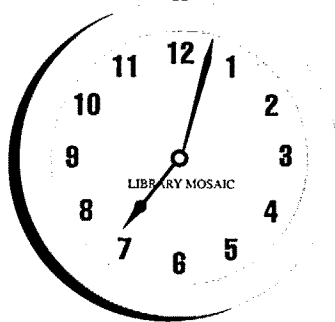


Day in the Life of Support Staff

April 17, 1996



NEW YORK

Here's what I did on April 17, Library Assistants' Day: I spent my morning driving down to Cornell, where I learned to cut boards for stiffening on a big huge cutter. I also learned to use a guillotine. And I cut linens. Then I learned how to fib my way into the loading dock area, where we loaded up my car with the things I had cut and I headed back to Wells, eating my lunch in the car.

When I got back, I spent a short time checking my e-mail, clearing both personal and business mail. Then I helped a student with an e-mail question. I then began dealing with a large order of OCLC cards that had arrived — I continued with this work off and on for the rest of the day. I also directed the work of 3 student workers, including training one new student in how to search and save records in OCLC's OLUC. I then dealt with making the billing arrangements, via e-mail, for the boards and linens from Cornell.

Then I got a call from the college's computer technician — a new virus had been found on a student disc. So, I dropped everything and went and cleaned all the machines in the public

area. Then I called the technician back to discuss a printer problem. And finally, I prepped 3 RUSH books which landed on my desk at the end of the day.
Karin Wikoff, Cataloging, Wells College Library, Aurora, New York

PENNSYLVANIA

9:00 a.m. — Reviewed final edition of updated periodical holdings list. Checked computerized catalog for books in collection as requested by a homebound patron. Received books returned from the homebound patron (approx. 20). Revised county-library-system-owned books-on-tape rotation schedule for my director. Began count of video use since February 7, 1996. Consulted with assistant on above mentioned periodical list.

12:00 p.m. — Worked at circulation desk: assisted patrons, answered telephones, checked books in and out, entered newly received periodicals in visible file, filed recently completed borrowers' cards

1:00 p.m. — Lunch

2:00 - 5:00 p.m.— Processed two borrowers' cards, requested verification of 12 borrowers' applications, revised video collection listings.

CONNECTICUT

April 17: All Systems Are GO!

Pads and pencils put away.
Fingers flying yesterday
Over keyboards now shift books
Off back room shelving, out of nooks
Onto book carts as they empty.
Shelvers all work rapidly.
Everyone pitches in to help.
Getting materials back on shelves
Is top priority. Yesterday noon we came
on-line
After five days of computer down time.

*Billie Morrill
Head, Circulation Services
East Lyme Public Library
Niantic, Connecticut*

Virginia Soden Geisbert, Library
Technical Assistant, Springfield
Township Library, Springfield,
Pennsylvania

The binder comes tomorrow first thing 8:00 a.m., so I've been pulling volumes for the last two days and getting them ready to go. I've packed 17 cartons for him.

This is the last week of classes for us, so the students are going bananas finishing up term papers, the copiers and film/fiche reader printers are out of paper, jammed, lights blow, need toner, need change, you get the picture. Add a steady sleety rain outside to complete the feeling of doom for these kids!

I, on the other hand, am having a great day! Love my job, except, I could use a little more money!

Gerre Wescott, Periodicals Technician,
Snowden Library, Lycoming College,
Williamsport, Pennsylvania

The following is a composite of what a typical day in Acquisition Services might be for 3 members of our self-directed work teams. Our department reorganized into five teams: Approval Plan Team, Commonwealth Acquisition Services Team, Serials Team, Support Team, and University Firm Orders Team. We are made up of staff and former supervisors and work without any formal supervision except for our department head. We make all decisions that are procedural or process oriented as long as they don't impact on other departments of the library.

Person A — 8:00 a.m. — Read and answer e-mail; receive a call from sick team member; adjust workflow schedule.

8:30 a.m. - 12:00 p.m. — Date stamp, sort and count submitted monographic order requests; Team meeting (agenda items: binding issues, brainstorming for meeting with dept. head clarifying performance standards.);

Process orders for monographic items.

12:00 p.m. — Eat sandwich while researching a topic on the WWW

12:30 p.m. - 5:00 p.m. — Review notes/documents for team job description development group; Review and mail purchase orders; Job description meeting; Process orders again; Ask a Support Team member for advice on creating a bibliographic record; Unpack order shipment (approximately 325 items); Receive and pay invoice for RUSH items; Consult with accounting to resolve invoice problem.

Person B — 7:30 a.m. — Retrieve periodicals from holding shelves for receipt check-in to maintain 48 hour turn-around time; access electronic databases

7:45 - 11:45 a.m. — Perform periodical check-in; Work for 2 hours at the Reference Information Desk; Check e-mail. Read minutes from project development group (composed of team members from Acquisitions, supervisors and librarians from other depts. in the library for the purpose of sharing information and discussion of inter-dept. process improvement); Resolve claiming problems with periodical issues.

11:45 a.m. — Lunch

12:15 p.m. - 4:00 p.m. — Check in periodicals and pay invoices; Facilitate another Acquisitions Team's meeting; Attend own team's meeting (agenda: review process improvement proposal); Back to periodical check-in receipt; Check and answer mail; Tally daily periodical receipt statistics and place received periodicals on truck for routing to periodical room.

Person C — 9:00 a.m. - 12:00 p.m. — Take down Approval Plans display; Cover phones for secretarial services.

12:30 p.m. — Lunch

1:00 p.m. - 5:00 p.m. — Conduct tour of Acquisitions Dept. for visiting librarian; Revise credit memos for

team member involved in crosstraining; Complete written evaluation of team members for annual staff performance review and development plan; Put out materials for new Approval Plan display; Write performance report using data collected for next week's meeting with a vendor; Update dept. home page on WWW.
Wilma Aungst/Margaret Beckner,
Acquisitions Services, Pattee Library,
Pennsylvania State University,
University Park, Pennsylvania

DELAWARE

I started out this day conferring with our County Purchasing Department about incorrect toner we had received for one of our microfilm reader/printers. We even have the supplying company baffled because this was the wrong item. The service technician vs the Minolta supplies dept. From there I prepared books to be sent back to school libraries that had been returned by our patrons to us. Grouping the books by school district and then mailing the ones that are not part of the local system. We were also missing some magazine issues so I faxed to EBSCO our concerns. Many of our staff on that afternoon were attending a Difficult Patron workshop so we had to make sure there was adequate circulation desk coverage. Then I had two hours on the Reference Desk assisting patrons with concerns in person and on the phone. I had to leave early that day for my two children's dental appointments. So that's this epic Wednesday in a nutshell.
Nancy St. Amand, Library Specialist,
Kirkwood Highway Library,
Wilmington, Delaware

WASHINGTON, D.C.

6:30 a.m. — I start up the team PC, reboot the PC controlling the laser printer, get my PC going, begin to backup yesterday's team work onto a floppy disk using the team PC, and while that's going, I check my internal mail - only 3 messages. I flip over to my Pine account and check my external mail - 31 messages.

6:45 - 8:00 a.m. — I check internal mail once again...Backup is complete, and my inboxes are empty. I head out to the card shelflist to complete the processing of some CIP (Cataloging-In-Publication) galleys...I have to head over to another team in another cataloging division to see if I can solve a problem related to the installation of Web Explorer on an individual's PC. I'm on a five-person technical team for this installation on over 800 PCs in the directorate. I'm responsible for troubleshooting in four divisions.

8:00 - 8:30 a.m. — Major problems. I tried the trick I thought would work to restore the WebEx icon on the user's desktop, but it didn't work. I'll have to check with the project coordinator...I have to get my act together for a class I'm teaching on basic shelving. Today, we'll be taking a "field trip" to the card shelflist. Should be fun.

12:00 — Class is over. I'm eating my lunch at my desk — this gives me a chance to read my mail again.

12:30 - 3:00 p.m. — I need to prepare minutes from an automation meeting I attended yesterday afternoon. I'm the team's automation liaison, and there have been several developments I need to share with my teammates...Minutes composed and sent via our internal mailer. Now I need to get back to the person having trouble with Web Explorer. I have a couple more tricks to try before I create an icon from scratch...Problem

solved. It took some doing, but it was a really good learning experience for me. Now I need to get some notes together for a 2:00 meeting.

3:00 p.m. — Meeting is over. I'm on the Cataloging Technicians Advisory Committee, representing the technicians in my division. There are eight to ten members at any one time, including a subject specialist from the Cataloging Policy and Support Office. We discuss the various responsibilities of LC cataloging technicians, propose changes in procedures and policy to management, and solve - or attempt to solve - problems encountered in the shelving process.

Gene Kimaly, Senior Technical Advisor (Cataloging Technician), Library of Congress

VIRGINIA

7:30 - 7:45 a.m. — Arrived in my office. Went through all the normal procedures to prepare the department for operation...Discussed running *excessive fines jobstream* with system analyst.

8:00 a.m. — Unlocked the front doors and we were open for business. Have only one Student Assistant scheduled and she will not be in. Another circ staffer and I cover the circ/reserve desk until 9:00 a.m.

8:15 a.m. - 12:15 p.m. — Checked to see which microform reader/printers needed attention; Posted overdue search list for stack maintenance; Processed: first and second overdue notices; overdues billing notices, and hold/recall notices. Distributed printouts for some routine jobstreams and filed others; Took call from reference librarian; Attended brief staff meeting; Started installation of new software on my PC; Apprised system analyst of electrician's plan for finding the source of a major electrical problem; Discussed "claims

returned" problem with patron; Panic! The installation of the new software has killed my e-mail connection; Buzzed system analyst who said to call the Computer Center; Staff member brought two potential problems to my attention; Discussed results of Student Assistant Awards Committee meeting with circ staff who were not on the committee; Worked with five student assistants to set up their work schedules; Returned two phone calls regarding registration for the VLA Paraprofessional Conference.

12:15 p.m. — Made the ten minute drive home to get a quick sandwich and check my mail. As treasurer of the Virginia Library Association Paraprofessional Forum all registrations for the May conference are mailed to my house. (23 registrations received today. That brings total registration to almost 400! Hurrah!)

1:10 p.m. - 6:20 p.m. — Took phone call from Student Records office; Made phone call to sign-up for a class on *Focused Web Browsing*; Approved a substitution request for a Student Assistant; Continued working on a letter of recommendation for a Student Assistant; Worked with a Student Supervisor to process fines; Wrote two more letters of recommendations; Set up work schedules for three more student assistants; Time to go home. Oops! A student needs to change the work schedule that was just set up two hours earlier; Made photocopies of those registration forms and packaged them so that they can be mailed to the person who is doing name tags, room assignments, etc. for the conference; Sometime during the afternoon my e-mail connection was reestablished so now I need to reply to messages, at least those regarding the conference; Photocopied 115 checks for conference fees.

