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INTRODUCTION

During Summer 2003, the Law Library enjoyed a full staff of librarians. However, as of mid-August, Rita Niehlinghaus will leave the Library and join the staff of the Texas Wesleyan University Law Library.

This past year was a hectic and frustrating time with the renovation of the University Center level of the Law Library. Since it was a university run project and not a College of Law project, there were many frustrating moments. However, we did gain 7,500 sq. ft of new library space (see the report on space).

The Annual Reports from the six library faculty members, Rita Niehlinghaus (Associate Librarian), Karen Douglas (Head, Technical Services), Tammy Marow (Special Collections Librarian), Jean Adams (Senior Reference Librarian), Glenn Cutler (Catalog Librarian) and Bob Fieldman (Reference Librarian) describe the work of their departments.

ADMINISTRATIVE AND PERSONNEL

The attached organization chart reflects the administrative structure of the law library staff title (organizational). The library staffing includes sixteen interns, eight full-time staff members, 36 FTE, part-time staff members, and approximately 4 FTE student assistants.

Nancy P. Johnson
Law Librarian
Professor of Law
INTRODUCTION

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The Annual Reports from the six library faculty members, Kris Niedringhaus (Associate Librarian), Karen Douglas (Head Technical Services), Terrance Manion (Electronic Services Librarian), Nan Adams (Senior Reference Librarian), Qian Cui (Catalog Librarian) and Beth Adelman (Reference Librarian) describe the work of their departments.

ADMINISTRATIVE AND PERSONNEL

The attached organization chart reflects the administrative structure of the Law Library (see the appendix). The library staffing includes seven librarians, eight full-time staff members, 3 F.T.E. part-time staff members, and approximately 4 FTE student assistants.
Staff Members

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Angelic Lyons</td>
<td>Library Technical Assistant Acq/Serials</td>
</tr>
<tr>
<td>Cecelia Womack</td>
<td>Library Technical Assistant</td>
</tr>
<tr>
<td>Dee Walraven</td>
<td>Business Manager (.75 FTE)</td>
</tr>
<tr>
<td>Juanita Wheeler</td>
<td>Library Associate I (Stacks)</td>
</tr>
<tr>
<td>Keith Hill</td>
<td>Administrative Supervisor III (Circulation)</td>
</tr>
<tr>
<td>Kirubel Teklemedhin</td>
<td>PC Systems Specialist Assistant (.5 FTE)</td>
</tr>
<tr>
<td>Pamela Willis</td>
<td>Library Associate II (Cataloging)</td>
</tr>
<tr>
<td>Sherri Grady</td>
<td>Administrative Specialist (Accounting/Serials)</td>
</tr>
<tr>
<td>Stanley Oommen</td>
<td>Library Technical Assistant (Circulation)</td>
</tr>
<tr>
<td>Yolanda Travis</td>
<td>PC Systems Specialist Associate (Micro/Lab)</td>
</tr>
<tr>
<td>Willard (Bill) Irvin</td>
<td>Library Assistant II (Circulation) .5 FTE</td>
</tr>
</tbody>
</table>

LIBRARY HOURS AND USERS

Beyond serving the students and faculty, the Library is open to attorneys and members of the legal community. The library is open 105 hours per week or 5,355 hours per year, with some variation in the schedule for university breaks (see Kris’ report for patron counts).

SERVICES

The Reference Librarians provide a total of 72 hours of reference desk service each week. With the help of our GRA’s, we provide reference assistance during nights and weekends. The librarians answered a total of 6,013 up from 5,762 questions during the year, with September being the busiest month with a total of 877 questions.

We assign each faculty member a library liaison. This librarian is in charge of their faculty’s research requests. This program has been very successful.

The librarians and staff continue to stress high quality customer service. Within the Law Library, we have an extensive Staff Development program with a retreat, monthly meetings, and special events. Kris chaired Staff Development Committee and her committee’s activities are discussed in her report.

Interlibrary Loan, under Beth, has been very active. Our figures are very good for borrowing and lending (see Beth’s report).

Since Summer, 2002, the University Police Department expanded its coverage of the Law Library and monitors the library during the hours that the library is open.
TECHNOLOGY

Under Terrance’s supervision, technology services are extremely busy. Terrance discusses the extensive work of the electronic services’ staff in his report.

LIBRARY COLLECTION

The following figures summarize the size of the collection as reported to the ABA in Fall, 2003:

<table>
<thead>
<tr>
<th>Volumes</th>
<th>147,995</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Volumes and Volume Equivalents</td>
<td>330,727</td>
</tr>
<tr>
<td>Titles</td>
<td>60,596</td>
</tr>
</tbody>
</table>

ABA Law Library Statistics
Southeastern Academic Law Libraries
2002 Comparative Statistics of Thirty-Seven Law Libraries
(latest comparative statistics available)
AL, FL, GA, KY, LA, MS, NC, SC, TN, VA WV

<table>
<thead>
<tr>
<th></th>
<th>GSU Law Library</th>
<th>Rank</th>
<th>Median</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book titles held</td>
<td>53,020</td>
<td>21/37</td>
<td>57,865</td>
</tr>
<tr>
<td>Serial subscriptions</td>
<td>$738,739</td>
<td>16/37</td>
<td>$702,942</td>
</tr>
<tr>
<td>Online databases</td>
<td>$59,744</td>
<td>24/37</td>
<td>$66,630</td>
</tr>
<tr>
<td>Total expenditures</td>
<td>$953,342</td>
<td>26/37</td>
<td>$1,051,990</td>
</tr>
<tr>
<td>for lib. operations other than salaries</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total $ spent last FY per FTE JD student</td>
<td>$3,418</td>
<td>18/37</td>
<td>$3,407</td>
</tr>
</tbody>
</table>

As a selective depository for Government Printing Office (GPO) documents, we currently receive 5.7% of the materials available from GPO. Nan Adams is in charge of government documents and describes the services, personnel, and projects in her report.
BUDGET

Since FY 2000, the Law Library's Acquisitions Budget has remained at $701,000, however, we have benefitted from one-time funding at the end of the fiscal years. However, it is difficult to budget for the one-time funding and the library's budget cannot handle inflationary costs for book publishers. According to one study by Mark McCabe, an economist, law library materials rose 31% in cost over the last five years. In the same time period, West/Thompson materials rose 51%.

TECHNICAL SERVICES

Qian has eliminated the backlog of titles to be cataloged. She has been very productive (see Qian's report). There have been many work flow improvements, outlined in Karen's report.

SPACE

Popular wisdom has it that technology will come to the rescue and do away with the need to continue adding space for library book storage. Actually, it will be some years before a substantial percentage of the information libraries seek to collect is electronic and the size of the hard-copy collection remains constant. A scenario more plausible than that of a paperless, virtual library is one in which a library has a combination of hard-copy and electronic resources. The Law Library will continue to need shelving to house the physical collection, work stations for computing, and quiet areas for studying.

To plan for additional shelving, the Law Library added 7,500 gross sq. ft. with the renovation of the first floor of the University Center. In this space we have wired seating for 50 library users and shelving for 20,000 books. With the new space, we should gain about 8 - 10 years of growth space. Additionally, the new area houses an expanded microforms room and a copy/printing room. As an added bonus, students have limited access to wireless networking.

Various other enhancements have enhanced the look of the library. The teal green carpet, well worn with age, has been replaced throughout the second floor. A light colored carpet and better lighting give the library a nice bright look. These renovations have updated the look of the library while improving accessibility for everyone.
Annual Reports:

Kristina Niedringhaus, Associate Librarian
Karen Douglas, Head of Technical Services
Terrance Manion, Electronic Services Librarian
Nan Adams, Senior Reference Librarian
Beth Adelman, Reference Librarian
Qian Cui, Catalog Librarian

Staff Development

Staff development progressed through the year. Monthly library meetings were held to enable better communication amongst all library staff and to bring to the forefront issues affecting the library. These meetings followed the model established last year. The meeting leader would outline the meeting agenda, select the topics of discussion, and organize the discussion among all attendees, including communication strategies and project management.

In the summer of 2003, the Law Library and the University of California, Berkeley (UCB) Library, along with several other libraries in the state, conducted a library-wide assessment of services. The goal of this assessment was to improve the services offered to the Law Library. The assessment process involved gathering data from users, staff, and administrators. The results of the assessment were used to identify areas for improvement and to develop plans to address these areas.

Although the initial Staff Development Plan for the year was completed and reviewed after one year, there are many aspects that need further development. The College of Law Library Staff Development Committee's goal statement and top five needs from the original plan are listed below:

- Top Five Needs:
  1. Sensitivity training (including communication style preferences)
  2. Improved dissemination of information
  3. More evidence of job expectations and behavioral expectations
  4. Cross-training (financial aid and the space)
  5. Training on specialized policies and procedures

A gradual shift of sensitivity and communication training has been conducted in 2002-2003. The dissemination of information in the Library has improved although this is an area for continued vigilance. Managers have made strides toward providing written guidelines for job and behavioral expectations but the job and position descriptions need to be updated several times. In the upcoming year, it would be recommended to re-emphasize on non-routine, written, and spoken communication plans. It would be recommended to a major emphasis on changing policy and procedures to ensure consistency for each department. This is the first step in providing consistent training across all departments. Some departments have already begun this task, but it is a year-long process. It requires constant encouragement. Finally, the policy will be a major emphasis on consistent formal and informal procedures.
Staff Development
Staff development progressed throughout 2002-2003. Monthly library meetings were held to enable better communication amongst all library employees about issues affecting the library. These meetings followed the tradition of having volunteer "hosts" to run the meeting and select the topic of discussion. Numerous programs were organized to discuss among other items: communication styles, cultural differences, healthy lifestyles, and project management.

