In preparing to move forward, we looked across the Library’s service processes to understand how the various tasks fit together. We have color coded each task such that related tasks are represented by a common color.

<table>
<thead>
<tr>
<th>Pre-Arrival</th>
<th>User Interaction</th>
<th>Education &amp; Orientation</th>
<th>Info Search &amp; Retrieval</th>
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<tbody>
<tr>
<td><strong>Key Activities</strong></td>
<td><strong>Tasks</strong></td>
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<tr>
<td><strong>Marketing</strong></td>
<td>Communicate Library Services To Faculty By Subject Specialist</td>
<td>Review Signage</td>
<td>Library Orientation (user driven)</td>
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<tr>
<td></td>
<td>Communicate Library Services to Students</td>
<td>Remove Unnecessary Signs</td>
<td>Process Through Coordinator</td>
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<td>Create New Signs</td>
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<td><strong>Security</strong></td>
<td>Close Library</td>
<td>Maintain Staffing Levels for Public Service</td>
<td>Library Orientation (proactive)</td>
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<td>Enforce Library-wide Policies and Procedures</td>
<td>Hire Employees</td>
<td>Partner/ Collaborate with Faculty to determine Training/Orientation Requirements</td>
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<td>Maintain Entrances &amp; Exits</td>
<td>Orient &amp; Train Employees</td>
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<td>Maintain Parking Lot</td>
<td>Communicate &amp; Clarify Roles &amp; Responsibilities (future)</td>
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<td>Provide Consistent weekday, Evening &amp; Weekend Coverage (future)</td>
<td>Develop Training Agenda</td>
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<td><strong>Phone Calls</strong></td>
<td>Determine Nature of Call</td>
<td>Provide Written Orientation to Their Staff</td>
<td>Outreach to Faculty</td>
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<td>Determine Number of Parking Spaces</td>
<td>Departments</td>
<td>Process to Meet Assessed Information Requirements</td>
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<td>Issue Parking Privileges</td>
<td>Develop Library Policy and Procedures on Handling Complaints</td>
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<td>Secure Parking Lot</td>
<td>Develop Library Orientation Packets (future)</td>
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<td>Monitor Parking Lot for Approved Parkers</td>
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<td>Clean &amp; Maintain Parking Lot</td>
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<td><strong>Communicate Library Services/ Implement Feedback</strong></td>
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<td>Communicate Available Services in Library</td>
<td>Assess Training Needs</td>
<td>Needs Analysis</td>
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<td>Identify Resources</td>
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<td>Publicize Training Sessions</td>
<td>Test/Refine</td>
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<td><strong>Study Space</strong></td>
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<td>Post Conference Room Policies and Procedures on Web</td>
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<td>Increase Study Spaces During Reading/Exam Period</td>
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<td>Improve Study Rooms &amp; Carrels</td>
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**LEGEND**

- Communicate to Faculty
- Operational Improvements
- Communications/Marketing/PR
- Technology
- Policies & Procedures
- Training
- HR/Staffing
We have identified eight common categories of tasks that can be addressed by Implementation Teams.

### Strengthen Linkage with Faculty
- Marketing
  - Communicate Library Services to Faculty
  - Library Orientation/Library Tours (user-driven)
- Library Orientation/Library Tours (proactive)
  - Partner/Collaborate with Faculty to Determine Training/Orientation Requirements
- Outreach to Faculty
  - Initiate Communication with Faculty
  - Facilitate Faculty Orientation (on-site or off-site)
  - Identify Curricular Expectations
  - Design Plan to Meet Assessed Information Requirements
- Library Orientation
  - Share Plan with Requesters & Library
- Staff Training
  - Execute
- Evaluation
- Collection Development
  - Select Materials
  - De-select Materials
- Consultation
  - Initial Contact
  - Determine Info Needs & Develop Strategy
- Web-based Instruction
  - Needs Analysis
  - Design
  - Test/Refine
  - Execute/Evaluate
- How-To's
  - Assess Existing User Guides
  - Evaluate
- Information Literacy
  - Instruction
  - Web Access to Collections
- Audiovisual
  - Select, Order & Deselect AV Material

### Operational Improvements
- Phone Calls
  - Determine Nature of Call
  - Security
  - Close Library
  - Maintain Entrances & Exits
  - Parking
  - Secure Parking Lot
  - Monitor Parking Lot for Approved Parkers
- Training Labs
  - Scheduling
  - Resource Utilization/Analysis
  - Evaluate
- Collection Acquisition
  - Catalog Items
  - Shelf Items
- Interlibrary Loan
  - Courier Materials to Faculty
  - Reserves
  - Make Reserve Items Available to Patrons
  - Collection Development
  - Process & Catalog Collections
  - Parking
  - Determine number of parking spaces
  - Issue parking privileges
  - Clean & maintain parking lot
  - Study Space
  - Increase Study Spaces During Reading/Exam Period
  - Improve Study Rooms & Carrels
- Copying
  - Manage Copy Machine Operation
  - Select Copy Machines
  - Audiovisual
  - Provide Access & Playback

### Technology
- Website & Remote Access
  - Design of Website
  - Add/Update Content
  - Provide Remote Access
- Audiovisual
  - Select, Order & Deselect AV Material
- Library
  - Maintain Signage
  - Create New Signs
  - Secure Parking Lot
  - Maintain Signage
  - Communication
  - Library Services
  - Implement Feedback
  - Library Orientation
  - Communicate Available Services in Library
  - Student Services
  - Orientation
  - User Training
  - Publicize Training Sessions
  - Libraries
  - Archives
  - Promote Archives to Faculty & Students

### HR/Staffing
- Staffing
  - Define/Assess Each User Interaction Point
  - Assess Staffing Levels for Public Service
  - Hire Employees
  - Communicate & Clarify Roles & Responsibilities
  - Provide Consistent Weekday Evening & Weekend Coverage
- Staffing Needs
  - Assess Training Needs
  - Identify Resources
  - Execute
  - Evaluate
- Staff Training
  - Assess Training Needs Relative to Education & Orientation
  - Identify Resources
  - Develop Staff Training Sessions
  - Execute
  - Evaluate

### Communications/Marketing/PR
- Marketing
  - Communicate Library Services to Students
- Signage
  - Review Signage
  - Remove Unnecessary Signs
- Create New Signs
- Maintain Signage
  - Communication
  - Library Services
  - Implement Feedback
  - Library Orientation
  - Communicate Available Services in Library
  - Student Services
  - Orientation
  - User Training
  - Publicize Training Sessions
  - Libraries
  - Archives
  - Promote Archives to Faculty & Students

### Policies & Procedures
- Security
  - Enforce Policies and Procedures
  - Hours
  - Determine Hours of Operations
- Explanation/Consultation
  - Develop Library Policies and Procedures on Handling Complaints
  - Phone Requests
  - Develop Consistent Procedure for Answering Phone Email Requests
  - Departments Develop Policies and Procedures for Answering Email Requests
  - Study Space
  - Post Conference Room Policies and Procedures on Web