Policies, Responsibilities, and Procedures
2010-2011

Library and Information Services
http://lis.luther.edu

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I. Preus Library Profile

A. Welcome!
A warm welcome to all library student workers! Preus Library is part of the Library and Information Services department (LIS) on campus.

Working at the library under the work-study program provides you with two important benefits, in addition to assisting Luther College in its operations. First, you have the opportunity to earn an income to help fulfill your financial needs, with a job tailored to your academic schedule and conveniently located on campus. And your supervisors recognize that your primary purpose at Luther is your academic program.

Second, you gain work experience in a position that can provide you with references for potential employers when you seek future employment. A number of library staff act as mentors on campus and are happy to provide references for graduate school or employment.

A work-study job in the library is an excellent supplement to the learning you do in the classroom. You will learn the fine art of relating to patrons, co-workers, and supervisors, communicating with them on a professional level. You also will familiarize yourself with the library's collections and learn, directly or indirectly, research skills.

We hope you enjoy and profit from your work-study experience.

B. Mission Statement

Preus Library, as part of LIS, serves as a major educational resource for Luther College and the Decorah community. The library is primarily a service institution, assisting people and providing them with access to a variety of services, information, material and equipment.

Because the library is a service institution, it is important that all of us respond to library customers with courtesy, friendliness, and an attitude that conveys we will go the distance to see that their needs are met or their questions answered. For this reason, it is important for you to know as much about the library as possible. If you have questions about how the library works, please ask!

In order for you to become better acquainted with the library, we are providing this STUDENT EMPLOYEE HANDBOOK for your reference. Please read through it and familiarize yourself with the contents.

C. Preus Library—An Introduction

A good first step in becoming acquainted with Preus Library is to learn the correct pronunciation of “Preus” (it rhymes with “choice”). The building is named for the Preus family, who has long been associated with the College. Two Preus family members served as college presidents—C.K. Preus, 1902-1921 and O.J.H. Preus, 1932-1948. Recently, the Preus family donated funds to help update the library’s furnishings on the main floor.

Preus Library, completed in 1969, contains more than 350,000 volumes and an archives collection. In 1998, the library purchased the Millennium integrated library system from Innovative Interfaces Inc. (sometimes called III) to support our online catalog, circulation, acquisition, cataloging, serials control, and interlibrary loan operations. In 2006, we improved our ILL services by purchasing ILLiad, an ILL management software program through OCLC, a worldwide library cooperative. We use ILLiad’s electronic desktop delivery program, Odyssey, to provide and receive articles for patrons.
D. Library Areas and Services

Academic Technology
Instructs students, faculty and staff in the use of technology for teaching and learning, focusing on KATIE, the College’s Learning Management System (LMS). KATIE stands for “Knowledge And Technology In Education”. Katie is also the name of Martin Luther’s wife, a former nun who was involved with the Protestant Reformation.

Archives
Maintains, catalogs, and services collections of archival and manuscript materials important to the College.

Electronic Resources
Manages all electronic resources in the library, including databases, electronic journals, e-books, and the library’s website.

Public Services
Consists of Circulation and Reference Services. Checks out, returns, and shelves library materials; services Reserve and Media collections. Assists people in locating library materials and instructs students, faculty, and staff in how to use the library. In 2009, the Research Help Desk merged with the Technology Help Desk to create one “service point” on 2nd floor.

Technical Services
Consists of Acquisitions, Cataloging, Interlibrary Loan, and Serials. Purchases library materials; catalogs and processes library materials; manages interlibrary loan operation; maintains serials collection.

E. Library Hours

1. Circulation Desk Hours (except during holidays, summer and J-Term)
   Monday – Thursday 7:30 am – 12:00 Midnight
   Friday 7:30 am - 7:30 pm
   Saturday 9:00 am - 9:00 pm
   Sunday 12:00 Noon – 12:00 Midnight
   
   Evening and weekend hours are extended during final exam periods. The Circulation Desk covers all library hours. All break and special library hours can be found on the library website under LIS Operating Hours.