In the summer of 2002 Linda Bryant of Management and Staff Development Services (MSDS) assisted the library with conducting evaluations of supervisors by supervisees and conducting a Management Development Questionnaire. Both of these tools were designed to provide input of what areas of management needed the most improvement. Linda spoke with the managers about the outcomes and made personalized recommendations for improving management in the Law Library.

Although the Staff Development Committee (Kris Niedringhaus—Chair, Karen Douglas, Sherri Grady, and Yolanda Travis) wrote the initial Staff Development Plan to be completed and reviewed after one year, there are many aspects that need further development. The Committee Goal Statement and Top Five Needs from the original plan are listed below.

To provide the employees of the College of Law Library specific skill enhancements in information technology, communication, library structure and internal processes that will contribute to improvements in the work environment between March 4, 2002 to March 4, 2003.

- College of Law Library Staff Development Committee Goal Statement

Top Five Needs:
1. Sensitivity Training (including communication style preference)
2. Improved dissemination of information
3. More guidance of job expectations and behavioral expectations
4. Cross-training (general and specific)
5. Training on operational policies and procedures

A great deal of sensitivity and communication training has been conducted in 2002-2003. The dissemination of information in the Library has improved although this is an area for constant vigilance. Managers have made strides toward providing better guidance for job and behavioral expectations but this too is an area that needs to be consistently monitored. In the upcoming year I would recommend a re-emphasis on cross-training between departments and jobs. I would also recommend a major push toward creating policy manuals and procedure manuals for each department. This is the first step in provide quality training on operational policies and procedures. Some departments have already begun this task but it is a vast project and requires constant encouragement. Ideally, the policy and procedure manuals will tend to have a consistent format between departments.
A catered library picnic is being planned for Wednesday, August 6, 2003 to provide an opportunity for employees of the Library to mingle in a more relaxed setting and build rapport. For 2002-2003 the picnic will take the place of a staff development retreat.

Goals for 2003-2004:
- Have each department develop policy manuals and procedure manuals to aid in training and consistent application of policies.
- Plan a Law Library Team Building/Staff Development Day to continue improvements in the Law Library work environment.
- Review the Goal and the Top Five Needs and revise as necessary.

Student Assistant Supervisors Team
The Student Assistant Supervisors Team (Kris Niedringhaus—Chair, Karen Douglas, Keith Hill, Dee Walraven, Juanita Wheeler, and Pam Willis) developed a new student assistant application that mimics the application developed by the University and provides consistency for student assistant applications throughout the library. This application will now be used for all student assistant job postings for the Law Library.

Keith Hill and Juanita Wheeler, with input from Dee Walraven, are working on updating the Student Assistant manual for the Library.

Overspending from the student assistant budget has decreased significantly but this will need to be continuously monitored to prevent "creep" in the hours worked and money spent. Supervisors are responsible for checking the time cards of their student assistants to ensure that students are not working more hours than they are allotted without prior approval.

Traditionally, student assistants have received raises once a year based on time worked in the Law Library and job performance. The student assistant budget should be examined to determine whether or not that is possible in the current fiscal situation.

Circulation
(compiled with the assistance of Keith Hill, Circulation Supervisor)

Staffing:
Winter 2002, Keith Hill continued training for GIL Express (renamed from Universal Borrowing) and Banner.

Nebiyou Desalgen left his position as Library Technical Assistant-Reserves for Circulation in July 2002.
Dermot Robinson was hired to work full-time as Library Technical Assistant-Reserves, leaving his prior part-time position as Library Technical Assistant-Interlibrary Loan.
Kirubel Teklemedhin, formerly a student assistant, is hired as Library Technical Assistant-Interlibrary Loan.
Two student assistant positions were vacated and filled June 2002-May 2003.

Review of Goals for 2002/2003:

- Review Reserve procedures, updating as necessary. (near completion)
- Continue reorganizing the Circulation Department so that reserve records are accurate. (in process)
- Continue cross-training with other library departments so that desk attendants who are available may assist other departments with their projects. (completed and on-going)
- Continue to update Circulation Manual for changes in policies, procedures, etc. (complete and on-going)
- Train new Reserves staff. (completed)
- Review Universal Borrowing (renamed GIL Express) and Banner Training (completed and on-going)

Goals for 2003/2004

- Continue to update Circulation Manual for changes in policies, procedures, etc.
- Continue reorganizing the Circulation Department so that reserve records are accurate.
- Create training materials, policies, and procedures in preparation for the full implementation of GIL Express.

Patron Usage of the Law Library

Beginning in mid-September 2001 the Circulation desk began counting, on an hourly basis, the number of patrons in the library in the evenings and on the weekends. These statistics, along with the door count numbers, should be able to provide guidance on when patron usage is heaviest. These statistics are available at http://law.gsu.edu/kniedringer/PatronCounts/PatronCountsIndex.htm and should be viewed using Internet Explorer.

The numbers from the door counter indicate how many entries and exits are made to the Law Library. For statistical purposes these are divided by two to more accurately reflect how many times people entered the Law Library on a given day. These numbers are displayed in Appendix A.

When classes are in session and during exams the Law Library is open 105 hours per week. Between semesters the Law Library is open 81 hours per week. Circulation staff or student assistants are present all hours the library is open.
### Appendix A

#### Door Count 2002-2003

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Total Entries</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 27-Jun 2</td>
<td>1259</td>
</tr>
<tr>
<td>Jun 3-9</td>
<td>1513</td>
</tr>
<tr>
<td>Jun 10-16</td>
<td>1705</td>
</tr>
<tr>
<td>Jun 17-23</td>
<td>1806</td>
</tr>
<tr>
<td>Jun 24-30</td>
<td>2006</td>
</tr>
<tr>
<td>Jul 1-7</td>
<td>1477</td>
</tr>
<tr>
<td>Jul 8-14</td>
<td>2168</td>
</tr>
<tr>
<td>Jul 15-21</td>
<td>1811</td>
</tr>
<tr>
<td>Jul 22-28</td>
<td>1545</td>
</tr>
<tr>
<td>Jul 29-Aug 4</td>
<td>1408</td>
</tr>
<tr>
<td>Aug 5-11</td>
<td>1459</td>
</tr>
<tr>
<td>Aug 12-18</td>
<td>2340</td>
</tr>
<tr>
<td>Aug 19-25</td>
<td>5789</td>
</tr>
<tr>
<td>Aug 26-Sep 1</td>
<td>4832</td>
</tr>
<tr>
<td>Sep 2-8</td>
<td>4235</td>
</tr>
<tr>
<td>Sep 9-15</td>
<td>5868</td>
</tr>
<tr>
<td>Sep 16-22</td>
<td>5368</td>
</tr>
<tr>
<td>Sep 23-29</td>
<td>5233</td>
</tr>
<tr>
<td>Sep 30-Oct 6</td>
<td>4877</td>
</tr>
<tr>
<td>Oct 7-13</td>
<td>2262</td>
</tr>
<tr>
<td>Oct 14-20</td>
<td>4736</td>
</tr>
<tr>
<td>Oct 21-27</td>
<td>5197</td>
</tr>
<tr>
<td>Oct 28-Nov 3</td>
<td>4695</td>
</tr>
<tr>
<td>Nov 4-10</td>
<td>4481</td>
</tr>
<tr>
<td>Nov 11-17</td>
<td>4706</td>
</tr>
<tr>
<td>Nov 18-24</td>
<td>4793</td>
</tr>
<tr>
<td>Nov 25-Dec 1</td>
<td>2136</td>
</tr>
<tr>
<td>Dec 2-8</td>
<td>3853</td>
</tr>
<tr>
<td>Dec 9-15</td>
<td>3656</td>
</tr>
<tr>
<td>Dec 16-22</td>
<td>1648</td>
</tr>
<tr>
<td>Dec 23-29</td>
<td>0</td>
</tr>
<tr>
<td>Dec 30-Jan 5</td>
<td>918</td>
</tr>
<tr>
<td>Jan 6-12</td>
<td>4424</td>
</tr>
<tr>
<td>Jan 13-19</td>
<td>4115</td>
</tr>
<tr>
<td>Jan 20-26</td>
<td>3793</td>
</tr>
<tr>
<td>Jan 27-Feb 2</td>
<td>5479</td>
</tr>
<tr>
<td>Feb 3-9</td>
<td>4628</td>
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<tr>
<td>Feb 10-16</td>
<td>4369</td>
</tr>
<tr>
<td>Feb 17-Mar 2</td>
<td>5116</td>
</tr>
<tr>
<td>Mar 3-9</td>
<td>4307</td>
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<tr>
<td>Mar 10-16</td>
<td>4892</td>
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<tr>
<td>Mar 17-23</td>
<td>5060</td>
</tr>
<tr>
<td>Mar 24-30</td>
<td>4641</td>
</tr>
<tr>
<td>Mar 31-Apr 6</td>
<td>4503</td>
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<tr>
<td>Apr 7-13</td>
<td>4488</td>
</tr>
<tr>
<td>Apr 14-20</td>
<td>4436</td>
</tr>
<tr>
<td>Apr 21-27</td>
<td>3992</td>
</tr>
<tr>
<td>Apr 28-May 4</td>
<td>3624</td>
</tr>
<tr>
<td>May 5-11</td>
<td>2715</td>
</tr>
<tr>
<td>May 12-18</td>
<td>1405</td>
</tr>
<tr>
<td>May 19-25</td>
<td>1263</td>
</tr>
<tr>
<td>May 26-Jun 1</td>
<td>1230</td>
</tr>
<tr>
<td>Jun 2-8</td>
<td>1321</td>
</tr>
<tr>
<td>Jun 9-15</td>
<td>1530</td>
</tr>
<tr>
<td>Jun 16-22</td>
<td>1774</td>
</tr>
<tr>
<td>Jun 23-29</td>
<td>1505</td>
</tr>
</tbody>
</table>

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**Door Count 2002-2003**

![Graph showing door count from May 27, 2002 to May 25, 2003](image.png)
Workflow Improvements

We began receiving our serials invoices electronically from William Hein and Faxon. This dramatically decreased the amount of time needed to enter invoice data into the Voyager System. We hope to be able to receive invoices electronically from more vendors and also claim serials electronically in the near future.

