**, then **Circulation Statistics**
3. Select **Statistics for (Year)** and search file for ARC in-house use

Fill out the Weave report template (available on the main computer desktop) with the appropriate statistics. Mrs. Demsky will need to contact the main library for the final piece of information, the number of books added to the collection in the past year. When the report is complete, post it as a new finding on Weave and let the appropriate staff member at the main library know.

### ***Book Collections***

The ARC houses a number of unique and sometimes rare book collections. Some, like the EDRA collection, are in regular circulation at the library, while others can only be used on site. Documentation for several of the collections is available on the Andrews University Digital Commons, accessible at the following address:

[digitalcommons.andrews.edu](http://digitalcommons.andrews.edu)

Special collections are part of what make the ARC such a valuable resource, and assistants should have a basic knowledge of each one.

#### **The EDRA Collection**

"The Environmental Design Research Association (EDRA) is an international, interdisciplinary organization founded in 1968 by design professionals, social scientists, students, educators, and



facility managers” (edra.org). Essentially, EDRA is a group of forward-thinking individuals who assemble once a year to discuss the human factor in design and integrate their research methods. For the past 27 years, the ARC has prepared a book display with pertinent resources on architecture, urbanism, environment, ecology, engineering, psychology, and the like. EDRA assistants contact publishers all over the world and request these resources to display at the conference; the publishers receive publicity and, in exchange, the ARC keeps the books the publishers send (200-300 each year). Nearly half of the new books which enter our library each year are part of the EDRA collection. If you would like to learn more about EDRA, speak to Mrs. Demsky or the current EDRA assistant.

### **The EDRA Archives**

Because of the ARC’s long-standing affiliation with EDRA, members of EDRA occasionally donate their personal libraries and/or office resources to the library. Wolfgang F. E. Preiser, John Zeisel, Jacqueline Vischer, and Willo Pequegnat are our most noteworthy donors. The EDRA archives also include resources from the yearly conferences. Many archive materials are available on the ARC shelves, and those that cannot be shelved are stored in acid-free archive boxes, which are labeled by number, donor, and contents.

### **The TEAG Collection**

Over 20 years ago, the ARC became the recipient of The Environmental Analysis Group (TEAG) book collection, a collection of more than 1,700 books, papers, and documents. Like the EDRA Archives, some of this collection has been processed and shelved at the ARC, while the rest is stored in labeled archive boxes. The TEAG collection is extremely valuable both as an informational and as a historical resource.

### **Ronald Senseman Rare Books**

An architect’s personal library was donated to the ARC after he passed away. Many rare and valuable books are archived and preserved here. Part of the collection may be found in the back storage room, and part is located in the Periodicals room in special archive boxes. Refer to other publications for more information

about Ronald Senseman.

### **Vernon Watson**

The Vernon Watson collection is another personal collection donated by an architect to the ARC. The collection is located in the low glass cabinet on the outer wall of the circulation desk. Please refer to other publications for further information about Vernon Watson.

### **Thomas H. Logan Collection**

The Thomas Logan collection was donated to the ARC by a city planner from Grand Rapids. The collection is located in the Periodicals room, shelved on a wooden bookcase at the top of the short stairs.

### **Small, Oversize, Children’s, and Travel Collections**

Books which are too large or small to fit properly on our main shelves, along with the ARC’s collection of world travel guides, are located in the Periodicals room. Check here for maps, atlases, coloring books, etc.

### **The Szigeti-Davis Collection**

Two renowned EDRA members, Francoise Szigeti and Gerald Davis, donated their personal libraries to the ARC. The collection is currently archived in James White Library off-site storage, and plans are underway to have it archived and labeled like the EDRA Archives and the TEAG Collection by Summer 2017, at which point it will also be made available on the Andrews University Digital Commons.

## ***Opening Procedures***

1. Unlock the front door and turn on all the lights so patrons know the library is open.
2. Empty the dehumidifiers by the copy machine and in the Periodicals room.
3. Check the library for any messes, stray books, dirty dishes, etc.

that may have been left by early-morning classes or negligent evening assistants. Make sure the library is presentable.

## *Closing Procedures*

1. Pick up any books, periodicals, and magazines that have not been counted. If time permits, count these items and place them on the Counted cart for shelving. Return all magazines to their proper place on the shelf.
2. Clear off, wipe down, and put away any items remaining on the food table. Wash and put away used dishes.
3. Ten minutes before closing, blink the lights a few times and kindly inform remaining patrons that the ARC will be closing in ten minutes.
4. Make sure all computer displays and appliances are turned off and/or unplugged before closing, especially on Friday afternoons.
5. Check to see if the dehumidifier needs to be emptied again (this may only be necessary in the summer months).
6. Make sure all windows and doors are closed, latched, and locked.
7. Ensure that you are the last person to leave the library. Make one final sweep for misplaced books or belongings. Turn off the lights on your way out.

## *Emergency Protocols*

In case of an emergency call Campus Safety at **3321** and Mrs. Demsky at **(269) 471-7062**. Call **9-911** only for a life-threatening emergency or in cases of imminent danger.

In case of fire, exit the building through the nearest exit, the front double doors, or the rear fire exit door. In the case of a tornado, go to the bathrooms or a windowless central room in the building. In case of a life threatening emergency, if possible, lock the library door, turn the lights off, and make your way to the back storage room or under tables.

The back door is considered always alarmed. There are

designated people who have the code to unarm the door. Never open it unless you know it is un-alarmed. Campus safety will come and they will not be happy. The back fire door..

## *Important Phone Numbers*

### **Architecture**

ARC	2417 / 3027
Mrs. Demsky	2418
Front Office	6003
North Studio	3617
South Studio	6228
Trailer	2068
Woodshop	6056
AMG Computer Lab	6588

### **James White Library**

ILL / Jason St. Clair	3506
MEL-Cat / Front Desk	3267
Wanda Cantrell	3264
Periodicals	3330
Norma Greenridge	3270
Music Library	3114
Sallie Alger	6215
Larry Onsager	3264

### **Other**

ITS	6016
Campus Safety	3321
Lithotech	6027
Imaging Services	6983



LAST INFO