6:20 p.m. — Straightened my desk. Added notes to my list of "musts" for Thursday. Checked the fax machine. Yep, more registration forms to copy

before leaving.

*Beth Perkins, Head of Circulation,
Simpson Library, Mary Washington
College, Fredericksburg, Virginia*

My morning began by ensuring the library was set up and ready for customers. I greeted our part-time secretary and checked in the morning mail.

I assisted customers in person and by phone throughout the day. Some examples of questions I encountered were, doing your own divorce, numerous "I need a form to file...", and a few "where are the child support guidelines?" I also assisted students researching capital punishment, legislative history of the Telecommunications Act of 1996 and I assisted attorneys looking for specific sources in order to research their topic. By phone I read a couple of Virginia Code sections word for word. I looked up information in the City Code of Virginia Beach regarding playing in the streets.

I am scheduled regularly to access the Internet. Today I was scheduled from 11 a.m. to 12 p.m. I found a lot of interesting documents on our Library of Virginia home page that dealt with Internet Service Providers. I copied this information to share with my co-worker and the Law Librarian.

Today I lunched from 12 - 1 but tomorrow it could be 1-2, or 12:30 - 1:30, because we are a small staff of 3 full-time and one part-time, my lunch hour needs to be flexible, as long as I get it, that's fine with me.

After lunch I was scheduled on the desk. I assisted students with locating information and the public looking for forms and family law information. From 3:00 - 4:00 I had time to complete my projects. I spent this time going through my Internet file where I keep copies of web addresses, listserv information etc. I also made a call to our magazine agency to claim two periodicals we have yet to receive.

We had several customers copying material and looking up information at 5:05. I helped with the closing procedures, packed up, and headed home!

*Jeannie Whitehurst, Information
Specialist II, Wahab Public Law
Library, Virginia Beach, Virginia*

A cool, windy day greeted me as I left the warmth of my car and began the trek from a distant parking space to the Judicial Center that houses the law library in the basement of Court Support Building 10B.

I put away my packed lunch. Upon entering the library proper, I quickly checked the posted work schedule on the front bulletin board. Informed of the day's assignments, I noted my assorted stations in my Franklin Day planner and then checked the e-mail for my messages on the front desk dumb terminal. There were several new messages listed from my co-members on an Electronic Resources training subcommittee.

Waiting for me was a Reference Librarian II from the Central Library to receive training that morning on Virginia-specific legal materials contained in our collection.

Lunch break included a walk to the Finance Department/Pre-Audit division in the City Hall building to hand deliver an invoice the librarian asked me to drop off.

Back from lunch I filed the pocket parts to Corbin on Contracts, a relatively small set of books. The filing instructions were not as obscure as they can be, but I did note some discrepancies.

Then I completed my computer work on a chart of the National Reporter System. Now with this handy sheet we will be able to provide the answers to our customer's questions about these reporters.

Next I placed a call to the Federal Bureau of Prisons to determine if they

had a list of all of the federal prisons and their addresses to respond to a query that had been referred to us from the Central Library.

In between assisting customers, I placed another call to the photographer for the city's Public Information Office, to schedule a time she could take a picture to submit to *Library Mosaics*.

Then off to an hour on the Internet.

Then the closing procedures: recorded the people counter, turned off all the equipment, covered some of them with dust jackets, locked the door to the computer room, dimmed the screen on the OPAC, locked the cash drawer, shelved books left on the carts or tables or hidden away in the study carrels, forwarded the telephone to voice mail, turned off lights and locked the front door and the doors to the staff work areas.

Back outside, like moles emerging from their den, we once again see the sky and join the lines of folks exiting the building at the end of the workday.

*Pat Jones, Information Specialist III,
Wahab Public Law Library, Virginia
Beach, Virginia*

I am responsible for the public relations and fund raising efforts of the university's academic and health sciences libraries. My current job responsibilities include writing and distributing press releases, editing the VCU Friends of the Library newsletter, serving as a liaison to the VCU Friends of the Library Board, creating and editing publications, coordinating the membership campaign, and planning special events.

On any given day, my co-workers can observe me moving tables and chairs to set up for a lecture or reception, typing furiously on my computer, labeling envelopes for a mass mailing, advising a colleague about sentence structure, proofreading an article or speech for the library director, sending thank-you letters to donors, meeting about the next article in the newsletter,

or sharing a laugh with one of my student assistants.

On a recent beautiful, spring day, during National Library Week, they observed me in my turbo mode. I had an 11:30 a.m. meeting with the VCU Friends of the Library nominating committee. That meeting ended at about noon — just enough time for me to grab a bite to eat. At 12:30 p.m., the library director and I met with the Friends executive committee. At 2 p.m., I helped to set up for the Volunteer and Student Worker Recognition Reception, which is held each year to honor the VCU Libraries' 22 volunteers and approximately 180 student employees. The grand finale of the day was the Cabell Lecture, one of our annual spring lectures. I greeted the lecture guests and helped to clean up after the lecture reception. My day ended when I left to go home about 7:30 p.m. Between all of the aforementioned events, I managed to take photographs of various National Library Week exhibits and demonstrations.

I do not have much opportunity to interact with library users, so I jump at the chance to tell a student where the periodicals are located or demonstrate to a bewildered visitor how to use the online library catalog.

Linnie U. Smith, Public Relations Assistant Specialist, Virginia Commonwealth University Libraries, Richmond, Virginia

NORTH CAROLINA

The School of Library and Information Sciences Library is one of four libraries on the NCCU campus. I am responsible for circulation, serials, bindery preparation, placing materials on reserve, and ordering new monograph/serials. I also hire, train, and supervise student workers.

My day on April 17 started out with me gathering journals and recording information for the bindery. Separating the mail and checking in the new journals. Students had copier problems, so I fixed the jam. I unpacked, tested, and labeled three new overhead projectors for the classrooms. Had lunch while checking my e-mail messages. Assisted students in finding journals. Maintained the circulation desk and placed items on reserve. I trained a student assistant on attaching book jackets. My day ended when I closed the library and prepared for the next day.

I feel great satisfaction when I can help a patron find information and materials or help them learn to use the online catalog, or broaden their knowledge of the many sources of information that the library provides. When students approach me for help, they don't know if I am a librarian or a support staff, they are only interested in receiving immediate help.

After over twenty-four years of library service, I can't imagine working anywhere else. I have thoroughly enjoyed my experience at NCCU.
Jacquelyn Johnson, Library Assistant, School of Library and Information Sciences Library, North Carolina Central University, Durham, North Carolina

SOUTH CAROLINA

The bulk of our day was spent interviewing our fourth candidate for library directorship. In addition to the traditional interviewing process, Mary Ettinger took the candidate out to breakfast and Mike Flagg took him to lunch at our five star campus dining facility. The rest of our day was spent in the following activities:



Mary Ettinger (reference) compiled a list of journals dealing with insects for a patron trying to get published and led a group of 15 or so FULIR students (Furman University Learning in Retirement) on a tour of the library, including an introduction to the World Wide Web and several of our periodical databases.

Brenda Custard (cataloging) searched OCLC for near DLC copy records, rushed a couple of books and did descriptive on a truck of juvenile books and bestsellers.

Mike Flagg (circulation) waded through the fifty separate reserve folders for psychology in between interviewing the director candidate and collecting fines.

Edward Babinski (serials) rummaged through 1,000 (his estimate) pieces of mail, processed invoices, checked students' work and did bindery preparation.

So, just a typical day (not that there really is such a thing) at the J.B. Duke Library...

Support Staff of the James B. Duke Library, Furman University, Greenville, South Carolina

FLORIDA

We are in the process of building a new library building. As part of this undertaking, an inventory of books that have been stored at our warehouse for years is underway. On this day, April 17, I have

been inputting into our computer the results of this inventory to date. This was the main thrust of my day. My regular duty is to send overdue notices and look for lost/missing books. The overdues went out the first thing this a.m. Lost/missing books were put on the back burner for today. I also made copies of articles for a member of the faculty.

Rich Nichols, Library Assistant, Stetson College of Law, St. Petersburg, Florida

Today finds me with a desk overflowing with several projects, in various stages. Here's a sample of my life as Periodicals Supervisor:

1) Processing a bindery shipment. Actually I had planned to process the bindery shipment today, but the delivery is late, so I'm shuffling this one to tomorrow. Got to stay flexible!

2) Preparing invoices for payment.

3) Planning a move of every periodical volume (and loose issues) in the library in preparation for our new wing.

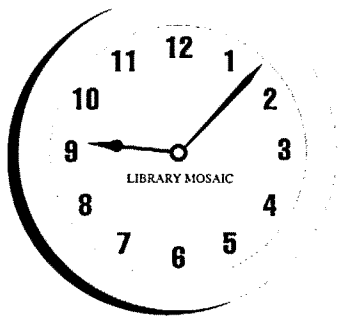
4) Scheduling and supervising student assistants. The library would have to close its doors if it weren't for our student assistants!

5) Communicating with subscription agents regarding discrepancies in our expiration dates.

6) Preparing an exchange list of unneeded material.

That's enough for one day!

Linda Grooms, Periodicals Dept., Stetson University, St. Petersburg, Florida



MICHIGAN

7:40 a.m. — Collect mail, turn on copier, log on terminal and check on a faculty renewal request and correct a patron record. Print overdue notices while reading and responding to e-mail. Collect reports printed overnight, and refill laser printer paper tray.

7:54 a.m. — Student worker arrives; help open desk and building at 8:00 a.m.

8:15 a.m. — Log on at my computer. Complete reading e-mail. Work on staffing schedules for summer terms. Print two variations. Discuss hiring/training decisions for summer with Media Desk supervisor. Discuss use of summer student time with other staff members involved.

10:10 a.m. - 11:10 a.m. — Break; discuss summer hiring dilemmas with librarian who manages student employment. Sign up to support archivist and his wife in CROP walk; Check photocopy audit work of student. Relabel Reserve item and call professor about Reserve item left without complete information needed. Renew items for professor with delinquent account.

12:15 p.m. — Fill in for sick student at Circulation Desk providing patron service. Resolve earlier Reserve question. Set up interview with possible new summer student worker and Media Desk supervisor. Check on class schedules of current staff for next fall term.

2:00 - 5:00 p.m. — Continue paperwork at my computer entering data for some circ. reports. Experiment with student schedule for other weeks of the summer on computer spread sheet; print a few examples for discussion with co-workers. Talk to several prospective new student workers about library jobs and necessary paperwork. Interview prospective summer worker with Media Desk supervisor. Work on rationale for borrower class cooperation between library systems sharing our automation

databases. Discuss fall schedule with several current desk workers. Make and post signs urging students to pay fines before leaving campus to avoid billing fees. Check e-mail.

Joyce Nielsen, Circulation Associate, Van Wylen Library, Hope College, Holland, Michigan

OHIO

8:00 a.m. — Arrived at work; swept our photocopy machine; helped someone find materials for teaching a music lesson; talked to systems person about our new WWW station and disposal of outdated computer equipment; prepared work slips for student assistants working today.