New material can now be processed much more quickly because of the implementation of the VGERSPIN spine label program designed to work with the Voyager system. With this program you can scan the barcode on the book and a call number label will print. The labels are then peeled off a long strip, cut to size and placed on the book. We can now retire the typewriter that was still being used to type labels.

The library also purchased Classification Web online. This allows us to discard the many volumes of paper Library of Congress classification schedules used by the Cataloging staff. Having this information on their desktops has made their work easier. The website is also updated more frequently than the paper volumes. We also added Cataloger’s Desktop on CD-ROM, which combines a number of other frequently used catalog tools in one place. Among those tools is the 5 volume set of Library of Congress Subject Headings, also known as the “big red books.” We have arranged for 4 consecutive users, so that the reference staff will also have access to the subject headings, thus eliminating the need to have an extra set of these volumes.

Cancellation Project

Due to large price increases of some of our serial subscriptions, we undertook a major cancellation project that involved most of the Technical Services Staff. The serials and acquisitions staff was involved with making phone calls to cancel items, adjusting order and check-in records returning items shipped after cancellation and maintaining a master list for the library of items that had been cancelled. Stacks maintenance was involved with pulling items from the shelves that needed to be withdrawn and putting labels on sets which were being kept, but no longer updated. Cataloging was involved with withdrawing large numbers of volumes from the OPAC and boxing them up to be discarded.
Personnel

Qian Cui was hired as Catalog Librarian in June, 2002 to replace Gail Spears, who left in March, 2002. George Mattingly was hired in January, 2002 to fill the new ½ time bindery position.

The Tech Services staff all participated in the mandatory basic computer training and the LC Easy call number training for shelf reading. Staff also attended the following additional courses:

Sherri Grady

GOBI 2 training – ordering books online
Cultural Awareness workshop
Spectrum Financial Software: PO/vouchers, journal entries
Listening Skills

Pamela Willis

OCLC Connexion
OCLC Catme
Voyager Cataloging

Juanita Wheeler

Law School Technology course: Dreamweaver

Karen Douglas attended the following courses and workshops:

Voyager Functional Cataloging training


OCLC Connexion
OCLC CATME for Windows

Excel 101 – Law School Technology course

Courses taken by Qian Cui will be listed in the Catalog Dept. report which will be attached to this report.
Statistics

$733,288.43 was spent on new and continuing library materials in FY 2002-2003 (July 1, 2002-June 30, 2003). The Catalog librarian will include cataloging statistics in her report.

Goals for 2003

Complete weeding, retention and binding policies.

Stacks Maintenance

Complete shifting of collection into new area of library. Shift remaining collection into vacated space to allow more room for growth. Identify and mark all serials that have limited retention periods, so that weeding can be done automatically.

Acquisitions/Serials

Implement electronic invoicing and claiming for additional vendors. Use Voyager binding modules to print pull slips and predict units that need to be bound. OCLC training for serials assistant.

Cataloging goals will be included in the report submitted by the catalog librarian.
Annual Report 2002-2003
Terrance Manion, Electronic Services Librarian
Wednesday, May 28, 2003

The Electronic Services Staff and I are responsible for the development and support of computer technologies and electronic services employed in the Law Library including Student Computing, Web Services, Library Automation, and Research & Reference Technology. The following details events and accomplishments that occurred since last year’s annual report.

1. Student Computing

   • Networked thirty-six wired study carrels in the University Center wing of the Law Library. The study carrels provide networking access and electricity for students with laptop computers or other computing devices.

   • Additional funding was secured through the Student Technology Fee FY2004 to outfit the newly renovated area in the University Center wing of the Law Library with fifty new wired study carrels. Installation is scheduled to take place early in the Fall 2003 semester. This will conclude the third and final phase of the Law Library wired carrel project, ultimately providing 109 wired study carrels throughout the Law Library.

   • Wireless computing access has been installed in the University Center wing of the Law Library. This allows students with laptops and wireless capabilities to access the network from anywhere in the University Center wing of the Law Library. Documentation is currently being created to support student wireless access.

   • Along with the efforts of College of Law Technology Services, further developed and taught classes Laptop 101: Accessing Technology at the College of Law and Technology 101: Introduction to Technology at the College of Law. Both classes were taught at 1L orientation and repeated every month thereafter for the remainder of the academic year.

   • Installed new furniture and networking in the Library Stacks to increased the number of public computing workstations to seven; new workstations are located in the University Center wing of the Law Library.

   • Developed and installed on Public Computing Workstations and attractive and informational flash presentation that runs when the computer is idle. Presentation includes Information on hours or operation, nature of library collection, library policies, and library services offered.

7. Web Services

   • Expanded Advanced Legal Research Bibliography archive. The website hosts the online bibliographies created by students as part of their Advanced Legal Research requirements. The Archive can be found at: http://law.gsu.edu/lawlibrary/alr/
• Designed and developed Professor Lanier’s Georgia Legal History website. The website provides access to all course materials online via the Law Library E-Reserve system, public websites or the Westlaw research service. The website can be found at: http://law.gsu.edu/tmanion/lanier/

3. Library Automation

• Installed new computer workstations for Law Library staff. New computers were installed in all departments: Technical Services, Public Services, and Administrative Services. Twelve new workstations were deployed in all: six in Technical Services, five in Public Services and one in Administrative Services. The new computer standard for Library Staff is Dell OptiPlex GX 400, which is a similar workstation to the seven Librarian workstations that were deployed the previous year.

4. Research & Reference Technology

• As part of the Classroom Technology Availability Project, the Law Library Conference Room (LL 101) was outfitted with new instructional technology. The technology installed was a standard technology template also implemented in each of the College of Law primary teaching spaces. This baseline installation allows any faculty member to use any classroom at anytime to teach with a wide variety of technological tools and resources (such as video, the Internet, music and spoken word, and 2D and 3D graphical elements). Electronic Services co-managed the Classroom Technology Availability Project along with College of Law Technology Services.

![Law Library Conference Room Lectern Design, 2002.](image-url)
• When the Law Library expansion and renovation was completed, the microfiche/film scanner was relocated to the microfiche/film room and set up to support free printing. Presently this practice is being evaluated and may be changed in the coming year. Considerations include usability of the Cannon scanning software, compatibility with Law Library PantherPrint system, and patron demand for electronic copies of documents in addition to hardcopies.

• Implemented Westlaw and LexisNexis IP printing. This allows students and patrons to print directly to the printers via the Internet and not rely on loud and antiquated modems.

• Installed additional Westlaw and LexisNexis dedicated printers to support students printing when not in the Law Library Student Computer Lab. The new printers are located in the University Center wing of the Law Library.

• The following research services and online databases have been added to the Law Library’s collection of electronic resources: IndexMaster, LawTrio, LexisNexis State Capitals, Jones and Chipman’s Index to Legal Periodical Literature 1786-1922, and Environmental Law Reporter Online.

• No research services or online databases were cancelled.

7. Electronic Services Staff

The Law Library Electronic Services Staff consists of:

• Yolanda Travis, PC System Specialist- Associate - weekdays
• Marvin Douglas, PC System Specialist- Assistant (.5 FTE) - evenings
• Student Computer Lab Graduate Research Assistant - weekends
As Senior Reference Librarian, I manage reference services, the United States government documents depository collection, and the microforms collection. The following is a overview of accomplishments and events from July 2002 to June 2003.

Reference Services

The Reference Department provides reference assistance during the following hours, **totally 72 hours per week:**

- **Monday - Thursday:** 9:00 am - 9:00 pm*
- **Friday:** 9:00 am - 5:00 pm
- **Saturday - Sunday:** 10:00 am - 6:00 pm

* We revised our desk hours in November 2002. Monday through Thursday we close the reference desk at 9:00 rather than 9:30.

During semester breaks, the reference desk hours are Monday - Friday from 9:00 am to 5:00 pm for a **total of 40 hours** per week. (We do not provide weekend reference services during semester breaks.)

Faculty Liaison Program - All full-time faculty are assigned a reference librarian as a primary contact for all library requests. The RWA Instructors are served by the reference librarian on duty at the time of the request.