2. Research Help Desk Hours (staffed by a librarian)
   Monday - Thursday 11:00 am - 4:30 pm, 6:00 - 9:00 pm
   Friday 11:00 am - 4:30 pm
   Saturday NONE
   Sunday 12:00 Noon - 4:30 pm, 6:00 - 9:00 pm
   
   Librarians may be found in their offices during other periods and are available by appointment. The Technology Help Desk is staffed all hours the library is open.

3. Interlibrary Loan Services Hours
   Week day hours: 8 a.m. – 5 p.m.; Summer hours: 7:30 a.m.– 4:30 p.m.

4. Technology Help Desk Hours
   Monday-Thursday 7:30 am-9:30 pm;9:30-12 midnight--Walkup only
   Friday 7:30 am-7:30 pm
   Saturday 9 am-5 pm
   Sunday 12–9:30 pm; 9:30-12 midnight--Walkup only

5. Archives Hours
   Monday-Friday 8:30 am-4:30 pm; closed over noon hour
   Saturday-Sunday CLOSED
II. Presenting Yourself For Work

A. Supervision
- Your direct supervisor is Kathy Buzza, Interlibrary Loan Coordinator. Contact her for scheduling, hours, substitutes, etc. John Goodin, Technical Services Librarian, supervises the Technical Services Department, which includes Interlibrary Loan.

B. Attendance
- You are expected to arrive on time and work the hours for which you are scheduled. If you are unable to do so, you should let your supervisor know as soon as possible, either by email or phone.
- The staff and your supervisors understand and support your primary reason for being at Luther, namely academics. We will adjust work requirements when you are ill, having academic difficulties, or are involved in serious campus obligations, e.g. music tours, sport or academic competitions, Student Senate.
- However, your absence without notice may cause major problems in the library’s delivery of service to patrons. The first and second failure to report for regularly scheduled work will result in both a verbal and written reprimand, with the written reprimand sent to Student Employment. The third occurrence will result in termination from work-study at the library.

C. Substitutes
- An updated list of Interlibrary Loan student assistants will be provided to all workers after the semester has begun. Email addresses and phone numbers are included so substitutes can be arranged in advance if possible.
- If you switch work times with another student, notify your supervisor by email. Your supervisor will also post sub opportunities via email.
- In case of sudden illness or emergency that prevents you from working your assigned shift, please call Kathy Buzza (x1726), Martha Davis (x1192), Jean Dickman (x1191), Rene’ Donlan (x1767), or John Goodin (x2124). Leave voice mail if you cannot reach us directly or send an email.

D. Evaluations
- All library student assistants receive written evaluations from their supervisors. Individual evaluations take place at the end of each semester.
- There will be an opportunity for students to review their evaluation, visit with their supervisor about it, and respond in writing. The intent is to better prepare students for the job market and aid supervisors in recognizing exemplary work and communicating areas that need improvement. It also provides a record for future job references.

E. Scheduling
- Your supervisor sets the ILL work schedule. The schedule for fall semester is finalized at the beginning of the school year. Schedules for J-Term and spring semester are arranged at the end of first semester after registration. A special schedule is set up during exam week. Flexibility and cooperation are important to ensure coverage of all Interlibrary Loan work.

F. Time Card
- Your time card is the unofficial record of hours worked and is inserted into the time clock, located behind the Circulation Desk. The time clock automatically records and computes the hours worked each day. Use your time card to transfer data to the Web-time Entry system available under “Time Entry” on my.luther.edu. Your Web-time Entry form must be submitted by the 2nd day of the next month to receive payment from Student Employment.
G. Record Keeping
- The Human Resources Office maintains records of hours worked, money earned, and work hours remaining for each student, and this is available online. It is your responsibility to make sure you work the number of hours necessary to fulfill your financial obligation, but don’t go over the hours you’ve been assigned.

H. Pay
- You can choose to have your pay check applied directly to your tuition or deposited directly in your checking or savings account.