9:00 - 11:30 a.m. — Attended, participated in discussions and took minutes at Curriculum Resource Center (CRC) staff meeting...Staff the CRC reference desk; answered questions on a variety of topics, such as locating knock-knock jokes, specific book locations, etc.; also checked out materials as needed.

11:30 a.m. — LUNCH, only had time for 1/2 hour; ate and planned what to say at a library tour.

12:00 - 1:00 p.m. — Gave library tour for National Library Week.

1:00 - 5:00 p.m. — Typed staff meeting minutes; spent the rest of the day training students and helping to staff the CRC reference desk. A variety of tasks were performed such as: check out of materials, assistance with printers and photocopy machine, assistance with previewing equipment such as a tape recorder, record and CD players, etc. Answered many questions on specific topics students are researching or planning lessons about for grades K-12. Assist students with the use of the public access catalog and research databases. Most questions are related to K-12 edu-

cation, but other questions are general in nature and on college level topics.

Sara Bushong, Library Associate 2, Curriculum Resource Center, Jerome Library, Bowling Green State University, Bowling Green, Ohio

My work day began at 8:00 a.m. The Center for Archival Collections sponsored an annual conference on local history last Thursday. We had many walk-in registrations. I had to input the names and addresses of each walk-in onto our database. Talled the time sheets and recorded their hours separately on our computer database for both our work-study and regular students. I typed reference reply letters for genealogists who have written to the Archives requesting research on their family.

I am currently the Chair of the Libraries and Learning Resources Classified Staff Council. I spent some time working on agenda items and typed correspondence to LLR staff in regards to a planned May 7th field trip that our Council will be taking to the new Depository (High Density Storage Facility) located in Perrysburg, Ohio.

Inputted incoming invoices into the book. Completed a deposit for our operations account. I worked on monthly budgets for the Archives and typed figures into our computer database.

Susan W. Frost, Secretary II, Center for Archival Collections, Jerome Library, Bowling Green State University, Bowling Green, Ohio

My job deals primarily with the processing of acquisitions. We are an unusual library due to our emphasis on non-classical music and related materials in support of the university's popular culture major, as well as the traditional classical music emphasis in support of the College of Music.

The first thing I did was check my e-mail. Next I finished checking in newly

cataloged books and scores and put them on our new book shelf. I then sent a cart full of new scores which had just been bound to our cataloging department to start that process.

I went to the serials department to pick up any of our journals which had been checked in. Most of our "classical" journals are kept in the main serials area, but we keep all the popular journals here in the music library in our closed stack area, as well as our books dealing with popular music.

Our library has a number of teams and committees which all staff members are encouraged to serve on as equals. There is in most cases a very collegial and easy-going relationship among all staff members here, librarians, administrative, and classified staff. Today the Human Resources team sponsored a one hour genealogy workshop for library staff presented by a staff member from our Center for Archival Collections. I attended this program with about 20 other staff members.

After the workshop, I worked a little on the never-ending task of making sense of our hundreds of uncataloged popular music magazines. Over the noon hour I helped run a tour of the Music Library being offered to classified staff members from the university at large as part of our National Library Week.

R. Susan Goldstein, Music Library and Sound Recordings Archives, Bowling Green State University, Bowling Green, Ohio

My day began at 8:00 a.m. with system work to ready the data base for our new one-year long faculty due date. Faculty due dates were changed today in order to compile and print the lists of current faculty check-outs. After the compilation of the lists, I had the faculty lists printed.

While working on this project, I worked with the department head in

tracking down patron book and fine problems in our paper files.

While the faculty lists were being printed, as needed, I would step out to the desk to assist the staff with circulation desk routines: check-out of materials, updating patron records in database, paying of fines, collating UMI power pages articles; assisting patrons in purchasing photocopy cards, and answering questions.

By this time it was time for lunch and a welcome hour it was.

After the lists were finished printing, I began to collate them and attached them to pre-printed notices that inform the faculty of the new borrowing and renewal privileges we are putting into effect this semester. When I had a stack of several hundred, I instructed student assistants on how to fold them and place them in the window envelopes that we use for our automated library notices. At 4:00 p.m. I finished the collation process, checked with the students who were folding and stuffing, and reported for Desk Duty at the circulation desk. At 4:15 p.m., after making sure everything was on track at the desk, I assigned my graduate student supervisor to take over desk duty, made sure she had a complete desk staff (of 3 student assistants) and headed down the hall to make an appearance in the library conference room at our Multicultural Affairs Committee reception being held to announce the winners of this year's essay contest which is co-sponsored jointly every year by the Committee and our library's Friends organization.

At 4:30 p.m., I attended the Friends board monthly meeting. I am a 4th year member of the board. We are a support group to the libraries. Giving monetary and other forms of support to the library system.

At 5:30 p.m., I was back on duty at the circulation desk. I issued several courtesy borrowing cards, talked with a patron who was unhappy over a fine and continued to perform many of the duties listed above.

At 6:00 p.m., my day finally came to any end and I turned over responsibilities to the night staff and headed home. *Sherrill L. Gray, Library Associate II, Desk Head Unit, Access Services, Jerome Library, Bowling Green State University, Bowling Green, Ohio*

8:00 a.m. — Arrived at the Curriculum Resource Center to see my desk covered with circulation problems that occurred since I left yesterday. Started with recording daily statistics for my co-worker who had the day off and turning on our newly acquired copying machine. Made minor repairs to 2 teaching aids left on my desk and returned to proper place in the collection. Sorted out notes left on my desk regarding missing items and overdue materials. Ordered more check-out cards for circulation of multimedia materials and delivered this order to the Duplicating and Processing Dept. Dropped off some information at the Popular Culture Library on the 4th floor.

9:00 a.m. — Attended CRC staff meeting. Received a message following meeting from Head of Circulation to locate some information concerning a fine received by a patron. Left building and walked across campus, on this beautiful spring day, to attend fire extinguisher training.

11:00 a.m. — Looked up information for Head of Circulation to try and help her solve problem with a patron. Relieved my co-worker from the the CRC Reference Desk which she was watching while I was gone. Assisted several patrons with reference questions, directional questions, and equipment problems. While at desk, looked through new CSCL (Cooperative Services for Children's Literature) books and decided which ones will be added to the CRC collection this summer.

12:00 p.m. — Prepared overdue and missing notices for materials checked out at the CRC Reference Desk. Finally had a chance to quickly check my e-mail as I waited for notices to print. My day

at the CRC ended at 12:30 since I'm a permanent, part-time employee. *Gaynelle Predmore, Library Media Technical Assistant 2, Curriculum Resource Center, Jerome Library, Bowling Green State University, Bowling Green, Ohio*

INDIANA

I arrived at work and logged on my computer at 8:00 a.m. I checked e-mail first and deleted some messages.

I am a copy cataloger so I checked the books I cataloged the day before to make sure everything searched correctly in our system (Innovative). I inserted labels and put the books on the stamping truck for end processing then deleted the label file in WordPerfect.

I went to the stacks and collected enough items for a day of cataloging. I checked them in INNOPAC to see if they matched info on the order records and to make sure they did not qualify to be added items on an existing bibliographic record.

I started with books with outsourced cataloging from Marcive first. I edited the bibliographic records, checked Dewey numbers, and added item records in INNOPAC. When those were finished, I logged on to OCLC to edit and export records for non-outsourced books. I saved label displays to a file to print later in a batch. I had a quick consultation with my cataloging supervisor on a call number for a biography. I then printed spine and pocket labels for the items that required them.

I am working on the employee relations committee of our Staff Association and took home some e-mail and other items to read for committee-related work.

Judy Marynell, Library Assistant, Evansville-Vanderburgh Co. Public Library, Evansville, Indiana

This was a slow student day because it was one of the first nice spring days, thus the students stayed outside. Only those desperate ventured in, and as the day got nicer even many of those desperate stayed outside. The following list doesn't reflect my interaction with the 9 student workers that were here during the day nor the many questions I answered while doing something else.

— Unlocked building and turned on lights...Read memos of problems that occurred the night before...Turned on several computers...Ran overdue notices and statistics on checkouts and money...Worked on problem overdues and started student worker to look up other overdues...Counted money and got change drawer ready for the day...Worked on computer and printer problems...Straightened our newspaper mess...Worked on two lost book problems...Checked e-mail...Quickly looked through Backserv to see what we might need or have to offer...Checked on several periodicals to see what we were currently missing...Run serial claims...Sorted through what we could do something about and what we couldn't...Organized student work...Tried to figure out where our missing cart was ...Entered new catalogs into the computer catalog file...Checked Backserv and other e-mail...Checked returned tripod for missing part...Read and dealt with my normal mail...Entered more new catalogs into the computer catalog file...Took a break...Entered serials into the computer...Worked on printer problems again...Entered serials into the computer...Started memo to student workers...Lunch (Had to take a short lunch, because one student had to get to class and the student who relieves her couldn't come to work today)...Started rewriting the Serials Procedure Manual in light of the new software to which we have upgraded...Entered more serials into the computer...Got call from head of Conferences that he needed help with

identifying what kind of old overhead projector bulbs he needed...So I packed up six of our old varieties and went to see him and his bulbs...Came back to help find a lost periodical...Student paid large find, so I cleared her for registration with the business office...Helped student with a subject search...Looked over our inventory of bulbs and talked with our director about his budget to see if we could also order some bulbs and split shipping costs with conference...Checked out books...Demonstrated how to use Infotrac...Renewed books...Took a break...Set statistics program for next day's run...Continued rewriting the Serials Procedures Manual...Solved tax form problem...Billed other college departments for their March A-V, xeroxing, and laminating...Worked on printer again and got paper for it...Continued rewriting the Serials Procedures Manual...Checked out some Reserve material. Worked on another Reserve problem...Worked with a student on some New York Times problems...Helped a student with periodicals information...Got money drawer ready for night...Locked and unlocked doors so study room is open from the outside for the night...Went home...(Not exactly. I went to xerox stuff for church and then picked up my son and two others from soccer practice, then I was home for 20 minutes.)

Jean T. Michelson, Circulation Coordinator, RichLyn Library, Huntington College, Huntington, Indiana

TENNESSEE

7:30 a.m. — First to arrive at library. Log on all OPAC's, check to see if online system is working properly.



7:40 - 12:00 p.m. — Move to Technical Services, log in my PC, check e-mail, log onto OCLC, catalog new books, export records to local database, create save file of label displays for batch printing later. Message researchers are coming in afternoon; checked Archives in advance for materials they might need. Checked Books in Print for ideas for Memorial Gifts; selected five titles, typed order cards and submitted to Acquisitions office. Checked folder for information on upcoming Book Sale. Typed memos to two local newspapers and mailed. Made several notes concerning work to be done for sale.

12:00 - 1:00 p.m. — Lunch — Home, run errands.