Orientation Tours for classes - The reference librarians conduct tours of the law library for GSU classes upon request of the professor. Usually these tours include an introduction to legal bibliography. We collect our outlines for these classes on the I:\Departments\Ref\Class Tours. Some of the tours/lectures offered this year were Georgia Non-legal Research for Prof. Kinkopf’s Legislation Clinic class, Social Work and the Law, Sports Law, International Law for Prof. Saito, and Social Work & the Law (Clark Atlanta University).

Personnel:

The reference desk is staffed primarily by three reference librarians (Nan, Beth, and Kris) and Terrance Manion. Three graduate research assistants cover weekends and one night a week. Karen Douglas fills in occasionally as needed.

Our GRAs during Fall 2002 were Lynn Norris, Mark Issa and Shubhra Mashelkar. Spring GRAs were Lynn Norris, Mark Issa, Shubhra Mashelkar, Tony Ventry, Melissa Rife and Marianna Durham. We had additional GRAs in the Spring to cover Beth’s shifts while she was on maternity leave. During the summer semester (2003) Eun Yung Park, Hoang “Wayne” Vo and
Melissa Rife are working Thursday night and the weekend shifts.

We contracted with The Cadence Group who supplied a law librarian to work in July 2002 (Joy Garmon). Rachel Fisher continued this year as a temporary reference librarian working in October. Our Clark Atlanta Intern, Iyanna Sims worked at reference in March 2003.

**Statistics:**

Reference answered a **total of 6013 questions** from July 2002 to June 2003. September was the busiest month with a total of 877 questions. Please see the Reference Desk Activity - Monthly Statistics chart below.

During Spring 2003 Tony Ventry (GRA) created a MS Access database for compiling the reference statistics. The MS Access report for the year is attached. Our “In Person” requests equal 84% and “research” requests account for 71% of total reference desk activity. The report also shows that 37% of questions are fielded during the 9:00am-1:00pm shift and 45% of questions occur during the 1:00-5:00pm shift. Nearly 18% of questions are during the evening shift (5:00-9:00pm).

**Projects:**

In the Fall semester, the reference librarians taught the three sections of the Legal Bibliography classes. In January the reference librarians taught Westlaw and Lexis classes for the 1Ls.

With the help of the GRAs, I revised several of our Information Series guides this year and updated the Bibliography of State Resources. In December I attended a GSU workshop, “Successful Front Line Supervisor,” and an AALL Teleconference on the USA Patriot Act, “Safeguarding our Patrons’ Privacy.”

In March, the Reference Department coordinated a program for law students who would be working in law firms over the summer. The program, called JumpStart, was a repeat of the 2002 JumpStart program with SBA sponsorship.

This year we had six law firm librarians visit for the one hour program. Our guests were Lou Ellen Runyan (of McKenna Long & Aldridge), Kathy Crosslin (of Kilpatrick Stockton), Ruth Fuller (of Sutherland Asbill & Brennan), Belle Reynoso-Lawrence and Margarette Dye (both of Hunton & Williams) and Nola Vanhoy (of Kutak Rock). There were 33 students in attendance and a dozen law librarians. This year we collected evaluations from the students. We got seven responses which equals a 21% response rate. All of the responses were positive and several included comments for future programs.

We distributed three handouts to the students: Top 10 List of Research Strategies, In Their Own Words: What Atlanta-area Law Firm Librarians Wish Summer/New Associates Knew About Legal Research in Firms and Observations from the Real World. Peter Thorsett videotaped the program and put the handouts and the video on the web.
Government Documents Services

Government documents are checked-in using the Voyager serials system with the exception of the microfiche congressional hearings (SuDoc Y 4), which are reflected in GIL. This year I created serials records for House and Senate reports, documents, and prints on microfiche. Monographs are added to the collection at the discretion of the Library Director.

We provide free print-outs of our microforms collection. Patrons make their own copies using the microforms reader/scanner in the new Microforms Room on the upper level.

In order to stay current on issues and policies relating to government documents, I read the postings on GOVDOC-L and DOCSGA-L and I also attend meetings of depository libraries at national, state and local levels. This year the Georgia Depository Librarians held a meeting in Milledgeville in December.

Personnel:

Cecelia Womack, LTA (Serials), checks-in the government documents using Voyager serials module and also shelves the heavily-used documents (such as FR, CFR, and CR). Nicole Henderson, student assistant, works with documents particularly filing microfiche. I also work closely with Gayle Christian, government documents librarian at the Pullen Library.

Projects:

During February, I moved all of the microform cabinets from four locations in the law library to our new Microforms Room in the renovated area of the upper level. This included logically arranging the cabinets in the room and required very little shifting within cabinets.

We continue to combined the congressional hearings from Pullen Library with our collection of hearings. There is a huge amount of duplication. I am sending the duplicate microfiche back to Gayle for proper disposal. The congressional hearings are cataloged in GIL with the Superintendent of Documents (SuDoc) numbers.

Statistics:

The Law Library selects 5% of the available United States government documents. The Pullen Library selects 75%. We received and processed 1,309 hardcopy document pieces, 6,296 microfiche pieces (2,430 fiche titles), and four CD-ROM documents during the year. All of these statistics have increased from last year except for CD-ROM documents. Please see the Government Documents Received chart below for monthly totals.

Our CD-ROM documents are sent to Pullen under an agreement with Gayle Christian to house the documents outside of the Law Library.
Departmental GOALS for 2003-2004

Reference

Update Faculty Publications List
Update the InfoSeries library guides
Train and evaluate GRAs
Provide Orientation tours for non-law classes

Government Documents

Attend government document depository librarians meetings - both locally and elsewhere
Integrate government documents from Pullen Library into our collection
Continue shifting microforms collection where needed
Continue developing finding guides for the collection
Train public services staff to assist patrons in using the collection

Georgia State University College of Law

Reference Desk Statistics  Report Period From 07/01/02 Through 06/30/03

<table>
<thead>
<tr>
<th></th>
<th>Total for the Period</th>
<th>Percent of All Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Person</td>
<td>5062</td>
<td>84.18%</td>
</tr>
<tr>
<td>Phone</td>
<td>951</td>
<td>15.82%</td>
</tr>
<tr>
<td>Total</td>
<td>6013</td>
<td></td>
</tr>
<tr>
<td>Directional</td>
<td>2227</td>
<td>37.04%</td>
</tr>
<tr>
<td>Research</td>
<td>3786</td>
<td>62.96%</td>
</tr>
<tr>
<td>Total</td>
<td>6013</td>
<td></td>
</tr>
<tr>
<td>9:00 to 11:00</td>
<td>947</td>
<td>15.75%</td>
</tr>
<tr>
<td>11:00 to 1:00</td>
<td>1276</td>
<td>21.22%</td>
</tr>
<tr>
<td>1:00 to 3:00</td>
<td>1373</td>
<td>22.83%</td>
</tr>
<tr>
<td>3:00 to 5:00</td>
<td>1337</td>
<td>22.24%</td>
</tr>
<tr>
<td>5:00 to 9:30</td>
<td>1080</td>
<td>17.96%</td>
</tr>
<tr>
<td>Total</td>
<td>6013</td>
<td></td>
</tr>
</tbody>
</table>
## Reference Desk Activity - Monthly Statistics

<table>
<thead>
<tr>
<th>Month</th>
<th>All Questions</th>
<th>Research Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>315</td>
<td>188</td>
</tr>
<tr>
<td>August</td>
<td>745</td>
<td>427</td>
</tr>
<tr>
<td>September</td>
<td>877</td>
<td>563</td>
</tr>
<tr>
<td>October</td>
<td>757</td>
<td>492</td>
</tr>
<tr>
<td>November</td>
<td>379</td>
<td>273</td>
</tr>
<tr>
<td>December</td>
<td>224</td>
<td>171</td>
</tr>
<tr>
<td>January</td>
<td>463</td>
<td>236</td>
</tr>
<tr>
<td>February</td>
<td>475</td>
<td>296</td>
</tr>
<tr>
<td>March</td>
<td>548</td>
<td>256</td>
</tr>
<tr>
<td>April</td>
<td>533</td>
<td>370</td>
</tr>
<tr>
<td>May</td>
<td>287</td>
<td>223</td>
</tr>
<tr>
<td>June</td>
<td>410</td>
<td>291</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>6013</strong></td>
<td><strong>3786</strong></td>
</tr>
</tbody>
</table>

## Government Documents Received

<table>
<thead>
<tr>
<th>MONTH</th>
<th>Hardcopy Pieces</th>
<th>Fiche Titles</th>
<th>Fiche Pieces</th>
<th>Electronic</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>101</td>
<td>79</td>
<td>103</td>
<td>0</td>
</tr>
<tr>
<td>August</td>
<td>93</td>
<td>294</td>
<td>829</td>
<td>0</td>
</tr>
<tr>
<td>September</td>
<td>89</td>
<td>256</td>
<td>520</td>
<td>0</td>
</tr>
<tr>
<td>October</td>
<td>94</td>
<td>334</td>
<td>745</td>
<td>2 (CDs)</td>
</tr>
<tr>
<td>November</td>
<td>119</td>
<td>90</td>
<td>233</td>
<td>0</td>
</tr>
<tr>
<td>December</td>
<td>30</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>January</td>
<td>159</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>February</td>
<td>45</td>
<td>705</td>
<td>1406</td>
<td>0</td>
</tr>
<tr>
<td>March</td>
<td>228</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>April</td>
<td>112</td>
<td>55</td>
<td>1173</td>
<td>0</td>
</tr>
<tr>
<td>May</td>
<td>121</td>
<td>0</td>
<td>0</td>
<td>2 (CDs)</td>
</tr>
<tr>
<td>June</td>
<td>118</td>
<td>617</td>
<td>1287</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>1309</strong></td>
<td><strong>2430</strong></td>
<td><strong>6296</strong></td>
<td><strong>4 (CDs)</strong></td>
</tr>
</tbody>
</table>
Personnel:
Beth Adelman oversees Interlibrary Loan Services. A Graduate Research Assistant, Steven Hopkins, assists Beth with the day-to-day lending and borrowing demands. Also assisting her are circulation staff Stanley Oommen and Kirubel Teklemedhin whose support services include packaging outgoing materials, photocopying, and various circulation functions such as checking ILL books in and out as necessary.