I. Change of Status
- Please report any change of status to your ILL Supervisor. This includes changes in contact information, name or schedule changes, and any plans for an internship, study abroad, tours, or leaving school.

J. Work-Study, Not “Study While You Work”
- Your position is a work-study— not “study while working”—job. NO ONE SHOULD BE STUDYING, READING, OR SURFING THE INTERNET WHEN THERE IS WORK TO BE DONE. Check with Kathy Buzza or other Technical Services staff at slow times during your shift for project suggestions.
- At the end of your shift, be sure to inform the next student worker about the tasks you didn’t complete. Let her/him know what you were doing and where you stopped so she/he can continue the work. Reusable notes are available to leave on unfinished work at the end of your shift.
- Visiting with friends or other student workers, using your cell phone, sending emails or checking Facebook while at work are not appropriate workplace behaviors and should be avoided. Abuse of this rule could result in a disciplinary warning.

K. Dress
- Although there is no rigid dress code for working in the library, you are expected to dress appropriately for working with the public. If you have questions about what is appropriate, please check with your supervisor. You must wear shoes at all times.

L. Library Food and Drink Policy
- The library has a Food and Drink Policy posted in the library entry and on the library homepage, including a policy for staff and student workers.

M. Confidentiality Policy
- When patrons check out library materials, including Interlibrary Loans, their names are kept confidential. No one else may receive information about a patron’s ILLs, unless the patron has included that person in their ILLiad profile. This key principle in library ethics safeguards the patron’s right to privacy.

N. Reference Questions
- Reference questions are usually either informational or directional.
- Directional: patrons want to know where materials or services are in the library. Go ahead and answer if you are sure you know the answer.
- Informational: These questions are more complex, with patrons seeking information on a topic. These should ALWAYS be referred to a librarian or staff member at the Research/Technology Desk or to other staff members.

O. Security
- In case of any unusual incidents or problems, first call 9-911, then Luther Security—x2111. The LIS Executive director is Christopher Barth, x1717 (office), barth@luther.edu
III. Interlibrary Loan Responsibilities and Procedures

A. General Library Information for Interlibrary Loan Services

Familiarize yourself with the location of all library material, as you could be asked to pull a wide variety of items from various locations throughout the library to fill Interlibrary Loan requests. In addition, you may be asked to check in and distribute newspapers, journals, new books, and other new Reference items, as requested by other Technical Services staff members.

Newspapers
- Daily and weekly papers – The most current issue of each paper is displayed under a plexiglass holder on slanted shelves in the Newspapers area. Two weeks of back issues are stored under the most current issue.
- Older issues of the Decorah papers are kept under the newspaper counter in Technical Services until the corresponding microfilm arrives.

Periodicals (recently published, unbound)
- The most recent issue of each journal is shelved face out in alphabetical order by title on the slanted shelves in the Current Periodicals area. Back issues are shelved under the slanted display shelf in descending order of date, with the most recent issue on top.

Reference Books
- (identified by a green strip above the call number) are shelved in call number order in the Reference Area on the Main Floor

"Research Help Desk” Reference Books
- (identified by a purple strip and "Research Help Desk” label above the call number) are shelved at the Research Help Desk, and include almanacs, dictionaries, style guides, Luther catalogs, yearbooks, and other frequently used reference books.

Indexes
- (identified by green and yellow strips above the call number label) are located on the back side of the last Reference shelving.

Microforms
- includes journals, newspapers, US Census information, and other documents on microfilm and microfiche. Microfilms are located in the microfilm cabinets and microfiche are located in a file cabinet, both in the Microforms area. Materials are arranged in call number order.

New Books
- are located in the New Books area on the Main Floor. New books are arranged by call number, and have a copyright date of the current year or past year.
**Leisure Reading Books**
- are located in the Leisure Reading area, next to the New Books area on the Main Floor. The library rents popular fiction and nonfiction from McNaughton Book Services.