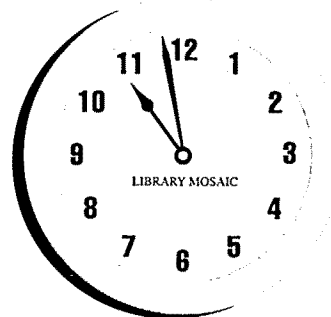
1:00 - 4:30 p.m. — Checked e-mail, phone messages, answered reference question, assigned Tech Services student workers afternoon tasks. Cataloged on OCLC, exported records to local database, saved label displays to disk. Helped researchers doing genealogy. Pulled previously located materials and found further materials for their use. Made photocopies for the researchers.

4:30 p.m. — Put away Archives materials, shut down my PC. Checked student workers work, answered ques-

tions. Locked up Technical Services Department.

4:40 p.m. — Home

Linda Gass, Copy Cataloger, Carson-Newman College, Jefferson City, Tennessee



MINNESOTA

The following are two responses from 3M Information Services, a corporate information system consisting of several libraries (business, engineering, and technical) patent services, and internal information.

#1 — Position: Sr. Library Assistant in a technical library, serving laboratory personnel). — Read mail, mostly e-mail, mostly libsup-1...helped a librarian with a software problem/how to...went to the supply room to obtain supplies for myself and information desk...answered a question about one of our special collections which I help maintain...attended monthly staff meeting...went home (1/2 day vacation).

#2 — Position: Adv. Library Assistant split between a technical library and internal technical notebook center —

8:00 a.m. — Checked e-mail...sorted incoming mail...answered phone.

10:00 - 11:30 a.m. — Attended staff meeting with library staff.

11:30 - Lunch

12:30 - 4:30 p.m. — Back in notebook center...loaded print cartridge in LaserJet printer... sorted p.m. incoming mail...issued technical notebooks...looked for lost notebook...helped customers log onto electronic ordering system.

Jonnie Hauswirth with Sandy Fiebiger, 3M Information Services, St. Paul, Minnesota

WISCONSIN

A day in the life of a Circulation Assistant at the Manitowoc Public Library usually begins at 8:00 a.m. Our library opens to the public at 9:00 a.m., giving us one uninterrupted hour to perform many tasks. These include: Turning on the terminals and printers...stamping and putting out the early morning newspapers...print and checking the daily hold shelf list...printing the overdues and hold notices...separating notices from carbons, preparing notices for mailing and shredding the carbons...unloading book pick-ups from the previous evening...checking in materials from outside book and video drop bins...inspecting checked in materials...reading memos...checking out teacher collections to be picked up late in the day.

9:00 a.m. — The library opens to the public. Routine duties done at this time are: Turning on lights throughout the library...switching the phones back from "after hour" announcements to the daily messages...pushing book drop bins to the Circulation work area...unlocking the doors.

Each of the Circulation Assistants rotates to one of the following stations every 1 1/2 - 2 hours throughout the day. I started at "Check Out" where I did the following: Checked out patrons on the average of 240 items per hour...shelved the reserve books to be picked up by the

requestor...set up carts and checked for items needing mending...gave change for the copier...answered questions posed by patrons...sold books from the used book cart...collected money due for fines...directed patrons to the tax form display...initialed, noted time, and stamped student pass forms from the neighboring high school...updated patron's addresses on the computer...typed new patrons registrations...told patron he couldn't bring soda into the library...reunited lost mother/child...completed a written incident report about a disruptive patron.

BREAK TIME...YEAH!!!

After our break, I was the "Telephone Person." Duties included here are: Answering and directing telephone calls to other departments...phone renewals and other inquiries about patron records...inspecting and resensitizing library materials...setting up library materials for reshelving...serve as "back up" person for check out desk...accepting donated materials and completing donation forms...directing page duties.

LUNCH

Now it's my turn to be the "check in" person," the much coveted position as I can finally sit down. The "check in person" averages checking in about 330 items per hour. Some other duties include: Checking in newly processed library materials and giving them to other departments as requested...trapping holds...serving as the "back up" to the telephone person...refilling the coin changer...setting up library materials for reshelving.

As time permits, some of our miscellaneous duties are: completing registrations...looking for "lost" or "trace" books in the stacks and other projects as assigned.

Christine Cerkas, Charleene Neubert, Ginger Baryenbruch, Circulation Assistants, and Connie Willems, Circulation Supervisor, Manitowoc Public Library, Manitowoc, Wisconsin

IOWA

Arrived to work at 8:30 a.m. Got circulation desk ready for the day, turned on computers and databases. Read shelves until 9:00. Worked at the circulation desk from 9:00 - 12:30. Went to lunch from 12:30 - 1:00 p.m.

From 1:00 - 5:00, I take care of my "off-desk" duties which include data entry for patron records, interlibrary loan (searching shelves for requested items, processing to send out, processing incoming ILL's for our patrons). I also supervise the library's pages but right now we have a great crew and they don't require much supervision.

I try to read my e-mail before I leave for the day.

Leave work at 5:00 p.m.

Nancy Medema, Lead Library Assistant, Bettendorf Public Library, Bettendorf, Iowa

On Wednesday mornings I am scheduled at the Circulation Desk from 12:30. It is a story hour morning, so sometimes it can get quite busy and noisy; otherwise, it is the regular circ desk work of checking in, checking out, retrieving the outdoor book return, making new library cards, taking fines, forwarding calls, taking reservations for the public-use personal computers and assisting our patrons however possible.

My afternoon was spent working on an updated staffing schedule for our new building, verifying and searching for overdues, placing patron reserves into the system, clearing up circ "problems" and beginning the desk schedule for next week.

Actually, it was a pretty routine day with no major problems or conflicts — the kind of day we'd all like

to see more often!

Karen Madesian, Circulation Services Manager, Bettendorf Public Library, Bettendorf, Iowa

ILLINOIS

I am a ParaProfessional II in the Adult Services Reference Department, at the main Aurora Public Library, in Aurora, Illinois, where I have worked for 19 years.

I started my day working on my performance appraisal which was due in the next day to my very supportive supervisor, Ruthmary Wood. This was a difficult assignment because it is the first time we have had to do job assessments for our reviews. I then spent about 3.5 hours at the public service reference desk where we were kept very busy all morning with phone questions and patrons in the library, including an unexpected class of middle school students. Reference work is the BEST part of my job as I derive such pleasure and sense of accomplishment when I have successfully helped someone.

I brushed up on our new guidelines for Internet Service to the public which was kicked off by Mayor Pierce on April 16, Log-on @ the Library Day. Next on my agenda was concluding work on our Food For Fines Month, which just ended, by arranging for food pick-up by a local food pantry and working out the statistics for this campaign.

I then proceeded to start to "weed" my work area because I will be moving to a different area soon due to job reassignments. This opened my eyes to projects I have started and never finished, and made me more aware of how far behind I am with some goals. Reference services always take prece-

dence, as a result many things get put on back burners.

Just before the close of the day, I started to assemble materials for a committee meeting I chair. It was a very busy day, but nothing out of the ordinary at this Midwest public library.

Claudia Race, ParaProfessional II, Adult Services Reference Department, Aurora Public Library, Aurora, Illinois

MISSOURI

I work in the Technical Services Dept. in which my main job duty is copy cataloging. As we are in the middle of implementing our new online system, my daily work schedule has been a little irregular. My work schedule went something like the following:

7:30 - 12:30 p.m. — Copy cataloging on OCLC. Training for the new online system, III. Entered minimal bibliographic records on our present online system, LUMIN.

1:00 - 3:00 p.m. — Training for the new online system, III. Assisted at the Information/Reference Desk.

3:00 - 4:00 p.m. — Copy cataloging on OCLC and processed some added volumes.

Pearl Barron, Library Assistant, J. Otto Lottes Health Sciences Library, Columbia, Missouri

7:30 a.m. — Arrived at work...checked e-mail for ILL requests...counted and stamped ILL requests...handed an extremely overdue ILL to the Head of Division, June, for her to obtain from patron...gave journal to co-worker, Josephine, so she could call patron and have her come in and copy article...talked to patron about an item she needs from KU Law...made coffee...checked LUMIN for items we own

that patrons requested on ILL...placed a book on hold shelf for patron...retrieved articles from ARIEL & separated...sent notices to patrons telling them to pick up their books...gave request to co-worker, Sue, to send out on OCLC.

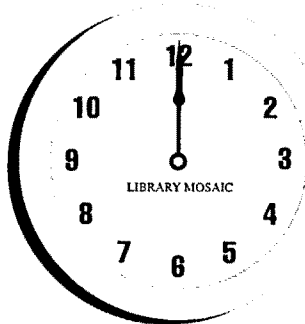
LUNCH

Copied notices to send to patrons telling them their requests have been canceled for one reason or another...checked e-mail...gave work to student to do...finished mail...talked to patron about his extremely overdue ILL's...

3:30 p.m. — Left for home.

This is an extremely mild day from what they usually are.

Delores Fisher, Library Assistant I, Interlibrary Loan Dept., University of Missouri-Columbia, Columbia, Missouri



NORTH DAKOTA

Access Services consists of a merger between Interlibrary Loan and Circulation. I work primarily in the Interlibrary Loan section.

My duties for April 17th were:

8:00 - 12:00 p.m. — Discussed plans for the day and week with the department head; read and took care of notes from the night shift. Prepared supply list and turned it into Central Services. Separated daily activities printout and distributed. Worked on ILL overdue notices. Helped patrons; corrected prob-

lem of the wrong circ class and due date on a book. Met with department head regarding summer hours for student assistants.

12:00 - 1:00 p.m. — Lunch.

1:00 - 4:30 p.m. — Worked with library administration staff on student workstudy balances. Assisted new staff member with Reserve problem. Worked on ILL notices. Talked with A/BC on item class problems; helped new staff member with Reserves; worked at the desk. Worked on ILL overdue notices. Discussed Reserves with new staff member. Gave instructions to Senior Student regarding night projects.

4:30 p.m. — Cleared desktop.

DeeAnn Bilben, Library Associate II, Access Services Department, Chester Fritz Library, University of North Dakota, Grand Forks, North Dakota

I work in the Cataloging Dept. (now called A/BC, Acquisitions & Bibliographic Control).

My duties on any given day vary greatly, but on April 17th, they were:

7:00 - 12:00 p.m. — Accessed Internet, read libsup-1, and AUTOCAT, answered e-mail. Wrote WHATSUP (a local online listing of the day's scheduled events, University happenings, staff absences, and trivia). Called other staff members to remind them about "A Day in the Life of Support Staff." Answered questions regarding the ODIN Serials system (checkin pattern, copies received, correction of notes field, correction of serial location) Original cataloging (including call number assignment and accompanying subject headings). Original cataloging. Cataloged analytic titles (including making sure that the call number is formatted correctly and that the series is traced according to local authority). Withdraw "Latest edition only" and transfer "Latest edition on REFERENCE" books (including making changes to item records to reflect new location, rela-

bellling transferred volumes, updating shelflist, withdrawing item records and stamping and removing withdrawn books).

