Mission (almost) Impossible: Effective Management of Busy Circulation Departments

Terri Brown
University of Kentucky, terri.brown@uky.edu

Jennifer A. Bartlett
University of Kentucky, jen.bartlett@uky.edu

Follow this and additional works at: https://uknowledge.uky.edu/libraries_present

Part of the Library and Information Science Commons
Right click to open a feedback form in a new tab to let us know how this document benefits you.

Repository Citation
Brown, Terri and Bartlett, Jennifer A., "Mission (almost) Impossible: Effective Management of Busy Circulation Departments" (2009). Library Presentations. 120.
https://uknowledge.uky.edu/libraries_present/120

This Presentation is brought to you for free and open access by the University of Kentucky Libraries at UKnowledge. It has been accepted for inclusion in Library Presentations by an authorized administrator of UKnowledge. For more information, please contact UKnowledge@lsv.uky.edu.
Mission (almost) Impossible

Effective Management of Busy Circulation Departments

Terri Brown & Jen Bartlett
University of Kentucky Libraries

KLA/KSMA Joint Conference, Louisville, KY
October 2, 2009
What do we do in Circulation?

Five core services:

1. Circulation (checking in and out)
2. Shelving
3. Stacks maintenance
4. Billing
5. Entry and exit control
And more!

Answering reference questions during hours when the reference desk is closed
And more!

Verification of user credentials

Answering reference questions during hours when the reference desk is closed
And more!

Verification of user credentials

Answering reference questions during hours when the reference desk is closed

Lost and found
And more!

Building security

Verification of user credentials

Answering reference questions during hours when the reference desk is closed

Lost and found
And more!

Building security

Verification of user credentials

Answering reference questions during hours when the reference desk is closed

*Equipment (printers, copiers, phones) problems*

Lost and found
And more!

Building security

Verification of user credentials

Answering reference questions during hours when the reference desk is closed

*Equipment (printers, copiers, phones) problems*

Lost and found
And more!

- Building security
- Verification of user credentials
- Answering reference questions during hours when the reference desk is closed

*Equipment (printers, copiers, phones) problems*

- Print and electronic reserves
- Lost and found
And more!

Building security

Verification of user credentials

Answering reference questions during hours when the reference desk is closed

Equipment (printers, copiers, phones) problems

Lost and found

Print and electronic reserves

Study carrel and locker checkouts

Opening and closing the building

KLA/KSMA Joint Conference - Oct. 2, 2009
And more!

Building security

Verification of user credentials

ILL/document delivery

Answering reference questions during hours when the reference desk is closed

Equipment (printers, copiers, phones) problems

Print and electronic reserves

Lost and found

Study carrel and locker checkouts
And more!

Building security

Verification of user credentials

**ILL/document delivery**

Answering reference questions during hours when the reference desk is closed

*Equipment (printers, copiers, phones) problems*

Fielding maintenance and custodial requests

Lost and found

Print and electronic reserves

Study carrel and locker checkouts
And more!

Building security

Off-site storage retrieval

Verification of user credentials

ILL/document delivery

Answering reference questions during hours when the reference desk is closed

Equipment (printers, copiers, phones) problems

Fielding maintenance and custodial requests

Lost and found

Print and electronic reserves

KLA/KSMA Joint Conference - Oct. 2, 2009
And...

Anything else needing to be done that doesn’t fall into another department.
What’s in a Name?

Sometimes we’re not called Circulation anymore, but are absorbed into a larger “Access Services” label, or:

“Borrower Services”

“Collection Services”

“Resource Support Services”
What Might Others Think?

Easiest job in the library
No skills needed
Can be done by volunteers
Work is mechanical in nature
Not “real” library work
What Might Others Think?

Easiest job in the library
No skills needed
Can be done by volunteers
Work is mechanical in nature
Not “real” library work
What Does Our Work Require?

- Good organization
- Detail oriented
- People oriented
- Confidentiality
- Team players
- Good management skills
- Understanding of how the library system works
- Familiarity with policy
- Ability to think on your feet
Finding the Balance

Perceptions

Demands

M O T I V A T I O N
Motivating Yourself

Motivating the people you work with begins with self-motivation.

What motivates you?

- Recognition and status
- Money
- Influence
- Helping people
- Comfort and security
Some Questions to Ponder...

• Do I set goals and objectives for where I want to be in 5 or 10 or more years?
• Do I use rewards to keep myself focused?
• Am I managing my time as effectively as I can?
• Do I depend on my boss to let me know I’ve done a good job?
• Am I taking care of myself?
Myths of Motivation

• I can motivate people.
• Money is a good motivator.
• Fear is a VERY good motivator.
• What motivates me will also motivate my employees.
• Increased job satisfaction means increased job performance.
• Employee motivation is a very complicated science.

Motivating Staff & Students
Your Mission, Should You Choose to Accept It...

1. Think about three or four things that motivate you.
2. Think about how you can sustain these things when you return to the workplace.
3. Visit http://bluegrasscirc.wordpress.com and comment!

Questions?
This presentation will self-destruct in 5 seconds…

Terri Brown, Circulation Administrative Assistant
terri.brown@uky.edu

Jen Bartlett, Head of Circulation
jen.bartlett@uky.edu

University of Kentucky Libraries