**Bound Periodicals**
- are interfiled with books in the Main Stacks, as well as in the DEPO.

**Video/DVD Collections**
- VHS and DVD recordings are shelved separately. The VHS collection is located on shelving to the left behind the Computer lab. The DVD collection is located just beyond the copiers. The library’s online catalog, Magnus, indicates VHS recordings are in the Video Area, and DVD recordings are in the DVD Area.

**Music Recordings**
- Both 33 1/3 RPM records (Sound Recordings) and music CDs (Sound Discs) can be found in Magnus. Music CDs are located behind the Circulation Desk and shelved in call number order. Records are shelved in the DEPO, some in numerical order and some by LC Call number. They are available by request at the Circulation Desk.

**Curriculum Collection**
- A collection of children and young adult books, as well as other educational materials for use by education majors only during the school year, is located on First Floor to the left as you exit the elevator.

**Special Collections**
- is an umbrella term for materials located outside the main collection. Items do not circulate and are in closed stack areas to which there is no public access. Most of the materials are cataloged and can be found on Magnus. Included in Special Collections are Archives, Rare Books, Fine Arts Collection, DEPO Collection, and the Alumni, Faculty/Staff, Luther College Press Collection (SPECCO). The DEPO, Fine Arts, and Archives Collections are located in the basement, although the Archives office is on Third Floor, directly across from the elevator. The Rare Book Room on Third Floor houses the Rare Books and SPECCO items.

**Photocopier and Microfilm Reader/Printers**
- The staff copier does not need a key, but should only be used for departmental needs. Keys for the microfilm reader/printers are in the top left drawer of Kathy’s desk.
- No free personal printing by student workers (including for academic purposes) is allowed using the LIS login for GoPrint from the ILL terminals. Prints cost $.10 per side.
B. Interlibrary Loan Responsibilities—an overview

Preus Library participates in an international interlibrary loan system that facilitates research and sharing of library materials. Interlibrary loan recognizes that no library can afford to have all the materials its patrons need for their education and continuing research.

Interlibrary loan involves lending physical objects, such as books, scores, microfilm, and videos, as well as sending copies of journal articles, book chapters, newspaper articles, pamphlets, etc. In both cases, a library patron must go through her/his local library, with the transaction handled between the two libraries.

There are 2 complementary parts to the interlibrary loan process: borrowing and lending. Preus Library receives ILL requests from Luther students, faculty, and staff via the ILLiad online request form. The library mainly uses OCLC (a worldwide, nonprofit, library cooperative with its home office in Dublin, Ohio) to borrow materials or receive copies from more than 7,000 libraries worldwide that participate in OCLC Resource Sharing. The library also borrows from other libraries that do not participate in OCLC Resource Sharing, such as the National Library of Medicine and the State Historical Society of Iowa. Preus Library usually lends materials to Iowa libraries via OCLC Resource Sharing or SILO (State of Iowa Libraries Online), but also receives requests via mail, fax, or phone. The library lends to libraries throughout the United States and Canada, as well as some international libraries.

Read more at http://lis.luther.edu/services/ILL and http://lis.luther.edu/about/policies/interlibrary_loan

1. Interlibrary Loan Housekeeping Duties

All ILL student workers should perform these duties upon arriving at work:

- Look for ILL Returns at Circulation - check for items on the ILL Returns Shelf when you clock in and bring any ILLs to the Interlibrary Loan work area to be processed and returned to the lending libraries.
- Look for items that need to be shelved, such as REFERENCE BOOKS, PERIODICALS, BOOKS, NEWSPAPERS, OR MICROFILM, that have been left in the Interlibrary Loan work area.
- Look for yellow reusable notes that indicate unfinished work that needs attention.
- Look for articles in the fax machine, or waiting processing in Ariel or Odyssey.
- Check the table in the back room for items to wrap for mailing.
- Check the ILL processing counter and table by the ILL workstations for items that need book bands.
- Check paper supplies in the staff copier, Ariel printer, and fax machine and replenish as needed.