Statistics:
Overall Borrowing and Lending Statistics: This year (June 2002 through May 2003) we borrowed 198 items (books and articles) for GSU faculty, students, and staff through OCLC. The fill rate for volumes borrowed from other institutions via OCLC was 90%. In addition, we loaned 502 books to other institutions (June 2002 through May 2003): 346 through OCLC (249 books, 97 photocopies) with a fill rate of 46% and 156 books to local firms via walk-up service, hence there was a 100% fill rate.

ILL Continuing Education:
Beth Adelman attended Interlibrary Loan Training: Beyond The Basics on November 14, 2002 at Solinet.

Goals for 2003/2004:
- Improve Interlibrary Loan fill rate
- Train GRA to provide timely, efficient ILL services
- Migrate our OCLC Name Address Directory Record (i.e. GLL policies record) to new ILL Policies Directory
In this report year, the Cataloging unit had a personnel transition. Qian Cui was hired in June 24 as a new Catalog Librarian. Qian is responsible for maintaining the quality of the library's catalog and holdings records. Pamela Willis, Library Associate II, is responsible for copy cataloging, adding and withdrawing as well as other duties as assigned.

The following is a summary of our cataloging activities for year of 2002.

**Cataloging productivity**

In 2002, the Cataloging unit successfully completed the cataloging of 15,500 titles, with an increase of about 5,000 titles from last FY (10,314 titles in the year 2001-2002). This includes new receipts and gifts in all formats. Titles withdrawals were 4,828, thanks for Pam's excellent work.

<table>
<thead>
<tr>
<th>Format</th>
<th>Titles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>15,471</td>
</tr>
<tr>
<td>Audiovisuals</td>
<td>21</td>
</tr>
<tr>
<td>Microforms</td>
<td>8</td>
</tr>
<tr>
<td>Total</td>
<td>15,500</td>
</tr>
</tbody>
</table>

**Projects**

1. ICLE (Georgia Continuing Legal Education) titles had been in backlog for two years. The project eliminated the backlog by converting 78 monographic records to serial format and reclassifying 39 titles.

2. Next to ICLE project was to catalog all problem titles in backlog, adding about 100 titles to library collection.

3. Started a project with Head of Technical Service and senior reference librarian to catalog microfiche.

**Workshops and trainings**

To keep up with changes and updates in Voyager and OCLC new software programs, Qian went to the following workshops:

- Voyager catalog training, July 30-31, 2002
- GIL workshop “Building reports using MS Access”, August 8, 2002
Solinet workshop “Making the Connexion”, October 22, 2002
ALCTS “AACR2 2002 and Metadata Regional Institute”, November 1-2, 2002
Excel, November 21, 2002
Solinet workshop “CatMe for windows”, November 25, 2002
GIL workshop “UC Cataloging update”, December 10, 2002
OCLC web class “OCLC LDR Service”, December 12, 2002
GSU HR training workshop “Frontline Supervisor”, December 18-20, 2002

Pam:
Solinet workshop “Making the Connexion”, October 22, 2002
Solinet workshop “CatMe for windows”, November 25, 2002

Goals for 2003

Assist Technical Service Librarian in replacing OCLC Passport with Connexion Client and obtain the needed training to ensure a smooth transition.

Continue the microfiche collection project with Head of Technical Service and Senior Reference Librarian.

Start cataloging electronic resources: first with Hein-on-line database by adding URL links to each related bib records.

Complete multi-MFHD cleanup and update serials holdings information.


Explore the possibilities and options to convert JX subclass to JZ (International Relations) and KZ (International Law).
POSITION DESCRIPTION

TITLE: University Librarian

DEPARTMENT: Law Library

PURPOSE AND SCOPE OF POSITION: Overall responsibility for administrative and planning for its continued growth and development.

RESPONSIBLE TO: Dean, College of Law

SUPERVISORS: Staff of six professional librarians and one Administrative Specialist. Oversees support staff, and student assistants.

DUTIES:

Administers all Law Library operations

Plans for the continued growth and development of the library's collections and services, including collection development, personnel management, space planning, and the implementation of new technologies.

Teaches Legal Bibliography course and Advanced Legal Research

Works with faculty, law school administration, students, the practicing bar, and University librarians on matters of concern to the law library.

QUALIFICATIONS:

JD; MLS; substantial administrative experience in an academic law library; evidence of ability to meet the standards of research, publication, and professional service that would lead to tenure.

Revised 05/30/00
POSITION DESCRIPTION

TITLE: Law Librarian

DEPARTMENT: Law Library

PURPOSE AND SCOPE OF POSITION: Overall responsibility for administration of Law Library and planning for its continued growth and development

RESPONSIBLE TO: Dean, College of Law

SUPERVISES: Staff of six professional librarians and one Administrative Specialist. Oversees support staff, and student assistants

DUTIES: Administers all Law Library operations

Plans for the continued growth and development of the library's collections and services, including collection development, personnel management, space planning, and the implementation of new technologies

Teaches Legal Bibliography course and Advanced Legal Research

Works with faculty, law school administration, students, the practicing bar, and University librarians on matters of concern to the law library

QUALIFICATIONS: JD; MLS; substantial administrative experience in an academic law library; evidence of ability to meet the standards of research, publication, and professional service that would lead to tenure

Revised 05/30/00
POSITION DESCRIPTION

TITLE: Business Manager
(3/4 time)

PURPOSE AND SCOPE OF POSITION: To administer library budget, coordinate all personnel actions, maintain all personnel files (faculty, staff and student assistants) and keep current personnel and University forms, monitor supplies, provide clerical support to Librarians and Head Librarian and act as administrative liaison with University departments and outside vendors.

RESPONSIBLE TO: Law Librarian

SUPERVISES: Not applicable

DUTIES: Monitors monthly budget status reports, prepares other budget status reports, maintains current fiscal year budget files and prepares budget amendments. Responsible for all Law Library Spectrum input and processes, departmental reports and initiating workflow approval. Also monitors departmental expenditures and use of departmental purchase card and maintains purchase log. Makes deposits for lost books and other departmental reimbursements.

Coordinates all personnel actions, prepares all personnel forms, including faculty, staff and student assistant hiring and termination, and keeps informed of personnel and payroll policies and procedures; maintains and updates staff and librarian personnel files, prepares staff and student assistant timesheets, and maintains current fiscal year files on student assistant and staff timesheets.

Requests repairs, maintenance and improvements from Physical Plant, Telecommunications, and other departments as necessary; prepares payment request vouchers for vendor invoices, obtains quotes and prepares orders with outside vendors.

Acts as project manager/liaison for special projects, including renovations, improvements and/or additions to Law Library physical space.

Orders and maintains all office supplies, handles petty cash requests and reimbursements, and prepares
purchase requisitions for maintenance contracts, equipment purchases, and non-inventory items.

Prepares and submits (through Spectrum) all travel requests, expense statements, and registration forms for Law Library faculty and staff. Also submits consultant and expense forms associated with faculty recruitment.

Prepares faculty advertisement, recruitment and hiring forms, and submits reimbursement requests for faculty and/or consultant expenses. Responsible for certain faculty and/or staff information that must remain confidential.

Maintains library statistics spreadsheets for all departments, and student assistant payroll budget statistics.

Maintains and updates database of names of library patrons for donations to Law Library Fund and fund raising campaigns. Coordinates mail-out projects and receipt of donations.

Provides typing and clerical support for Head Librarian. Occasionally provides typing and clerical support for other librarians and library staff.

Provides, updates and/or obtains departmental signage, internal forms and key/card access for faculty and staff.

Makes arrangements for Law Library meetings and functions, and arranges parking for visitors/guests.

Does photocopying and binding as needed.

Performs other duties as assigned.

QUALIFICATIONS: Excellent organizational and interpersonal skills; two years office experience; familiarity with word processing and spreadsheet systems; ability to work closely with all members of the Law Library staff and all other University departments - administrative and academic. Two years college; budget experience preferred.
POSITION DESCRIPTION

TITLE: Head of Technical Services

DEPARTMENT: Technical Services

PURPOSE AND SCOPE OF POSITION:
To oversee operations of the Technical Services Department, including, acquisitions, serials control, bindery and stacks maintenance functions. Coordinates cataloging projects and functions with the assistance of the Catalog Librarian.

RESPONSIBLE TO: Law Librarian

SUPERVISES:
Administrative Specialist, Library Associate I (Stacks Maintenance); Library Technical Assistant (Serials/Government Documents); Library Technical Assistant (Periodicals/Bindery)

DUTIES:
Oversees all acquisitions activities, including pre-order searching, vendor selection, order placement, invoice processing and fund accounting.

