Special Collections Training and Procedures

Hours:

- Monday 8:00 am to 5:00 pm
- Tuesday 8:00 am to 9:00 pm, closed for Devotional 10:45 to 12:00
- Wednesday 8:00 am to 9:00 pm
- Thursday 8:00 am to 9:00 pm
- Friday 8:00 am to 5:00 pm
- Saturday 10:00 am to 5:00 pm
- In the Spring and Summer semesters the only evening we are open is Wednesday, every other week day we close at 5:00pm

Opening:

- Make sure all lights and computers are on
- Open B-line on reference computers
- Open work-flows (log in ID: libstaff, password: libstaff)

Other things to do in the Morning:

- Make sure photocopies are done from the night before
- Get the books reshelved from night before

Helping Patrons:

- Each item we pull need a call slip, complete with call number, author, title, location and the personal information of the patron (call slips are located on the front desk)
- If the patron does not have all of this information kindly ask them to look the book or item up on the computers in the reference area
- None of the items in Special Collections leave, unless Russ has given permission and they have filled out a lone slip
- Only loose sheets of paper and pencils are allowed in the reading room
- Locker are available for personal belongings
- Make sure to get photo ID from the patrons while they are looking at our books
- A patron can look at up to 4 book at a time or one manuscript item at a time
- There are items in Special Collection that require additional paperwork; this paperwork is a pink sheet of paper located in the top drawer of the front desk. In the not to distant future all patrons will have to fill out paper work. But for now these are the collections to look for:
  - Ame/Rare
  - Rare
Harrison
MSS
Vault
Victorian
Vault MSS
Presses Aldine
Presses Baskerville
Presses Grabhorn
Presses Hertzog
Presses Hoyem
Presses Jumbo
Presses Limited Editions
Presses Windsor

- After paper work is filled out, make sure the patron reads over the back of the form. Then have the curator on duty interview them. The curator on duty should have a radio on them so we can find them at anytime.
- Double check the patrons for just paper and pencil before they go into the reading room
- When patrons are looking at manuscripts make sure to remind the into keep all items in order and if they have any questions to bring the whole folder up to the desk
- If damaged or fragile books are being used give the patron a ‘snake; to hole open the book
- When patrons are requesting books that are located in the other parts of the library ask them to use those resources. Our books are here for preservation purpose

Stacks Workers:

- Roger McFarland is the stack manager and is in charge of the stack workers. He will give the students he is over jobs to take care of the stack and projects to improve the current organizational systems we use
- The main job of the stacks workers is to pull and reshelf books for the patrons
- The stack worker on duty should always be wearing a radio
- It is important to be reshelving books throughout the day so the task does not become overwhelming for those working at night

Radios:

- The radios are being renting from the University
- We need to use them in a professional way
- There are currently four radios, one for Roger, the curator on duty, the stacks worker on duty, and the reference desk worker on study
- Special Collections is to use channel 1, the channels are indicated on the front of the radio
• In the evening put the radios back on the rechargers and make sure they are turned off

Books:

• We have 28 collections. The Americana Collection is the one that gets the most use
• Our largest collection is the Mormon literature, which is also the focus of our collection. The call number for Mormon books starts with the call number: BX 86
• The books are located in the west stacks
• The collections are indicated by signs at the end of the compact shelving
• Once the patron fills out a call slip date it, initials it, put it into yellow mylar and give it to a stacks worker to pull
• Reference workers, stacks workers, and full time staff/faculty are the only people who have card access to the stacks. Any other person in the stacks or even behind the desk should be wearing a visitors tag.
• If you are a new employee have someone give you a tour of the stacks so you are familiar with where the different collections are located

Manuscripts:

• All manuscripts require and interview
• The larger collections have been indexed, the indexed can be found in the reference area. If the indexes are not there for some reason it might be in one of the curators offices. All the indexes are also on disks, get the disk number from Susan
• The locations of the manuscripts should be on by-line but if they are not you can used the location guide in Corel.
• Once the call slip is filled out and the location found put the call slip in red mylar and give it to a stacks worker
• If the patron wants photocopies from a manuscript collection that does not have pages numbers then give them mylar to mark the pages
• When the patron is done with their items place them on the reshelving shelves, each shelf is labeled

Vaults:

• We have 4 vaults, 3 are located on the books side of the stacks and the 4th is the cold vault
• There are only a few people who have access to the Vaults: Russ Taylor Haybron Adams Scott Duvall Brad Westwood
Roger
Larry Draper

- All vault call slips should be put into green mylar
- The vault items can only be pulled by the curator that is on duty, if that curator does not have access to the vaults then there should be someone else who will be available to pull things for you
- When the patron is looking at items from the vaults ask them to be very careful and give them gloves to wear
- Vault items are not available after 4:30 on the week days and are not available at all on Saturdays