2. Interlibrary Loan Patron Assistance

- Assist patrons with ILLiad online request forms. Have patrons complete ILLiad requests with as much citation information as possible.
- Interlibrary Loan Service is available only to Luther students, faculty, staff, and faculty and staff spouses. Exceptions for community patrons can only be made by John Goodin or Kathy Buzza.
- Patrons should pick up their returnable ILLs and Media Rentals at the Circulation Desk. ILLs and Media Rentals are already checked out to each patron’s ILLiad account.
- In-library use only items must be returned to the In-Library Use Only ILL shelf at Circulation after each use.
- Patrons receive articles via electronic delivery or email. If the article arrives as a hardcopy, we’ll email it and also send it to the patron’s office or SPO. Patrons can keep their ILL articles.
C. Interlibrary Loan Services—Lending

ILL requests are received from OCLC Resource Sharing via ILLiad, as well as through SILO and by fax, email, phone, and mail. Requests are processed daily, Monday-Friday, by the student worker specifically responsible for lending.

1. Returnables
   a. ILL students responsible for ILLiad, SILO and ALA lending requests print out requests.
   b. Other ILL students may help pull ILLiad, SILO, or ALA requests from the collection and copy articles or prepare items for mailing.
      - **Reference items** and **Bygdeboks** (Norwegian genealogy books in the Main Stacks) are restricted to in-library use only, no renewals, and a two-week check out. All items are sent out and should be returned in a box via UPS.
      - Items in the DEPO are not usually loaned, but may be on rare occasions, depending on the requesting library and item requested. Check with Kathy or John regarding lending options. DEPO items may be copied if copying will not damage the item.
      - Items in the Rare Book Room or Curriculum Collection, as well as DVDs and music CDs, are never loaned, but book chapters or essays may be copied and VHS videos loaned. Items at the bindery are unavailable to copy or lend.
      - All ALA and SILO requests are entered into ILLiad and Search Stack forms printed via ILLiad. Each form has the call number and location on it.
      - Complete a pink Reference check out card for materials without a barcode (Reference, DEPO or microfilm/microfiche items) to be lent out.
   c. Take Search Stack forms, pen, and book cart to locate items. If you can’t find an item, note on form and give to ILLiad or SILO student workers or Kathy.
   d. Place matching Search Stack form inside each book.
   e. Bring items back to the Interlibrary Loan area. All returnables are checked out in Millennium in Circulation to OCLC, SILO, or Other (for ALA requests).
   f. ILLiad and ALA requests are updated to “shipped” in ILLiad, and SILO requests are updated in SILO and ILLiad. With all requests, the Search Stack form becomes a book band for returnable items.
   g. After updating in ILLiad (and SILO for SILO requests), returnables are banded for shipping, using the Search Stack workform. Include a copy of the SILO or ALA workform if sending a SILO or ALA request. ILLiad prints out preaddressed mailing labels, but include a Preus Library return label inside all items.
   h. Look at the mailing labels to be sure the entire address printed.
   i. Take ILLs to wrapping table in back room for mailing. All ILLs are mailed via USPS, except for microfilm, videos, reference books, Bygdeboks, or any item requiring special handling or tracing. Send those items via UPS. If a lending library has specific mailing instructions, these MUST be followed. File ALA work forms in File Box #1 under “ALA Sent Out”, with the most recent work form in front.
2. Articles
   a. Requests for journal articles from items in the DEPO, Rare Book Room, or Reference collection can usually be filled if copying will not damage the item.
   b. Locate requested article in journal or book before bringing item to the ILL workstation. If article cannot be found, note on work form.
   c. Carefully copy each article using the staff copier, lightening the original to help eliminate any center binding shadows. Once all copies are made, return bound journals to the Circulation Desk Pre-shelving area, shelving by call number.
   d. Make an 8 ½ x 11 copy of the work form, and paper clip to article. Leave at the OCLC or SILO student workstation, so the ILLiad or SILO student worker can update the request to “shipped”.
   e. The OCLC student worker will put updated articles into the Ariel, Odyssey, Email, or Fax baskets on the ILL counter, depending on delivery method required. If an article needs mailing, a mailing label will be attached to the article and placed on the back table. If mailing out an article, make a copy of the work form that can be left in the “Articles Sent Out” basket to the right of the Ariel computer.
   f. To Ariel an article, locate the library’s OCLC 3 letter code or Ariel IP address on the work form and scan the article using the document feeder on the Ariel scanner. Ariel instructions are located in a binder next to the Ariel computer. After sending the article via Ariel, write “Ariel”, the date, and your initials on the work form. Place article in the “Articles Sent Out” basket.
   g. To fax or email articles, find the fax number or email address on the work form. Email the article using the staff copier, and include the work form as a cover sheet. Fax instructions are located on the fax machine. Email instructions are on the copier. After sending an article by fax or email, write “Fax” or “Email”, the date, and your initials on the work form. Place article in “Articles Sent Out” basket.
   h. If an article has more than 25 pages of text, do not fax article but instead complete a shipping label, attach to article, and place on mailing table. If sending by Ariel or Odyssey, the document feeder can only feed 40-50 pages safely. If emailing, the copier’s document feeder only holds 50 sheets.
   i. If an article has photographs or shaded graphs/text, send by email or mail.