12:00 - 1:00 p.m. — LUNCH

1:00 - 3:30 p.m. — Load online serials checkin records for Standing Orders, gifts, and state documents (including accessing Acquisitions, manual checkin files, online bibliographic, vendor, and acquisition files, shelflists, and books to enter serial information; checking in serial issues; loading vendor records; and completing the online acquisition process). Check Internet and catch up with the day's postings. *Felecia Clifton, Library Associate II, Cataloging Dept., Chester Fritz Library, University of North Dakota, Grand Forks, North Dakota*

My duties on April 17th consisted of:

8:00 - 12:00 p.m. — Open Special Collections Dept. Start checking newspaper articles and catalogs for possible books of interest to the Dept. and check ODIN for duplication; answer questions via phone. Placed book order via phone; prepared folder for donated journal; answered questions via phone and in person. Began processing monthly shipment of N.D. state documents; answered phone calls; pulled manuscripts for patrons; called A/BC regarding serials location question; directed student in tasks; delivered/picked up mail. Processed state documents; answered phone calls; collected money for photocopying; retrieved book for patron; advised student assistant on activities for afternoon.

12:00 - 5:00 p.m. — Out for the afternoon — will return to work for the evening shift.

5:00 - 9:00 p.m. — Checked with department head on events of the afternoon. Checked on photo order returned from AMC; get books for patrons; process state documents; help patrons;

retrieve manuscript collections for patrons; answer question via phone; photocopy manuscript pages for a patron. Help three patrons new to Family History/Genealogy Norwegian research. Process state documents; close Special Collections Dept. *Susan Humble, Library Associate II, Special Collections Dept., Chester Fritz Library, University of North Dakota, Grand Forks, North Dakota*

I work in the Patents/Trademarks section of the Documents, Patents, Trademarks, and Periodicals Department. My duties on any given day vary greatly, but on April 17th, they included:

Did five patent searches...did two trademark searches (mailed searches)...did one company name search with a call back to attorney...mailed 23 page request to Dazey, North Dakota...did a patent and trademark search (which involved using the Corporate Profile database and calling Scottsdale, Arizona information to obtain a telephone number, but which resulted in getting the patron to order a patent (which was copied, billed, and mailed).

Installed 4 CD-ROM discs (after which, called the Computer Services Librarian to fix the computer which claimed it had no DOS)...mailed a copy of a patent abstract from April 6, 1996, to keep a patron informed of the newest in his research area...mailed two bad debt notices.

Jean McCrowell, Library Associate II, Patents/Trademarks Section, Chester Fritz Library, University of North Dakota, Grand Forks, North Dakota

I work in the Periodicals section of the Documents, Patents, Trademarks and Periodicals Department. My duties consist mainly of checking in of serials. My duties of April 17th include:

Checkin (including six issues forwarded to Binding, three issues with problems, two issues which needed information for loading of serial records, two issues which needed claims processed, one issue forwarded to Dup/Exchange, two delivered to Patents/Trademarks, and 25 delivered to branch libraries) while working at the front desk and handling patron questions.

Supervised student...called Ebsco regarding returned issues...process claims and responses...talked with the Acquisitions/Bibliographic Control Dept. regarding serials subsystem and state document checkin location...claimed nine issues...closed four titles (including adding decision notes and making the online serial record inactive)...working on the MULS system (deleting 26 records and changing three)...activated new serial records (including changing titles to match the bibliographic record, adding checkin, frequency, publishing, and claiming information).

Linda Olson, Library Associate I, Periodicals Section, Chester Fritz Library, University of North Dakota, Grand Forks, North Dakota

Wayne State College of Wayne, Nebraska is host each year to a program entitled "Look to the Future" for area fourth grade students. During a six day period more than 235 students visit and tour the campus. One of the stops on the tour is Conn Library, where 45 minutes is spent with each group showing the workings and services of the library. Support and professional staff volunteer to be part of the guided tours, demonstrations of campus computer network and Instructional Technology Center



equipment. April 17 found staff members busy showing approximately 64 students through the library. This program gives staff an opportunity to show potential future Wayne State College enrollees the varied assets of the library and acquaint them with our friendly staff.

Staff of the Conn Library, Wayne State College, Wayne, Nebraska

As Media Coordinator, my morning starts with counting the cash drawer, reconciling books, placing monies for ILL, laser card sales, and fines all in safe. Now the repairmen came to fix the lighted display case, so I can add the selected Aesop's fables books, collected art objects from the guest speaker whose slide presentation is Thursday.

Next the library classroom needed rearranging, so I was delighted to have a willing student worker lend his muscle to that task. I brought our projector in, tested position, etc.

Some conferring with our director, to change a book in the display case. Reminded our secretary of need for setting up table for serving punch. Worked on adding 10 new videos, 4 kits, and some computer disks to the proper media shelving area. Work at Circulation checkout for noon hour and

during last hour of day also.

Shelve in the Curriculum Lab. Pass out more "I Love My Library" bookmarks at various service desks in the library. Assist student at copier, frequent intervals. Take money out of copy card dispenser, to count some ahead of the usual day I have to enter all readings, and monies taken in from 4 copiers.

Visit a bit with our staff who come at 1:00 and 3:30 p.m. to make them know how I appreciate all they do. Check on student worker scheduling at last hour of the day. Check my e-mail quickly before 4:30 p.m.

Gayle Crawford, Media Coordinator Paraprofessional, Reinert Alumni Memorial Library, Creighton University, Omaha, Nebraska

KANSAS

I work 30 hours per week in the Circulation department. I am in charge of magazine and newspaper shelving. Half my day is spent at the Circulation Desk. I work at an urban branch of a public library and we check out lots of videos.

The rest of my day is spent with magazines and newspapers, sorting and shelving new materials and reshelving. This is a position where experience is quite helpful. I've gotten to know where all the magazines are shelved and can go right to them. I often get asked by reference staff if we have a certain title or where it's at. Additionally, once a month I discard old newspapers and I weed the circulating magazines once a year (based on reference staff decision of how long to keep what).

Ellen Kozisek, Circulation Serials Assistant, Kansas City, Kansas Public Library, Kansas City, Kansas

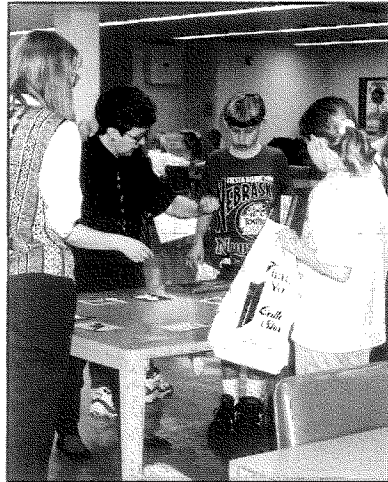
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Ellen Kozisek, Circulation Serials Assistant, Kansas City, Kansas Public Library, Kansas City, Kansas

7:00 a.m. - 11:30 a.m. — Arrived at work. Checked in on board, logged onto PC, read e-mail. Checked GroupWise for library-only e-mail and my schedule. Logged onto cataloging and circulation modules. Searched a few problem copy titles to see if I need to re-search on OCLC. Checked out on board for monthly library all-staff meeting in the Union. Answered phone on way out—student intern left a message for her supervisor. Drove to campus. Meeting covered building updates, fund raising, team reports, announcements. Meeting 8:15 - 9:40. Drove back. Took a break while office computer expert loaded OCLC's Passport for Windows on my PC. Did e-mail check again. Answered e-mail regarding a meeting with the copy cataloging team. Checked calendar for next two weeks—made corrections. Began work complex copy cataloging monographs, then linking to circulation module, distributing to labeling or binding. Spent some time reading Help section of new PFW.

11:30 a.m. — Lunch.

12:00 p.m. - 3:25 p.m. — Back to cataloging, this time music scores. Need to consult supervisor or copy cataloging team leader about a problem. System locked up. Had to reboot & pull up all the various programs again. Finished one music score for retrospective conversion. Began work on some monographs that all have the same series. Set up macro for series info. Answered question from student intern about music call number for labeling. Sorted papers, etc. on worktable. Brief break. Talked to copy cataloging team leader about schedule conflict next week—I'm expected to be three places at once! Replied via e-mail to one person involved with this scheduling conflict—the person who assigns reference desk time. Answered co-worker's question about shelf listing a book. Copy cat team leader came around asking if we could change next week's meeting to tomorrow p.m. Supervisor asked me if I

was keeping a log for Library Assistants' Day. We discussed online note & holding's display changes on a music score & parts. Worked on more music scores. Answered another question from a co-worker about newer edition of a monograph. Continued cataloging.

3:25 p.m. — Fixed coffee pot for tomorrow. Washed cups out. Logged out. Went home at 3:30 p.m.

*Jody Crocker, Library Assistant II,
Bibliographic Control Dept., Kansas
State University Libraries, Manhattan,
Kansas*



6:00 a.m. — In Midwest City, Oklahoma, a suburb 15 miles west of Oklahoma City, the Vessels, Dale, 38, and his wife, me, (Jill), 36, wake up to the sound of an annoying alarm clock. Dale and I take turns showering and getting ready for our workday. I wake our children up for school. Sara, 16, our daughter, mumbles and covers up her head. Alex, 17, our foreign exchange student from Sweden, is already up, sitting on the edge of his bed, shaking the sleep from his eyes. Dale and I eat a breakfast of dry raisin toast and oranges as the children go through their morning routine. Dale and I talk about the upcoming move of our son, Nick, who is in the Army and being transferred to Frankfort, Germany.

7:00 a.m. — We all leave the house at the same time. Dale and I drive off to our jobs while the children walk down the street to the local high school.

7:20 a.m. — I am the first one to work this morning. In the next 10 minutes my four co-workers, and one boss, shuffle into the department with all their morning greetings. I start my morning preparing materials to be processed. Things run smoothly and what usually

takes me 2 hours to do in the morning only takes me an hour and half.

9:00 a.m. - 12:30 p.m.— A staff meeting starts on the hour so everyone gathers in front of the department around our "thinking table" to come up with some solutions to the problems we have encountered lately. A few of the topics that we discuss are ways to improve our workflow during short staffing, genre heading discussion and priorities of our workloads. Our meeting was very successful, with everyone going away with a renewed sense of information. I work with fervor to get some video cassettes processed and out by tomorrow. I put on my headphones, turn to my favorite music station, and drown all of the noise and distractions out. I found out that I am more accurate and get more accomplished when I do this. For a while I am finished with my video cassettes and I spend the next 15 minutes reading my mail and replying, by phone, to other support staff and customer questions before my lunch.

12:30 p.m. — IT'S LUNCH TIME! I need some time away from the library, so I hop in my car and do some errands. Sometimes I even find time to eat, even if it is grabbing a hot dog at the local convenience store.

