OhioLINK’s User Services Committee  
Web-Based Reference Subcommittee  
Staffing Working Group  
December 6, 2001

Recommendations

Note: When the term library or libraries is used, this could mean a library, a campus, or a group of libraries.

1. Who does the schedule
   A. There will be a central coordinator in charge of scheduling.
   B. There will be a coordinator for each library who is in charge of the scheduling for that library.

2. There will be an Internet mailing list for all participants. The mailing list would be used for scheduling, training, tips, etc.

3. Making the schedule
   A. The schedule will be done quarterly.
   B. The campus coordinator for each library/library group will be asked to sign up for the shifts they want.
   C. There will be at least 2 libraries assigned to each shift (therefore, at least 2 operators on duty at all times).
   D. After campus coordinators sign up for the times they wish to staff, the central coordinator will send a list, to the Internet mailing list, of the shifts that still need to be staffed.
   E. If no libraries volunteer for some shifts, those shifts might not be staffed.
   F. The finished schedule will be posted on the web, as well as being sent to the Internet mailing list.

4. Shifts
   A. Shifts will be 2 or 3 hours long.
   B. The shifts will be assigned to a library, not to a person.
   C. The schedule will list specific times for each shift to begin and end. Libraries will not be able to make up alternative times for their shifts.

5. Replacements
   A. Staffing shifts are the responsibility of the library, as shifts are assigned to libraries, not to a person.
   B. If the library is unable to cover the shift with its own staff, a request should be sent to the Internet mailing list for another operator to staff the shift.
   C. The problem should be referred to the central coordinator only if the library is unable to find a substitute.
6. Operators
   A. An operator can be a librarian or a staff member with experience working at the reference desk.
   B. All operators must have been trained to use the Web contact center software used to answer questions.

7. The service should be staffed away from the reference desk.

Times that will be covered by the service (according to the grant proposal):

Monday - Thursday  9 am - 10 pm
Friday           9 am - 5 pm
Saturday       1 pm - 10 pm
Sunday        1 pm - 10 pm

Summer schedule (mid-June to mid-August)

Sunday-Thursday  1 pm - 8 pm
Friday           1 pm - 5 pm
Saturday       Closed

Holidays we won't be open:

New Year's Eve after 5 pm
New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Eve after 5 pm
Thanksgiving Day
Christmas Eve after 5 pm
Christmas Day

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