Oversees all serials control activities, including check-in, routing, claiming, binding and processing of depository government documents.

Oversees all stacks maintenance activities, including loose-leaf filing, shelving, shifting and shelf reading.

Maintains and ensures integrity of acquisitions module of the Endeavor Voyager online system.

Works with Catalog Librarian to select special cataloging projects and upgrade technology in the department.

Hires, trains, supervises, evaluates, disciplines and terminates staff. Monitors workflow and production. Handles other personnel matters.

Resolves problems concerning acquisitions, serials control and stacks maintenance. Acts as liaison with the University Accounts Payable dept., other library staff, and vendors concerning matters within the scope of the position.

Monitors library materials budget; prepares appropriate reports and keeps statistics.

Oversees receipt of gift materials.
POSITION DESCRIPTION

Plans and designs space and equipment requirements for Technical Services Dept.

Staffs the reference desk as needed.

Performs other duties as assigned.

QUALIFICATIONS: MLS; relevant library experience in one or more areas of technical services; supervisory experience; evidence of ability to meet standards of research, publication and professional service that would lead to promotion. Law library experience or familiarity with legal materials preferred.

Rev. 8/03
POSITION DESCRIPTION

TITLE: Administrative Specialist - Administrative Acquisitions and Accounting

WAGE STATUS: Exempt

DEPARTMENT: Technical Services


SUPERVISOR: Head of Technical Services

DUTIES: Order and receive all library materials online using the library automated system, Voyager and the web. Download full bibliographic records from OCLC and import records to Voyager for these items when they are ordered. Maintain file of all ordered items. Pay all invoices online in Voyager library automated system. Prepare payment vouchers in university Spectrum financial system and send to Disbursements dept. for payment. Maintain internal accounting records on spreadsheets, and invoice files. Monitor and create reports from automated University accounting system, Spectrum, to ensure proper payment of invoices, and to rectify payment problems. Prepare financial reconciliation reports for auditors. Resolve acquisitions claims for material not received. Process material for return to vendor when necessary. Arrange for binding of faculty publications and theses of German exchange students. Open and sort mail. Proctor exams in the College of Law each semester. Semi-annual shelf reading. Other duties as assigned.

QUALIFICATIONS: Bachelor’s degree and four years progressively responsible library experience, including two years in acquisitions, accounting and binding. One year accounting/bookkeeping experience. Interpretive and problem solving skills preferred. Accuracy and attention to detail vital.

Rev 9/03 kd
TITLE: Library Associate II

DEPARTMENT: Cataloging

PURPOSE AND SCOPE OF POSITION: To catalog English-language library materials using OCLC records supplied by the Library of Congress and to maintain catalog, shelflist, and authority records. Exercises discretionary judgment and considerable responsibility in performance of duties; applies and interprets cataloging rules and conventions.

RESPONSIBLE TO: Cataloging Librarian

SUPERVISES: Supervises Library Interns and one student assistant

DUTIES: Catalogs new library materials in all formats by searching, editing, and inputting bibliographic records on OCLC according to the Anglo-American cataloging Rules; creating periodical call numbers and verifying subject headings;

Adds holdings information for added volumes and copies for the existing titles in the library collection;

Links bibliographic records for new materials with item records in Voyager system; creating and maintaining item records; withdrawing superseded volumes;

Maintains name and series authority records;

Creates periodical call numbers;

Verifies subject headings;

Participates in discussions of procedures requiring the cooperation of two or more units within the Technical Services area;

Keeps appropriate statistics;

Proctors Final Exams for Law Faculty;

Supervises library interns in catalog department;

Supervises student assistant in processing;

Performs other duties as assigned.
QUALIFICATIONS: Bachelors degree. Five years experience in a library with evidence of progressive responsibility. Superior attention to detail, interpretive and problem solving skills; ability to exercise independent judgment within areas of responsibility using library methods and principles. Good oral and written communications skills. Significant cataloging experience, including knowledge of AACR2r, LC classification and subject headings, and MARC format. Knowledge of OCLC commands and practice.

Revised 5/06/99
TITLE: Library Associate I (Stacks Maintenance Supervisor)
DEPARTMENT: Technical Services
PURPOSE AND SCOPE OF POSITION: Supervises and trains workers responsible for shelving, looseleaf filing, and other collection maintenance tasks.
RESPONSIBLE TO: Head of Technical Services
SUPERVISES: Student assistants and work study employees (shelvers and looseleaf filers)
DUTIES:
- Plans, develops and implements policy and procedures for collection maintenance functions.
- Regularly updates procedure manuals and statistics to ensure that they are always current.
- Hires, supervises, evaluates and terminates student assistants and work study employees.
- Provides training in shelving, filing and Library of Congress classification system for stacks maintenance staff.
- Ensures that stacks maintenance staff shelve, file and update all library material promptly and accurately. This includes, but is not limited to, replacing outdated pocket parts, replacement volumes and looseleaf pages.
- Ensures the appropriate and timely handling of superseded materials in the library, faculty offices and the Faculty Library.
- Performs shelving, filing and updating as needed, especially in the absence of student assistants.
- Plans and monitors semi-annual shelf reading by entire library staff, making sure that all assigned areas are read and that all staff know the correct procedures for shelf reading.
- Quality control spot checking should be done in all assigned ranges.
- Manages and participates in other collection maintenance activities such as collection shifts, book repair, maintaining the new books shelves and Faculty Library.
- Performs book searches for missing materials.
- Serves as contact person for repair of broken compact and regular shelving.
- Orders missing looseleaf pages.
- Proctors final examinations for law faculty.
- Other duties as assigned.

QUALIFICATIONS: Bachelor’s degree preferred. May substitute high school graduation and at least 2 years of progressively responsible library experience, which includes supervisory experience. Ability to
exercise considerable independent judgment in performance of duties. Solid knowledge of Library of Congress and Superintendent of Documents classification systems. Basic knowledge of cataloging rules. Skill, or ability to learn, computer applications associated with collection maintenance procedures. Ability to track and calculate statistical information. Skill in staff supervision. Effective written and oral communication skills.
POSITION DESCRIPTION

TITLE: Library Technical Assistant
Serials/ Government Documents

WAGE STATUS: Non-exempt

DEPARTMENT: Acquisitions/Serials


SUPERVISOR: Acquisitions/Serials Librarian

DUTIES: Check in, receipt and claiming of all serial titles, including journals, microforms, continuations and standing orders online using Voyager library automated system. Create, maintain and edit new and existing online serial records. Process claims list of missing serials items and resolve subscription problems with vendors as needed. Maintain and update routing list. Return serial items not needed by library to vendors. Check in, file, claim and shelve depository microfiche and some paper government documents. Keep statistics for microfiche and depository government document collections. Report any problems or changes to Government Documents Librarian. Sort mail. Proctor exams in the College of Law each semester. Other duties as assigned.

QUALIFICATIONS: High school graduate or equivalent; strong organizational skills; accuracy and attention to detail critical; 35 WPM typing. Some college course work, some library experience, interpretive and problem solving skills preferred.

Revised 1/00 - kd
POSITION DESCRIPTION

TITLE: Library Technical Assistant- Bindery/Serials Control

WAGE STATUS: Non-exempt

DEPARTMENT: Technical Services- Acquisitions/Serials

PURPOSE/SCOPE: Identify and prepare periodical and monograph items to be sent to the bindery, using the online bindery database. Identify and order missing issues for binding. Check-in and claim all items that are bound.

SUPERVISOR: Head of Technical Services

DUTIES: Identify items in need of binding. Pull these items from book stacks. Enter binding data in ABLE binding database. Update item status for items at the bindery in Voyager online system. Print out binding slips and report of items to be sent to bindery each month. Check report against items to be sent to bindery, attach bindery slips to volumes, pack bindery boxes for shipment. Identify and obtain any missing issues needed for binding. Open and check shipments returned from the bindery. Delete item records for individual issues from Voyager database. Create item records for bound volumes. Give bound volumes to Cataloging for final processing. Perform serials check-in of journals, BNA Reporters, and other items that are bound. Claim missing issues. Enter serial update information from Hein in Voyager check-in records. Semi-annual shelf reading. Other duties as assigned.

QUALIFICATIONS: High School diploma or GED and 3 years of library, customer service or office experience and proficiency in either Microsoft Word or WordPerfect required. Library experience, knowledge of legal serials, online automated library systems and binding operations preferred. Attention to detail is critical.

Rev. 8/03 - kd
TITLE: Head of Public Services

DEPARTMENT: Public Services

PURPOSE AND SCOPE OF POSITION:
Coordinates the daily activities of the Public Services Department

RESPONSIBLE TO: Law Librarian

SUPERVISES: Two Reference Librarians, Administrative Supervisor III, and Circulation Department

DUTIES:
Participates in Reference duty rotation during day and evening hours

Participates in faculty liaison program

Hires, trains, supervises, evaluates and terminates (if necessary) the Administrative Supervisor III, and participates in hiring and evaluating the regular and student circulation staff and work study employees

Performs the duties of the Administrative Supervisor III (Circulation) during contingencies or emergencies

Develops and assists the Law Librarian with planning goals and objectives for the Public Services department

Supervises two reference librarians

Shares responsibility for teaching the Legal Bibliography course

Provides Lexis and Westlaw training

Serves as supervisor for Library School interns

Writes instructional guides and web guides for use by Law Library patrons

Leads Library tours and conducts Library orientation sessions

Performs other duties as assigned
QUALIFICATIONS: ABA-accredited J.D. degree
ALA-accredited M.L.S. degree
Minimum of three years law library experience
Effective communication and management skills
Supervisory experience
Manual and automated legal research proficiency
Evidence of ability to meet standards of research, publication, and professional service that would lead to promotion

Revised: 08/18/03

DUTIES: Coordinates all aspects of reference service and policy; hires, instructs and supervises the Graduate Research Assistants; schedules reference desk coverage; and maintains reference desk area and materials, including the Ready Reference collection.