1:30 p.m. — 4:30 p.m. Our shelves that hold the replacements are stuffed, so I grab a big stack, put my headphones back on and tackle the problems at hand. I work on the computer for a while, updating existing records or fixing other errors I find in our computer catalog. Sara calls me from home to tell me very important news. — (NO ONE HAS ASKED HER TO THE PROM.) I try to calm her down, as much as you can a 16 year old girl. Sara feels much better as we get off the phone, but I have been doing three things at once, trying not to let my personal phone calls get me behind in my work. I have spent the last 15 minutes talking to Sara. I will consider that to be my break. I process some children's books for the next hour. I

love to process children's books because of the brightly colored book jackets. If I'm having a rotten day, all I need to do is look at children's books and I start giggling on the inside. They're so funny. I spend the last 15 minutes of my day cleaning off my desk.

4:30 p.m. — The end of my work day. I feel justified in saying I did a good day's work for a good day's pay. It has been a hectic week and emotions are running high, due to the first anniversary of the bombing of the Murrah building. I get in my car and head for home.

5:00 p.m. — I am home. I throw a frozen pizza in the oven, a load of clothes in the washer, threaten the children, and fall asleep in front of the television, due to exhaustion.

Jill Vessels, Cataloging Clerk, Capital Hill Branch, Metropolitan Library System, Oklahoma City, Oklahoma

ARIZONA

The following briefly describes my day on the 17th at Hayden Library on the Arizona State University campus in Tempe, Arizona. The first hour was spent putting away journals and films. Then two hours were spent at the desk, answering all the questions that students had and helping them find the journals they were looking for. I also assisted students in going into various databases to find articles on the subjects they were looking for.

After desk duty, a new foreign newspaper was checked in and a file made for it, as well as a place on the shelf and a label made. Then, old newspapers were pulled out of storage and put in the recycling bin, making room for new ones coming in. Then, more film, fiche, and journals were filed. Some time was also spent straightening college catalog fiche.

Then it was desk duty again and students were directed to where they could find journals and other questions were answered. It was full day, but the work is so rewarding when you know the students found what they were looking for.

Sharon K. Kurtz, Hayden Library, Arizona State University, Tempe, Arizona

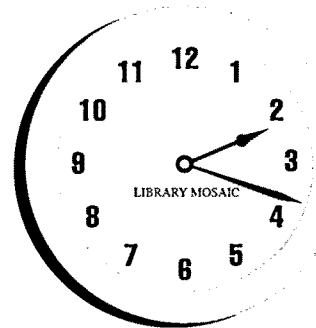
Wednesday, April 17, was a significant day for me as it was three months to the day after I was hired by the Library Development Office, and that the event I helped plan finally came to fruition. This was the Fourth Annual Lawrence G. Blackmon Student Book Collecting Content Awards and Donor Recognition Reception.

Over 120 people were in attendance which included donors and student winners of the book contest. To make the event even more special, some well known individuals such as Congressman and Mrs. John J. Rhodes, Mr. and Mrs. Frank Labriola, Mrs. Wilma Schwada, whose husband, John, was a former president of ASU, Mrs. Grace Bruinsma, whose husband, Henry, was ASU's founding dean of Fine Arts, and Fritz Scholder, a Native American artist, were part of the celebration.

Dean Sherrie Schmidt, Vice President and Provost Milton Glick, and Lawrence G. Blackmon, sponsor of the book contest, were the featured speakers. Awards were given to the student winners and there was a special recognition to honor donors who have been most generous in their contributions to the University Libraries over the years.

It was a wonderful opportunity for everyone to socialize and enjoy the delicious hors d'oeuvres. The event was a tremendous success and I am proud to say that I had a part in reaping the benefits of the success.

Sharon L. Kozlo, Administrative Assistant, Library Development Office, University Libraries, Arizona State University, Tempe, Arizona



CANADA

How nice that April 17th was a little better than a typical day. The president of the University had extended an invitation to a breakfast reunion celebrating the success of the 1995/96 Annual Fundraising Campaign. It is nice to have my modest gift acknowledged this way and the breakfast and speeches were both short and sweet. I was back in the office just in time to help open our public service counter.

The Interlibrary Loan office in Simon Fraser University's Library is closed until 9:30 a.m. This is just enough time to handle a few verifications on a stand-alone CD-ROM workstation on another floor or even travel to the basement to attempt to read the fine print of the NUC Pre-56 microfiche.

The students are writing exams. Very few of them will visit us today. A faculty member arrives to ask about the new direct ordering system we have with the University of British Columbia. He is anxious to learn this new system. The workstation on our public service counter is used just for this purpose. This faculty member left feeling confident.

Internet addresses are a hot topic today. A long helpful list of Internet addresses needed to be printed from my e-mail system. After comparing them with the library database in our AVISO

ILL Management Software I am able to add 14 new addresses. There was time for a few local phone calls before lunch. The librarian at a major engineering library was glad to hear from me. He had a question about our new policy concerning photocopy requests from "for-profit" corporations. A little bit of public relations goes a long way.

The mail had been sorted while I made those calls. The photocopied articles from the fax machine and the Ariel workstation were also on my desk. Those articles were ready to be mailed before I went for lunch. I scan the messages in my e-mail quickly before leaving.

I have a lot of OCLC searching to do today. The connection is really fast and before long the paper from my printer touches the floor. I'll choose my string of locations for each request later. With so few patrons coming to our public service counter, I am feeling a bit of eye strain and wrist fatigue from the computer. Time to have a break. A middle-management staff member from another department arrives to send a fax. She doesn't use our machine often enough to feel confident. That's OK, "ILL staff seem to learn this technical stuff first," they say.

It's been a good day. A day dominated by technology but not overwhelmed by it. I feel connected to a lot of others in this field. Interlibrary Loans is good for that. After almost 9 years in this position I still find it challenging. Another new computer system to try, a web site to investigate, or a verification index to master. I'm glad to do it, but please, just a few more hours of student help next semester so I can keep up! I hope you enjoyed your day too.

Christine McConnell, Borrowing Assistant, Interlibrary Loans, Simon Fraser University Library, Burnaby, British Columbia, Canada

On this day, I: Completed the corrected minutes for the Fast Forward Media Showcase we're helping to put on...faxed/distributed minutes and other information to the committee...did mail: picked up from 5 floors down, typed up envelopes, delivered to mail area...updated looseleaf directory.

Proofed letter from librarian to Customs inspector, regarding video masters held.

Did some work on staff dinner party. Theme: End of term morale booster...created "KUDOWES" Awards (staff who are Knowledgeable, Understanding, Dependable, Optimistic, Warm, Enthusiastic, and Supportive) to give to every single staff member (NO exceptions), plus a few others, after being read out at dinner. Based on getting people's positive/funny comments about each other and our own observations etc...was own idea and initiative, included everyone in our library, instructional media services, and contract services "umbrella."

Made inquiries and drafted response letter to claim form from National Library of Canada...double-checked my absence (etc.) report, returned to Personnel...had afternoon coffee with Institutional Research person, whom I met when I took her around for a Shop Steward orientation tour of the college.

Picked up mail again...had more phone calls both about the party and about video duplication rights; did some more work on each...quickly checked e-mail for any inquiries by our post-secondary institutions for AEMAC...did odds and ends from in-basket, including accounts, updating DB/Textworks database.

Sylvia Skene, Library Technician (Media), Advanced Education Media Acquisitions Centre, Langara College Library, Vancouver, British Columbia, Canada

WASHINGTON

I began my day by logging into WLN to print the interlibrary loan requests, then searched the shelves for books and photocopied articles to send to libraries...I prepared books for mailing and returned to WLN to change the status from pending to sent. I then mailed out the interlibrary loan materials...I ordered books on the Inlex system; sent them through the Baker and Taylor ordering system, and filed the order cards...I received and expensed several invoices on the Inlex system, then prepared library vouchers to be sent to the district office to be paid...I then opened two boxes of books, matched the order cards with the books and then checked them against the invoices. I processed the books, and sent to the cataloging department...I also typed purchase requisitions for the Radio Department and Media Services for supplies...I also typed minutes for an ALKI board meeting from my written notes.

Sue Anderson, Library, Spokane Falls Community College, Spokane, Washington

8:00 - Noon — Turned on computers and printers — signed into needed programs — WLN Bibliographic Services, SCOLIS (Spokane Cooperative Library Circulation System); read e-mail from LIBSUP, CIRCPLUS, and AUTOCAT. Worked on WLN — upgraded some CIP records, then assigned call numbers to new material and added holdings to bibliographic records. Marked items needed to download to circulation databases. Worked at the circulation desk, so circ desk staff could have a meeting. Took some discards upstairs to work on. Computer network break down — can't use computer — meet with work study student about projects, read mail, organized desk.

Noon - 12:30 p.m. — Lunch
12:30 - 4:15 p.m. — Network is back up — Yeah! — Processed some Rush Reserve material and miscellaneous problems sent to me by circ staff — changing location of an item, correcting errors discovered in the database, etc. Work on WLN again — did some copy cataloging, input some original cataloging — prepared by the cataloging librarian. Added item (copy) information for new books being added to SCOLIS circulation system. Download items from WLN database to Scolis database.

4:15 - 4:30 p.m. — Cleaned staff room - we alternate weeks and it was my turn.

Sylvia Gobel, Library Specialist I, Technical Services, Spokane Falls Community College, Spokane, Washington

I work in the evenings and on Sundays. My duties include working at the circulation desk, working in the media/copy center of the library, and working in the reference and periodicals sections. My main duties are assisting the college professors, students, and staff members in those areas.

Whenever I am not assisting our library patrons, I do the processing of new books, or I file cards in the card catalogs. Our library still uses card catalogs.

On Wednesday, April 17, 1996, from 5:15 - 6:00 p.m., I first filed cards in the card catalog for the titles. Then in the media/copy center I made several transparencies for a student. Then I took a video camera to one of the classrooms. Then I trained a new employee on how to do fines for overdue books.

Between 6:00 - 8:00 p.m. I filed more cards. Around 7:50, while I was filing cards, one student requested magazines, so I obtained the magazines that the student requested. Between 8:00 - 9:00 p.m. I prepared the daily report for the media/copy center. Every night I

prepare a report on how many copies are made and paid in cash, and on how much money we have at the end of the day.

Then I also went to two classrooms, where I picked up a video camera and a VCR with TV. Every night before closing the library I need to pick up all the audio and video equipment that the professors have used in their classes. It is my responsibility to have all the equipment back in the library at the end of every night. Then I turned off all the lights, closed all the windows, and made sure that nobody was left in the library. At 9:00 p.m. I closed the library and went home.

Elvia Aurora San Martin, Library Assistant, Saint Martin's College Library, Olympia, Washington

I am a graduate of the Library Tech program at Highline College, and am currently working in two library settings, both part-time.

In the mornings, I work for a community newspaper which is published 6 days a week. At .50 FTE, I am the only staff person in the editorial library. I maintain files of newspapers, clip and file stories written by our reporters, and file photographs and stories about local people.