3. How to Handle RETURNED Preus Library Materials
   a. For all returns, check item in on ILLiad using the TN # or ILL # after opening up “Check Items In From Returning Library” under the heading Receives in Lending. (See Abbreviated ILLiad Borrowing/Lending Guide for ILL student workers for step-by-step instructions.)
   b. If item is an ALA return, also pull the matching paperwork in File Box #1 in the section “ALA Sent Out”. Write “complete”, date and add your initials to the ALA work form and place work form in back of File Box #1.
   c. For SILO returns, check item back in ILLiad using the TN# on the book band.
   d. Remove book band from all returned items and leave in book drop at the Circulation Desk.
   e. If item is returned without paperwork and you’re uncertain what to do, bring item to Kathy.
   f. If item has no barcode (Reference, DEPO, or microfilm/microfiche items have no barcodes), follow the check-in procedures above, plus pull the pink checkout card for the item, filed by call number in a box under the Circulation counter. Throw away the pink check out card and leave item in the book drop.
D. Interlibrary Loan Services—Borrowing

ILL requests by Luther patrons are made online via **ILLiad**. They are routed to either OCLC or ALA request search queues by the ILL supervisor, who researches and submits each request to OCLC Resource Sharing or directly to a library (such as the National Library of Medicine) if that library doesn’t participate in OCLC Resource Sharing. Both types of requests are updated in ILLiad, but a paper copy is kept on file for ALA requests in File Box 1 behind tab “ALA--Pending”.

1. Returnables

When a book or other item that must be returned arrives, follow these steps:

a. Unwrap book and remove staples from packaging.

b. Use ILL number on book band or on work form inside book to check item in on ILLiad.

c. Print out labels and check out slips in ILLiad.

d. Match the label and check out slip to the ILL request, highlighting the patron’s name with a **pink highlighter** and the due date with a **yellow highlighter**.

e. Tape label on the front of the book, using **removable** tape if taping directly on item.

f. Tape a book pocket inside the book with **removable** tape and insert all paperwork to be returned with item, as well as return label.

g. Treat all videos as returnables.

h. Treat all microfilm or microfiche as “in-library use only” returnables and highlight “In-Library Use Only” on the label. If not on label, please add to label and highlight.

i. Send a batch email notice to patrons via ILLiad.

j. Check ILLs out to patrons in a batch operation in ILLiad by scanning TN barcodes.

k. Take items to the Circulation Desk and place on ILL hold shelf. **Place any “in-library use only” items on the “In-library Use Only” shelf.**

l. Place rubber band around all items for one patron.

m. Treat **ERIC documents on microfiche** as “in-library use only” returnables, unless the lending library indicates the microfiche doesn’t have to be returned.

n. Update any **ALA returnables** on ILLiad and pull the paper copy on file in File Box 1 behind tab “ALA--Pending”. Write “**Received**”, the date, and your initials, and file behind tab “**ALA--Received**”. Place on ILL Hold Shelf.