Coordinates the Library's faculty liaison program. Provides specialized online searching and other advanced reference services for law faculty and their research assistants.

Manages the government documents collection, including selecting materials, overseeing processing of materials and assisting in the use of materials.

Monitors government documents check-in and trains and assists the Library Technical Assistant assigned to this task.

Manages the microforms collection.

Provides reference assistance to law students, faculty, attorneys and other library patrons.

Writes instructional guides for use by law library patrons.

Provides Westlaw and Lexis training.
POSITION DESCRIPTION

TITLE: Senior Reference Librarian

DEPARTMENT: Public Services

PURPOSE AND SCOPE OF POSITION: Coordinates reference service, provides reference assistance using print and online resources and maintains the government documents, microforms, and Georgia collection

RESPONSIBLE TO: Law Librarian

SUPERVISES: Graduate Research Assistants (reference) and Student Assistant (government documents)

DUTIES: Coordinates all aspects of reference service and policy; hires, instructs and supervises the Graduate Research Assistants; schedules reference desk coverage; and maintains reference desk area and materials, including the Ready Reference collection.

Coordinates the Library's faculty liaison program. Provides specialized online searching and other advanced reference services for law faculty and their research assistants.

Manages the government documents collection, including selecting materials, overseeing processing of materials and assisting in the use of materials.

Monitors government documents check-in and trains and assists the Library Technical Assistant assigned to this task.

Manages the microforms collection.

Provides reference assistance to law students, faculty, attorneys and other library patrons.

 Writes instructional guides for use by law library patrons.

Provides Westlaw and Lexis training.
Leads library tours and conducts library orientation sessions.
Performs other duties as assigned.

QUALIFICATIONS: ALA-accredited M.L.S. degree.
Minimum of three years law library experience.
Supervisory experience preferred.
Evidence of ability to meet standards of research, publication and professional service that would lead to promotion.

Revised: 6/17/03
POSITION DESCRIPTION

TITLE: Reference Librarian
DEPARTMENT: Public Services
RESPONSIBLE TO: Law Librarian

DUTIES: Provides reference service to students, local attorneys and other library patrons during day and assigned evening hours.

Lectures on legal research to various classes and shares responsibility for teaching the Legal Bibliography course to first-year law students.

Coordinates Interlibrary Loan services for the College of Law.

Coordinates outreach services to Law Review, Moot Court, and other student organizations.

Leads subject-oriented research classes for other university and Atlanta-area students.

Provides research and liaison services for professors and provides training for faculty and their research assistants.

Writes instructional guides for use by law library patrons and develops outreach projects.

Provides Westlaw and Lexis training.

Leads library tours and conducts library orientation sessions.

Performs other duties as assigned.

QUALIFICATIONS: ALA-accredited M.L.S. degree.
ABA-accredited J.D. degree preferred.
Relevant library experience.
Evidence of ability to meet standards of research, publication and professional service that would lead to promotion.
POSITION DESCRIPTION

TITLE: Catalog Librarian
DEPARTMENT: Technical Services

PURPOSE AND SCOPE OF POSITION: To create original catalog records and to monitor the quality of all catalog and holdings records; to establish policies and procedures and evaluate the effectiveness and efficiency of the workflow of the cataloging unit.

RESPONSIBLE TO: Law Librarian

DUTIES:
- Creating original cataloging records
- Performing difficult copy cataloging, including materials in microform or audio-visual formats
- Overseeing cataloging of library materials
- Monitoring quality of all catalog and holdings records in Voyager
- Performing catalog maintenance on the online catalog
- Acting as liaison with SOLINET/OCLC, and other vendors as needed regarding products and services; and with Pullen Library and other GSU departments as appropriate
- Coordinating workflow of catalog unit
- Planning and designing space and equipment requirements for catalog unit
- Staffing reference desk as needed
- Performing other duties as assigned

QUALIFICATIONS: MLS; relevant library experience in one or more areas of technical services; supervisory experience; evidence of ability to meet standards of research, publication, and professional service that would lead to tenure in the University Library faculty. Law library experience or familiarity with legal materials preferred.

Revised 10/24/01
POSITION DESCRIPTION

TITLE: Administrative Supervisor III

DEPARTMENT: Circulation

PURPOSE AND SCOPE OF POSITION:
Supervises the daily operation of the Circulation Department (including Reserves and Interlibrary Loan (ILL)) and assists the Public Services Librarian and Law Librarian in planning for the overall operation of the Department. Exercises discretionary judgment and responsibility in directing the activities of the Department.

RESPONSIBLE TO: Associate Librarian

SUPERVISES: One full-time and 3 half-time library technical assistants, numerous regular and work study student employees (working a combined 80 student hours per week).

DUTIES: Hires, trains, supervises, evaluates and terminates (if necessary) library technical assistant staff and regular and work study student assistants working in the Circulation Department, with input and guidance from Public Services Librarian and Law Librarian.

Schedules desk coverage of the Circulation Desk for 105 hours weekly. Provides back-up coverage for Circulation Desk when Circulation staff or students are unavailable.

Monitors overdue materials and sends out fine and fee notices as required. Maintains fine records and collects and deposits fines. Places holds and recalls for library materials as necessary.

Coordinates and presents Circulation cross-training sessions to other library department permanent and student staffs.

Attends library department supervisors’ meetings to coordinate with other department supervisors.

Assists Public Services Librarian and Law Librarian in formulating and disseminating Circulation policies.

Maintains Circulation, ILL, Reserves and attorney sign-in statistics and assists Public Services Librarian in creating statistical reports.
Oversees all Law Library ILL borrowing and lending and maintains required records.

Oversees the processing of electronic and print reserve materials and the organization of the reserves collections.

Maintains and updates Circulation, ILL and Reserves manuals.

Liaisons with the main campus library regarding Circulation system problems, patron record concerns and policy issues.

Communicates with Copy Center personnel regarding refund concerns, supplies and photocopier maintenance problems.

Co-supervises looseleaf filing projects for circulation staff with the Library Associate in charge of Stacks Maintenance.

Maintains Law Library staff petty cash account.

Maintains Law Library study rooms and serves as the arbiter of study room disputes.

Designs and orchestrates library exhibits and faculty publications display.

Maintains audio collection and equipment and assists patrons in their use.

Attends relevant conferences, seminars, workshops.

Proctors final examinations for Law Faculty.

Performs other duties as assigned.

QUALIFICATIONS:

Bachelor's degree and one year supervisory experience, or a high school diploma or GED and five years administrative experience, including three years of supervisory experience, or combination of equivalent training and experience. Supervisory experience preferred but library experience demonstrating a pattern of progressive responsibility may substitute. Skill and ability to supervise staff are essential.

OCLC Interlibrary Loan experience preferred.

Strong computer skills are essential. Skill or ability to learn new computer applications associated with circulation procedures.
POSITIVE DESCRIPTION

TITLE: Library Technician

DEPARTMENT: Circulation

PURPOSE AND SCOPE: Responsible for preparing and maintaining Reserve and Electronic Reserve collections. Responsible for providing service to patrons at the Circulation Desk.

RESPONSIBLE TO: Associate Director of U (Circulation)

SUPERVISES: Student Assistants, upon whom the Circulation Supervisor.

DUTIES:
* Oversees Reserve Collection
* Oversees and works with the Public Services and Electronic Services Librarians on the E-Reserve system
* Communicates with Law Faculty concerning Reserve material
* Maintains Reserve audio/video collection and equipment and assists patrons with their use
* Checks material in and out
* Provides service for the Reserve Collection
* Answers incoming calls, direct calls, or take messages as needed
* Provides location information to patrons and refer other questions to the Reference Librarians
* Performs Circulation functions as required
* Assists in training other Circulation staff in use of Circulation system & policies
* Assists in processing overdue notices
* Opens Law Library if assigned those hours
* Proctor final examinations
* Performs other Circulation tasks as assigned
* Supervises and trains library assistants
* Processes interlibrary loans

QUALIFICATIONS: High school graduate, college preferred. Computer experience required. Knowledge of MS Access, MS Word/WordPerfect, ability to troubleshoot; some knowledge of basic library procedures, methods, and techniques; ability to deal with library users in person and over the telephone. Must be able to work without supervision.

Rev. 10/25/00
TITLE: Library Technical Assistant (1.0 FTE)

DEPARTMENT: Circulation

PURPOSE AND SCOPE OF POSITION: Responsible for maintaining Reserve and Electronic Reserve collections. Responsible for providing service to library users at the Circulation Desk. Oversee Reserve Materials/place on Reserve.

RESPONSIBLE TO: Administrative Supervisor III (Circulation).

SUPERVISES: Student Assistants, upon absence of Circulation Supervisor.