I download the stories onto disks and attach keywords and guides. We recently started saving our photos on CDs and I now spend a few minutes each day renaming them and adding keywords.

Sometimes a reporter will ask for some background information and I do research for them, usually in our own files. But, on occasion, I will go to other libraries for material. This particular day a new reporter wanted to see what we had written on local bus fare hikes. Another reporter was looking for a story that ran last December about standardized school test scores.

Three evenings a week and alternate Saturdays, I work at the Renton Public Library. My primary duties are in Technical Processing, but I cover the Circulation/Service Desks for breaks and dinner hours. I really enjoy the variety this way. I get public service and quiet time, too.

There are seven library assistants and a supervisor at our branch. We all check books in and out, take applications and renewals and help patrons with the new public access computers. In addition, we all have some individual tasks that we take care of as time permits. I check the order file for duplication of materials being ordered by librarians.

My current project in Technical Processing is preparing cassette tapes for check out. I download the record from WLN (Western Library Network), then edit them on Dynix to add our local call number and notes, print labels, and repack them in new containers.
Ginny Rabago, Library Technician, community newspaper and Renton Public Library, Seattle, Washington

The pre-dawn bird chorus began and was followed by the discontented notes from my radio alarm. I was tempted to linger in bed but was roused by the unexpected sensation of something moving across my skin. A sudden exit

from my bed revealed the spider which had been somewhat damaged by my movements. The bugger had bit me!

Ahh, such an invigorating start to my day.

I am responsible for Interlibrary Loan Lending at Western Washington University. I arrived at 7:30 a.m. to power up equipment. The library opens at 7:45 a.m. and I enjoy the first few quiet minutes before most staff and students arrive.

It was not long before 17 April became a considerably atypical day for me. One of my two student assistants, the one who collects materials from the stacks, is absent for the day. Then I discovered that two of the three utilities, where I get interlibrary loan requests from, are down.

I enjoyed lunch with two other women who also work on campus. Afterward, one of the two down utilities was up and I spent a little time trying catch up. Most of the afternoon has been given over to a monthly staff meeting. We heard reports on developments with remodeling projects and on Washington's Cooperative Library Project. Good news there: new equipment AND new staff.

It is 4:30 p.m. and I am done for the day. Time to go home and enjoy the promising sunset.

Valerie J. Shahan, Interlibrary Loan Lending, Wilson Library, Western Washington University, Bellingham, Washington



cle to work, I wondered if my work day would turn out the same way.

I started the day faithfully writing down every time I changed from one task to another. Here's what I ended up with:

7:40 - 1:00 p.m. — Voice mail, e-mail. Misc., phone calls. Junk mail. Phone call, Oregon Library Association. Renewal list. Preservation & Conservation Committee phone calls; misc. running around.

1:00 - 2:00 p.m. — Lunch.

2:00 - 5:00 p.m. — Misc. running around, Oregon documents, phone calls and e-mail.

5:00 - 5:30 p.m. — Oregon authors (Oregon Library Association).

Obviously, my discipline in writing things down waned in the afternoon. But many of my duties as Acquisitions Coordinator are there: sorting through mail for publishers' advertisements, renewal notices, etc.; preparing renewal lists for review by the reference staff; working with state agencies whose publications we collect and distribute for the Oregon Documents Depository Program. It also reflects one of the library committees I'm on (Preservation and Conservation), and one of the Oregon Library Association committees I'm on (Oregon Authors). On another day, I might also have cataloged some

videos, or had an hour or two of desk duty.

The question is: What's all this "misc. running around?" Even just a few days later, I'm not at all sure what I did between 2:00 - 5:00 p.m. on April 17. But I suspect it is the kind of thing a lot of paraprofessionals do. Our jobs are varied duties that we can't perform just sitting at our computers. We deal with books, magazines, videos, maps, and a lot of other people. We keep the big picture in mind, but we often deal in the details.

So we spend part of our time in "misc. running around," wondering if we look silly wearing our cataloger's hat with our acquisition's shoes, doing the work equivalent of wearing a raincoat and sunglasses. That's what makes our libraries go.

I'm not positive, but I think I bicycled home wearing my rain suit and sunglasses.

Jey Wann, Acquisitions Coordinator, Oregon State Library, Salem, Oregon

6:30 a.m. — E-mail to libs-up-1 (East Coast friends are already at work)

6:45 a.m. — Cat growls in the kitchen. I see the cat's tail and know she is under the sink at her food dish. Marty had been trying to stuff a large, irate black pigeon into her rather stale Friskies Captains Catch. After flying in my face, the pigeon fluttered briefly in the bric-a-brac in the dining room and followed me back to the kitchen. After knocking over one bottle from a high shelf, he literally flew into my open hands! I opened the kitchen door and released him into the yard. I affirm to thee friends, that bird looked back at me with an embarrassed expression! And well it should.

7:00 - 11:00 a.m. — Wake up the nine year old and make his breakfast and lunch. Marc and I take Max to school. Call my 29 year old and check on things. E-mail check on libs-up-1.

OREGON

April 17 was one of those Willamette Valley spring days when you don't know if you need shorts and sunglasses or a raincoat and umbrella, and any combination of the four, no matter how illogical, may turn out to be appropriate at any give time. As I pedaled my bicy-

Respond to responses etc. Breakfast while Marc practices the flute. Work on Word 6 in my Powerbook 520. Practice Fractal Painter in my PowerMac.

11:00 - 12:45 p.m. — Arrived at branch and sorted mail on my desk. Passed to the Youth Librarian a complaint about last year's prizes for Summer Reading Program. Talked to man from HVAC about lack of heat. Wrote intro and filled out speaker confirmation form for OLA LSSRT July 19th conference presentation about multi-cultural library outreach: "Serving Patrons Who Don't Speak English." E-mailed the LSSRT info to Deb Cook in Ashland (president).

12:45 p.m. — Break (read part of "The Bookman's Wake," by John Dunning).

1:00 - 1:35 p.m. — Turn on reference desk Wyse 150 and Netscape Pentium terminals at reference desk. Library opens. Sort today's delivery of new books into continuations, etc. and popular material for the New Books shelf. Discuss patron complaint with Youth Librarian Assisted registration of a patron...helped another patron track ILL books...answered a telephone reference question...demonstrated Magazines Online to a patron on the OPAC...found two videos for a patron... found two handouts for a patron listing childcare providers.

1:35 - 4:45 p.m. — Reference Desk.

Highlights: "Thanks, that's just what I needed!" (finding an Occupational Outlook Handbook for a patron)...Russian and Ukrainian patrons discussing in their languages the events from today's newspapers (in their languages) at the study tables near my desk. A low, exotic hum.

Lowlight: I thought I could answer a question from a destination on the web I had just learned about, "Stockmaster." I tried for it and...Netscape failed!

4:45 - 5:45 p.m. — Dinner at home.

5:45 - 8:00 p.m. — Reference Desk...Worked with library assistant to

answer 45 patron questions... searched staff newsgroups (local) for new information...read announcements and notes of meetings on staff gopher...prepared for tomorrow morning's meeting on training Youth Librarians...assisted patrons at copy machine. Note: Answering questions means taking patrons to the book on the shelf or showing them how to find it on the OPAC and how to check it's status. This job is pretty wearing on the old Birkies (and their owner).

8:05 - 8:20 p.m. — Last patron leaves. Clerk finishes counting the cash and reports it. Staff visits in the back room about the day. Staff leaves and I do check that all computers are off, drops are open and everything is secure.

8:20 p.m. — Set two locks and security alarm. Drive home.

9:00 p.m. — Last check on teleport for libsup-1 and personal mail. My library day is over.

Rosalie V. Grafe, Supervisor, Holgate Branch, Multnomah County Library, Portland, Oregon

After almost 19 years, I still can't say that I get bored with my job doing outreach services for the Driftwood Library in Lincoln City, a small town of 6,000 located on the Oregon coast. As a retirement community, Lincoln City has a real need for a library service that reaches out to the homebound and seniors. Two and a half days a week I do library outreach and the other two and a half days, I divide my time between the circulation and reference desks.

On April 17, an outreach day, and after picking out books and certifying a woman for Talking Books from the Oregon State Library, I head out with a large canvas bag full of books for the local mealsite. There I set up my books and let people check them in and out. A new addition to the program is a portable scanner so I now can check out books on-site and download the scanner

into the computer at the library later in the day. I really enjoy this stop because I get to meet interesting people and have developed close friendships. An onion from someone's garden is thrust into my bag, and I sign a get well card for an absent mealsite volunteer. I stay half an hour, long enough to check out 17 books and hear the weekly corny joke before I head back to the library.

The next hour is exciting. The library has just gotten on Internet, and I spend an hour at the elbow of our in-house computer expert and cataloger for a quick lesson on how to "surf the net." I am hooked!

At lunch, the library staff join together for a quick birthday brunch for Sue Jenkins, the Assistant Library Director.

This afternoon I visit only Agnes, one of the seven homebound people I currently serve. There is no regulating the speed of the homebound, so some weeks all seven are clamoring for more books. Recently moved, I find Agnes surrounded by boxes and her seven cats. A voracious reader, I have an entire notebook of titles Agnes has read, so I don't duplicate what I bring. I pat all the cats I can reach, get a new list of requested books, and leave Agnes in a flurry of drifting cat fur.

Next I rotate a collection of paperbacks at one of the five retirement centers I serve. Today I talk with four women playing cards in the community room while I'm changing the books and they give me a frank evaluation.

"The print's too small!" and, "Bring more westerns next time!" finishing with, "Want a cookie, sweetie?"

At the local nursing home, I leave six large print westerns for Emily, who's propped up in bed finishing the last pages of an old Zane Grey book. I stay for a couple of minutes and talk about the books I am leaving, and watch the sparrows eat from a bird feeder outside her window. Some days a visit to the nursing home is terribly depressing, but today's trip is positive. But not without

stress! As I am driving back to the library I discover I have somehow gotten a large smear of human excrement on my pant leg. Just another day in the life of a support staff member!

Once a month I don the hat of co-puppeteer with the children's programming, so at the end of the day I rehearse tomorrow's puppet show. It's a welcome change of pace; I get to try out my entire repertoire of foreign accents, (Meryl Streep, move over!) and sing a bit, too.

I love this work. Working independently without much supervision, making my own outreach schedules, and helping to create an important library program makes outreach a very positive and enriching job. Since most of my outreach hours are spent out of the library or in my cubby hole office in the back room, I am not highly visible in the library and have little recognition for the level of skill and responsibility involved in maintaining an outreach program. Obviously, the rewards come with the smiles and thanks on the faces I serve, and not the budget planners.

Battling an allergic reaction to cats, one onion richer, my pants leg almost dry now after a mid-day scrubbing, I leave the library with a smile on my face and head out into the rain.
Kate Saunders, Driftwood Library, Lincoln City, Oregon

CALIFORNIA

First things first, I need to go through my Internet mail. I use the computer here in Technical Services that is also used for RLIN. Consequently, I don't spend a great deal of time on Internet.