2. Articles

When an article arrives via mail, fax, or email, follow these steps:

a. Use the ILL number on the article workform to check in hardcopy of article on ILLiad.

b. Click on “Edit” in ILLiad Borrowing Toolbar, click on “Edit Customer”, and search for patron’s account. Write down patron’s email address and office or SPO address.

c. Add 8 ½ x 11 cover sheet in basket under counter and scan article to email, using the staff copier’s scan function. Use document feeder on top of copier. Instructions for emailing are on copier.

d. Attach yellow cover sheet to article, add date, and send hardcopy of article to patron via campus mail if on campus. Use a recycled envelope for mailing, adding name and office or SPO to envelope. If patron has no campus office or SPO, leave hardcopy in envelope on ILL Hold Shelf for patron, interfiling it with books on shelving.

When an article arrives via Ariel or Odyssey, follow these steps:

a. Check Ariel periodically during the day for incoming articles. Follow steps in binder next to Ariel computer to send articles to Odyssey for Electronic Desktop Delivery.

b. Do not print out articles, as they are sent via Odyssey to a patron’s ILLiad account.
3. ILL Returns
To return an ILL to the lending library, follow these steps:
   a. Use the TN barcode to check in item on ILLiad.
   b. Print out return mailing labels and thank yous on ILLiad.
   c. Remove our label but leave on the lending library’s book strap, if present.
   d. Remove inside pocket and paperwork, and put paperwork inside returned item.
   e. Cut apart return mailing labels and thank yous and match up to corresponding items.
   f. With ALA returnables, update in ILLiad and pull paper copy in File Box 1 behind tab “ALA—Received”, write “Returned”, the date, and your initials and file in back of box.
   g. Put all returnables on back table to wrap for mailing.

E. Media Rentals
Interlibrary Loan handles film rentals for faculty use in the classroom. Film distributors include University of Missouri-Columbia, Penn State University Media, Bullfrog Films, Women Make Movies, Filmmakers Library, Documentary Educational Resources (DER), New Day Films, and First Run/Icarus Films. If unavailable any other way, media requests may be filled through interlibrary loan.

1. Media Rental Arrivals
When a media rental arrives, follow these steps:
   a. Unwrap video/DVD and save packaging in tote on wrapping table marked Media Packaging. Match up video/DVD with salmon Media Rental form in Box #1. Forms are filed under Media Rental Pending with most current “show date” in front. Write “Received”, the date, and your initials on the Media Rental form.
   c. Check in video/DVD in ILLiad, using the TN # on the salmon Media Rental form. Enter due date, which is one day after the show date on the Media Rental form. Print out label and check out slip and follow instructions for returnables above, except write Media Rental on the label and highlight it. Staple any paperwork sent with film to salmon Media Rental form. Write any additional mailing instructions from lender on the form and file form under “Rental Received” in File Box #1.
   d. Call professor immediately when the film arrives, as there may not be much time between arrival date and show date. THIS IS CRITICAL!
   e. Take film to the Circulation Desk and place on ILL Hold Shelf. Media rentals are interfiled with interlibrary loans by patron’s last name.

2. Media Rental Returns
When a media rental is returned:
   a. Locate salmon Media Rental form in File Box #1. Write “Returned” on the form, add date and your initials. Detach mailing label and paperwork stapled to form, and place form in back of File Box #1.
   b. Update return in ILLiad as you would any other returnable item.
   c. Place item, along with mailing label and paperwork, on wrapping table. If item requires additional insurance, note on paperwork. All media rentals are returned via UPS.