DUTIES:
* Oversee Reserve Collection
* Oversee and work with the Public Services and Electronic Services Librarians on the E-Reserve system
* Communicate with Law Faculty concerning Reserve material
* Maintain Reserve audio/video collection and equipment and assist patrons with their use
* Check material in and out
* Provide service for the Reserve Collection
* Answer incoming calls; direct calls, or take messages as needed
* Provide location information to patrons and refer other questions to the Reference Librarians
* Perform Circulation functions as required
* Assist in training other Circulation staff in use of Circulation system & policies
* Assist in processing overdue notices
* Open/close Law Library if assigned those hours
* Proctor final examinations
* Perform other Circulation tasks as assigned
* Supervises & trains library assistants
* Process Interlibrary loans

QUALIFICATIONS: High school graduate, college preferred; computer experience required, knowledge of MS Access, MS Word/Word Perfect, ability to troubleshoot; some knowledge of basic library procedures, methods, and techniques; ability to deal with library users in person and over the telephone. Must be able to work without supervision.

Revised 6-5-00kmh
POSITION DESCRIPTION

TITLE: Library Technical Assistant (Interlibrary Loans) .75 (30 hours)

DEPARTMENT: Circulation

PURPOSE AND SCOPE OF POSITION: Responsible for assisting Reference Librarian
with packaging, mailing Interlibrary requests.

RESPONSIBLE TO: Administrative Supervisor III (Circulation).

SUPERVISES: Student Assistants, upon absence of Circulation Supervisor.

DUTIES: *Assist Reference Librarians with ILL request, packaging, mailing.
*Assist with copying of ILL requests.
*Check material in and out
*Provide service for the Reserve Collection
*Answer incoming calls; direct calls, or take messages as needed
*Provide location information to patrons and refer other questions to the
Reference Librarians
*Perform Circulation functions as required
*Assist in training other Circulation staff in use of Circulation system &
policies
*Assist in processing overdue notices
*Open/close Law Library if assigned those hours
*Proctor final examinations
*Perform other Circulation tasks as assigned

QUALIFICATIONS: High school graduate; some knowledge of basic library
procedures, methods, and techniques; ability to deal with library users in person
and over the telephone. Some college course-work, computer experience
preferred. Must be able to work without supervision.

Revised 5/26/99 dhh
POSITION DESCRIPTION

TITLE: Library Technical Assistant (.5 FTE)

DEPARTMENT: Circulation

PURPOSE AND SCOPE OF POSITION: Responsible for maintaining Reserve and Electronic Reserve collections. Responsible for providing service to library users at the Circulation Desk. Oversee the processing of Interlibrary Loans.

RESPONSIBLE TO: Administrative Supervisor III (Circulation).

SUPERVISES: Student Assistants, upon absence of Circulation Supervisor.

DUTIES:

- Oversee Reserve Collection
- Oversee and work with the Public Services and Electronic Services Librarians on the E-Reserve system
- Communicate with Law Faculty concerning Reserve material
- Maintain Reserve audio/video collection and equipment and assist patrons with their use
- Check material in and out
- Provide service for the Reserve Collection
- Answer incoming calls; direct calls, or take messages as needed
- Provide location information to patrons and refer other questions to the Reference Librarians
- Perform Circulation functions as required
- Assist in training other Circulation staff in use of Circulation system & policies
- Assist in processing overdue notices
- Open/close Law Library if assigned those hours
- Proctor final examinations
- Perform other Circulation tasks as assigned
Supervises & trains library assistants

Process Interlibrary loans

QUALIFICATIONS: High school graduate, college preferred; computer experience required, knowledge of MS Access, MS Word/Word Perfect, ability to troubleshoot; some knowledge of basic library procedures, methods, and techniques; ability to deal with library users in person and over the telephone. Must be able to work without supervision.

Revised 08/21/02
POSİTİON DESCRIPTION

TİTİLE: Library Assistant II (.5 FTE)

DİEPARTMENT: Circulation

PURPOSİE AND SCOPE OF POSTİON: Responsible for maintaining Reserve and Electronic Reserve collections. Responsible for providing service to library users at the Circulation Desk.

RESPONSİBLE TO: Administrative Supervisor III (Circulation).

SUPERVİSES: Student Assistants, upon absence of Circulation Supervisor.

DUTİES: 

- Oversee Reserve Collection
- Oversee and work with the Public Services and Electronic Services Librarians on the E-Reserve system
- Communicate with Law Faculty concerning Reserve material
- Maintain Reserve audio/video collection and equipment and assist patrons with their use
- Check material in and out
- Provide service for the Reserve Collection
- Answer incoming calls; direct calls, or take messages as needed
- Provide location information to patrons and refer other questions to the Reference Librarians
- Perform Circulation functions as required
- Assist in training other Circulation staff in use of Circulation system & policies
- Assist in processing overdue notices
- Open/close Law Library if assigned those hours
- Proctor final examinations
- Perform other Circulation tasks as assigned
Supervises & trains library assistants

Copy/obtain materials for Faculty

QUALIFICATIONS: High school graduate, college preferred; computer experience required, knowledge of MS Access, MS Word/Word Perfect, ability to troubleshoot; some knowledge of basic library procedures, methods, and techniques; ability to deal with library users in person and over the telephone. Must be able to work without supervision.

Revised 08/21/02
TITLE: Electronic Services Librarian / Non-Tenure Track Faculty

DEPARTMENT: Law Library Electronic Services

PURPOSE AND SCOPE OF POSITION: Responsible for managing computer technologies employed in the Law Library.

RESPONSIBLE TO: Law Librarian

SUPERVISES: PC Systems Specialist - Associate, PC Systems Specialist - Assistant (.5 FTE) & Student Computer Lab Graduate Research Assistant.

DUTIES:
- Understands the practical application of creating, accessing, and managing information including databases, integrated library systems, client-server applications, hardware, software, networks, and electronic information resources.
- Evaluates the need for new and evolving technology in the law library and implements required changes.
- Assists and educates clients and colleagues in the use of law library information systems.Providing students faculty and librarians training on reference and research technologies.
- Resolves library hardware, software, local area network, website and Internet connectivity problems.
- Develops, creates, and maintains the law library web site.
- Administers the library automation system.
- Manages computer lab operations, including establishing policies and procedures.
- Supervises Law Library Electronic Services staff, including hiring, scheduling, training, evaluating, and terminating personnel.
- Serves as principle contact for Westlaw and LexisNexis on behalf of the College of Law; coordinating Westlaw and LexisNexis training for law faculty and students.
- Coordinates law library electronic services with law school computing staff.
- Provides reference services to law students, faculty, attorneys, and other library patrons.
- Leads library tours and conducts library orientation sessions on library technologies.

QUALIFICATIONS: MLS; two years law library experience or JD. Experienced with personal computers, Internet, and legal databases. Excellent interpersonal and communication skills. Evidence of ability to meet standards of research, publication, and professional service that would lead to promotion. Supervisory experience preferred.

Last updated: Wednesday, October 17, 2001
TITLE: PC Systems Specialist - Associate

DEPARTMENT: Law Library Electronic Services

PURPOSE AND SCOPE OF POSITION: Responsible for supporting computer technologies employed in the Law Library including the support of the Law Library Student Computer Lab.

RESPONSIBLE TO: Electronic Services Librarian

DUTIES:
- Provides support services for students using the Law Library Student Computer Lab.
- Provides support services for students using the Law Library network access points (networked study-carrels, study-rooms, and Law Library conference room).
- Provides support services for librarians, and library staff.
- Provides support services for patrons using the Law Library Media Center and Public Computing Alcove.
- Monitors and maintains the equipment in the Law Library Student Computer Lab and Public Computing Alcove; installing equipment and software as required.
- Monitors and maintains connectivity of Law Library network access points.
- Provides instruction on activities such as scanning, online research, university computing and common applications.
- Monitors supply and equipment inventory.
- Performs related work as required.

QUALIFICATIONS: High school graduate; knowledge of principles, uses, and products of microcomputer systems, including application packages, operating systems, communication network capabilities, and equipment. Good computer and customer service skills are needed. May involve evening and weekend hours.

Last updated: Wednesday, October 22, 2001
TITLE: PC Systems Specialist - Assistant (.5 FTE)

DEPARTMENT: Law Library Electronic Services

PURPOSE AND SCOPE OF POSITION: Responsible for supporting computer technologies employed in the Law Library including the support of the Law Library Student Computer Lab.

RESPONSIBLE TO: Electronic Services Librarian

DUTIES:
- Provides support services for students using the Law Library Student Computer Lab.
- Provides support services for students using the Law Library network access points (networked study-carrels, study-rooms, and Law Library conference room).
- Provides support services for librarians, and library staff.
- Provides support services for patrons using the Law Library Media Center and Public Computing Alcove.
- Monitors and maintains the equipment in the Law Library Student Computer Lab and Public Computing Alcove: installing equipment and software as required by higher-level specialist.
- Monitors and maintains connectivity of Law Library network access points.
- Provides instructional materials: developing the Law Library Electronic Services web content and Law Library Student Computer Lab Info-Series documentation.
- Monitors supply and equipment inventory.
- Refers complex questions to higher-level specialist.
- Performs related work as required.

QUALIFICATIONS: High school graduate; knowledge of principles, uses, and products of microcomputer systems, including application packages, operating systems, communication network capabilities, and equipment. Good computer and customer service skills are needed. May involve evening and weekend hours.

Last updated: Wednesday, October 22, 2001