Speaking of RLIN, my next task was to input records for our library into RLIN. I had done most of the copy cataloging for the week on Monday and Tuesday. However, low and behold, RLIN is down. It was probably going to be down for the better part of the day. I'll print out an announcement stating that RLIN is down for the rest of the day and I'll make copies for the people who use it.

I finished and copied my first Northern California Chapter of COLT newsletter this week. I need to fold, staple, and stamp the copies so they can be mailed. I finished just before lunch so they'll get mailed today. We are fortunate to have a library administration who supports us in our work with COLT and allows us some time to do such work.

It's after lunch, so now what? I have two "special projects" to work on for the moment. One is going through the shelf list and verifying what is on the card is in PAC (the online catalog). When the barcoding project was done some of the volumes in the larger sets were missed for various reasons. So I have to make sure all the volumes are on PAC and barcoded plus make sure all the locations are correct. The second project is to go through a partial print-out listing the series statements on each bib record to check for punctuation mistakes, tag statements that look like they should be notes, and eventually go to the RLIN authority record to check any questionable statements.

I'll do both today spending about

two hours on each. They are large projects that will take several months to do. In fact I've been at the shelf list project for a while already and I'm not even half way done.

Colleen Ward, Library Technical Assistant/Cataloging, Gordon D. Schaber Law Library, McGeorge School of Law, Sacramento, California

My assignment is at our Main Library, in the Reference Department. Well, here goes:

— Find out who has called in sick today — figure out who will work the reference desk hours they would have had.

— Trying to make a sick OPAC terminal work.

— Preparing to solo as the first-ever "non-MLS" staff to work our telephone reference line. I feel many eyes upon me — and I want to do my best. I have received much encouragement from the librarians here (hooray!)

— Spend a busy hour in support of the clerical service desk at the Periodicals counter.

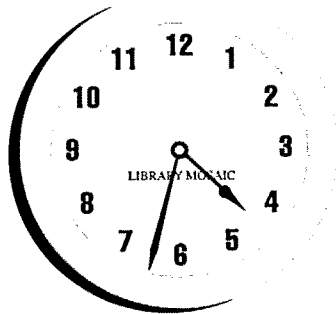
— Meeting the deadline of producing weekly and daily schedules for a staff of 25.

— Gathering names of businesses from which to solicit donations for our Library Volunteer Recognition event planned for June. I can quote several zip codes now (and I probably will, in my sleep).

— Verifying/correcting timecards for 25 staff. Changing them again & again before I can even turn them in! This means the flu epidemic is back again...

— Trying to find fill-in librarians to help in our department who are not booked-up between now and the year 2000.

Patti Emami, Library Assistant, Reference Department, San Jose Public Library, San Jose, California



Changed library calendar on OPAC...recommended purchase of a video series to the division's Media Services...Attended EBSCO seminar — *Managing Information Access in a Virtual Library* — with Public Access Librarian...worked on long-term overdue project — converting many old systems to one new computer-centered system...searched and mailed current overdue notices...oversaw student assistants at the Circulation Desk...arranged for return of a lost book to loaning library...discussed various subjects (shelving backlog, orientations, etc.) with colleagues.

Jackie Booth, Library Media Technician, Schauerman Library, El Camino College, Torrance, California

Arrived at work at 6:50 a.m. This was actually late for me. I had trouble getting my elderly Laso Apso to eat this morning. Thank heavens for flex time. Checking my e-mail I found a group of questions about COLT membership to answer and some correspondence from COLT officers. Next I checked my snail-mail and found a Campus Staff Development Scholarship application with a deadline of April 19 on it. I will have to hustle to fill it out to meet the short deadline. It is not a big scholarship, but if I qualify then the cost of attending ALA this summer will be less. Every little bit helps. Most of the mail was just announcements.

After checking the mail I made out my to do list for the day...Catalog a minimum of 20 monographs...Search for copy and authority for 32 videos...set up a constant data record for dance videos...attend Internet workshop...fill out scholarship form.

Monographs cataloging went smoothly. I actually finished more than the 20 because a number were clean DLC-DLC records. Media searching was tedious as always. Happily, I found u-matic copy for the dance videos.

Looks like New York Public Library and UCR are the only ones cataloging this series. Finishing up all this preliminary work means I will be able to send the material on over to the Media Library just as soon as I finish viewing them for the credits and summary note.

The Internet workshop was on the campus MCI network. It answered some of my questions about my service at home. I hope the problems are now solved and my e-mail works right.

I finished the scholarship form and passed copies of the application on to others who I know also needed the opportunity to apply.

Hooray! I actually got through my to do list today. Now I can start on the list I have for the COLT work at home tonight. I have 12 letters to answer and I need to put some time in editing the Workshop Planning book. Since Bill is fixing dinner, I should be able to finish by 9:00 p.m.

Linda Owen, Technical Services, Rivera Library, University of California, Riverside, California

First order of business was to place a video order for our Media Services Department.

Next up was the annual typing up of bookplates for our Volunteer Luncheon. It took one hour to type 75 bookplates with name, number of hours volunteered, and the date of the luncheon. The bookplates will be placed on book jackets in the coming weeks.

The Martindale-Hubbell Law Directory arrived that morning to take up a good portion of our delivery counter so I proceeded to that after the bookplates. I am responsible for pre-processing direct orders such as the Martindale-Hubbell. Pre-processing entails checking packing slips with box contents and marking price, collection designation and call number on the title page of each volume. I took the truck

over to Tech Services for final processing by their staff.

I then sat down at my terminal to enter book orders — my principal responsibility. I create a "mini-MARC" record on our system and attach an order record to it, keeping a manual list of ISBNs on a notepad. I then phone-in the ISBNs to our book vendor (s). I had time to complete one order I had started earlier in the week and got most of another one completed.

Since I don't like to type for more than a few hours each day, I spend the last part of my day doing some book-keeping, updating my files, and ledgers. *Judy Bixby, Library Senior Clerk, Acquisitions, Huntington Beach Public Library, Huntington Beach, California*

Our names are Barbara and Brenna Ring, and we are twins who work in different types of libraries. One works at an academic library and one at a public library. Here are our stories regarding April 17.

The day started off with an energizing seminar at the public library. The seminar was on serving customers to the best of our ability and really encouraged me to remember that I am here to serve the customer, not our policies.

After the lecture was over, I was determined to focus more on our patrons than on the Stuff I Want To Get Done Today. On Wednesday, I spend most of my time at the circulation desk, so I checked out books, answered questions, etc. Between customers, I worked on the library booth we will have at the university's International Friendship Festival in May. We need prizes for our raffle, so I called local businesses for donations. When I was off desk, I was going to catalog books, but the cataloging computer was being used by another technician, so I decided to shelf-read.

I am in charge of our monthly display. I put up a few newspaper articles



cookies for our National Library Week bake sale that would be held the next day. It had been a long but interesting day.
Barbara Ring, Technician, Walter Library, United States International University, San Diego, California

on libraries that the director gave me.

I also straightened up Comet Hyakutake, and since most people do not have a comet hanging over their desks, let me explain. The March display was about astronomy and space exploration. A librarian suggested making a 3-D display of the solar system. We hung the planets around the circulation desk according to their distances from the sun. Patrons liked our styro-foam planets so much we kept them up for National Library Week. When Comet Hyakutake came by the Earth in late March, I put up a little yarn comet of my own. On April 17, one guy liked the comet so much he disturbed its orbit. I hung it correctly again.

A librarian asked me to train a new employee at the circulation desk. I showed her how to check books in and out, how to renew books, sell copy machine cards, take care of a book sale, and handle the phone. When we were ready to close that night, I checked the outside book drop, counted the money, checked our population counter, and ran the back up tape.

Once we closed the library, I and the rest of the closing staff walked out to our cars together. We walked past the tall trees and the unseen squirrels that inhabit our wooded university, but my mind was already planning the rest of the night. I needed to cook brownies and

My main responsibilities include processing magazines, assisting the Library Technician II with running the volunteer program, and helping staff deal with the Internet, CD-ROMs, and word processing.

I arrived early at work to cut bookmarks which would be given to volunteers at a breakfast to be held during National Volunteer Week. Once my workday formally started, I attended the weekly meeting of the librarians and the technical staff.

After that meeting was over, the library opened to the public and my work day really began. My first task was to empty the outside book drops. I always enjoy checking in the books because this activity takes place in the big communal workroom. Most of the staff have worked together for a long time and we enjoy joking with each other. The banter and the running gags help us keep our spirits up while we tackle the huge amount of work that needs to be done each day. The morning work was punctuated by answering the telephone and helping staff who were swamped at the public service desks.

After emptying the morning book drop, I took my officially scheduled turn at the public service desk. I processed new library card applications, handled fines, and referred patrons to

the reference desk for help in finding the information and materials they sought.

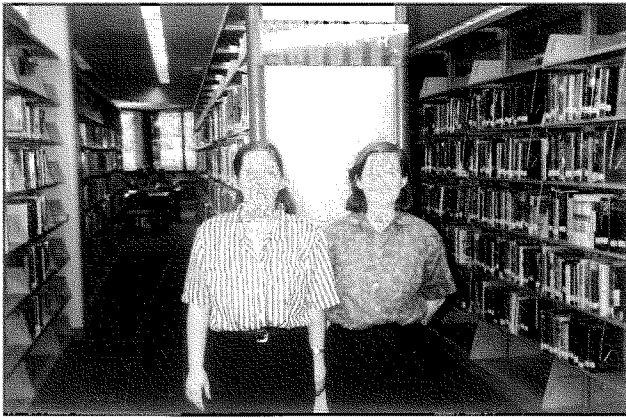
My second hour with the public was spent at the reference desk. Questions range from simple requests for materials to finding specific legal and business information. One young lady wanted help in choosing a topic for her controversial issues assignment.

After emptying the book drop a second time, and answering the telephone countless times, I began to assemble the materials I would need to teach the Internet class the next day. I also quickly looked at my pile of magazines to be processed and managed to process a few.

The workday formally ended with the final emptying of the book drops. But my workday was not really over yet. At home I read the Internet manual more carefully and wrote a lecture on the topics I would cover. Meanwhile, my twin sister was busy in the kitchen, baking cookies and brownies for tomorrow's library bake sale. As the wonderful smells of baking cookies began to fill the house, I put the finishing touches on my Internet lecture. I ended the day content, knowing that whether libraries seek to further library service through bake sales or by providing knowledgeable access to the Internet, libraries are coming up with ways to continue to provide good library service to their patrons. Now, I thought, I have gotten one sister involved in libraries, how can I get the other sister involved?...

Brenna Ring, Library Technician, El Cajon Branch, San Diego County Library, San Diego, California

This "Day in the Life of Support Staff" is done.



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