Photocopies:

- We do overnight copies for 10 cents per page
- Manuscripts are 15 cents per page
- There are 2 reasons for over night copies:
  1. We simply do not have enough employees to do photocopies on the spot
  2. All copies need to be approved by a curator
- Same day copies are available; they are 20 cent per page and much be less than 20 pages
- Be sure to mark if the copies are for pick up or mail
- If the copies are to be mail, it is $1.50 for 100 pages or less
- The person taking the order needs to initial the photocopy request form
- Copies need to be paid for in advance
- We take cash, check, signature card or CPO
- Record any cash or checks!
- If for some reason the copies are denied the patron will be refunded his/her money
- When copies are finished put them in the finished photocopy boxes at the front desk, they are in alphabetical order by last name
- Supplies to mail copies are in the supply closet in the work room

Digitizing:

- Often times patrons will request copies out of material that is to fragile to photocopy, we have the resources to make digital copies whether that is a hard copy, zip disk, or CD
- There is a special form for digitizing in the front desk
- Just be sure the form is filled out completely and the copies are prepaid for
- If you have any question about digitizing you can ask Becca Evans or call the digitizing lab and one of the student workers can answer your questions

Out of State calls:
• From time to time we will get calls from people out of town
• Our catalog is on line, it is always good to remind them of that
• Help them to the best of your ability but be careful to not spend too much time, our first concern are the patrons who are physically at the library
• If they want photocopies of one of our items, go ahead and fill out a photocopy request form for them and put the order in.
• We prefer to receive payment for the copies before we send them but if that is not possible send and invoice with the copies with the total cost

Flags and Labels:

• Working on flags and labels for books in an ongoing process
• Currently Nann Nelson is the person in charge of flags and labels right now
• Each book should have both a flag and a label indicating the collection and call number of the book
• The only books that do not have a flag are those that are in a series in which case the first book in the series will have a flag and the books following will not
• Since we are constantly updating our collections sometimes old labels will need to be removed from the books. There is a chemical we have in Special Collections we use for that purpose. Apply a thin layer of the chemical to the old label, let it sit for a few minutes then remove the label. Be sure to keep an eye on the books and do not let them sit for too long.
• One of our main purposes for keeping books in Special Collections is for preservation, keep this in mind when removing labels. If you think that tearing the label out carefully would be less harmful to the book, then that would be the better option
• If you have any questions about this area ask Nann, she is an expert!

Photographs:

• Tom Wells is our photo archivist
• The photos are organized in a number of binders found in our reference area, this is the best place to help a patron find what they are looking for
• If the patron can not find what they need and have specific questions you can give them Tom’s card, but remember do everything you can to help them before turning them over to Tom
• All photos are in the cold vault and we need 24 hours notice before the patron can look at the items
• The request for photos are to be brought back to the work room by Tom’s office
• Have patrons wear gloves when looking at photos
• There are a number different options if patrons want copies, depending on what they want. All of the options and their costs can be found in the black binder at the reference desk. The forms are also at the front desk.

Reference Desk Computers:
• The computers are for work use only
• If a student worker gets two warnings for using the computers for personal use. After two warnings it could be considered grounds for letting employees go

Emergencies:

• In Special Collections we have so many precautions for a reason
• We are protecting valuable material and we need to take that responsibility seriously
• If patrons get angry and frustrated, the most important thing to do is to stay calm
• Treat all patrons with respect
• If a questionable situation comes up do not hesitate to ask Russ, Haybron or the curator on duty for help
• If a dangerous situation presents itself call security immediately!
• There are two ways to call security, first is the phone, second is using the radio, security is on channel 2.

Devotional:

• We do close for devotional every Tuesday at 10:45
• Give the patrons a notice at 10:30 so they are aware we are going to be closing, let them know they need to bring their materials up by 11:40 so we can close.
• When you leave turn off the light, but leave the computers on
• Tell Russ or the curator on duty that you are leaving

Closing:

• We stop pulling books a half hour before closing, do not forget vault items are not available after 4:30
• Give the patrons a notice a half-hour before closing, let them know we need their materials five minutes before we close. Give them another notice ten minutes before we close
• Straighten up the reading room and reference area, i.e. push in chairs and pick up pieces of paper
• Finish projects and leave things looking nice for the employees in the morning
• Turn off all the lights
• Turn off all the computers
• Make sure the curator on duty knows you are leaving so they can lock the doors behind you. If a curator is not there then let security know you have left
*We are all in a continual learning process. The only bad questions are the ones that are not asked so do not be afraid to ask any questions. If you learn something new share your knowledge with your co-workers, the better informed we are the better we can help the patrons!

Enjoy your time working in Special Collections, you have the best job on campus!