F. Mailing Interlibrary Loans
Follow wrapping instructions on back table. Please note which items must be returned by UPS, or to Canada and international libraries and follow instructions posted above wrapping table.
Look for special handling notes, such as “return in box”, “insure for $”, “return by traceable courier”, “do not return in Jiffy bag”, etc. If a library asks to have their item returned by “traceable courier”, return by UPS. Be sure to put a Post-It note on the outside of the package with any special mailing instructions, and tape the note to the package with a small piece of tape.
Appendix A

Interlibrary Loan Student Assistant Job Description

Position Title: Interlibrary Loan Student Assistant

Department: LIS—Preus Library, Interlibrary Loan Services

Work Supervisor: Kathy Buzza, Interlibrary Loan Coordinator

Purpose of Job: To process and distribute Interlibrary Loan and document delivery materials and media rentals efficiently so items are available as soon as possible for patron use. To work cooperatively with all LIS staff, especially Public Services and Technical Services.

Student Employment Objectives:
- Unwrap and process interlibrary loan materials, notify patrons of their arrival, and process returned interlibrary loans
- Find Preus Library materials requested by other libraries, prepare items for mailing, make copies of articles and transmit them via Ariel, fax, mail, Odyssey, or email
- Update ILLiad records and file any interlibrary loan paperwork
- Email incoming articles not sent via Ariel or Odyssey to Preus Library patrons
- Package returned books and other items for mailing
- Assist patrons with ILL requests, including how to use ILLiad, the library’s interlibrary loan management system
- Assist librarians and library staff with projects or errands as needed
- Cross-train in other Technical Services departments, such as book processing and periodicals
- A select few are responsible for handling the ILLiad and SILO interlibrary loan lending

Qualifications:
- Dependable
- Curious
- Detail conscious
- Team player
- Good customer service
- Respectful of confidentiality
- Physically able to lift and move 50 pounds, usually boxes of books or copy paper
- Approved for work-study hours by the Office of Student Financial Services

Experience Required:
- Computer confident
- Completion of one semester at Luther College
- Previous library experience helpful but not required
Appendix B

EVALUATION NOTIFICATION

During your work in Interlibrary Loan Services at Preus Library, you will be evaluated on:

a. attendance
b. attitude
c. dependability
d. efficiency
e. initiative
f. judgment
g. productivity
h. working relationships

These guidelines help make Interlibrary Loan Services and Preus Library a pleasant and professional place to work. If at any time you feel uncomfortable with any part of your work environment (equipment, policies, staff, patrons, etc.), please let one of the supervisors know.

I understand that I will be evaluated at the end of each semester during the academic year. I've looked at the Performance Evaluation sheet and read the Interlibrary Loan Services Student Employee Handbook.

__________________________________________  ____________________________
Student Worker's Signature                     Date
### Appendix C

#### Student Assistant Performance Evaluation

<table>
<thead>
<tr>
<th>Name:</th>
<th>Does Not Apply</th>
<th>Exceptional</th>
<th>Exceeds Expectations</th>
<th>Meets Competency</th>
<th>Needs Improvement</th>
<th>Unacceptable</th>
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<tbody>
<tr>
<td><strong>Attitude:</strong></td>
<td>Pleasant, interested, supportive of dept. goals, respects dept. equipment</td>
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<td><strong>Mastery &amp; Application of Job Skills</strong></td>
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<td><strong>Efficiency:</strong></td>
<td>Accurate and thorough, productive</td>
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<td><strong>Dependability:</strong></td>
<td>Fulfills obligations, responsible to schedule and job standards</td>
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<td><strong>Creativity:</strong></td>
<td>New ideas, new approaches to problems or procedures</td>
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<td><strong>Initiative:</strong></td>
<td>Self-starter, does work on his/her own</td>
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<td><strong>Attendance:</strong></td>
<td>Punctual, regular attendance, calls if ill, finds student to sub</td>
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<td><strong>Working Relations:</strong></td>
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<td><strong>Supervisor:</strong></td>
<td>Respectful</td>
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<td><strong>Co-workers:</strong></td>
<td>Cooperative</td>
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<td>Willing to sub</td>
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<td><strong>Public:</strong></td>
<td>Courteous, patient</td>
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<td><strong>Organizational Skills:</strong></td>
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<td>Prioritizes jobs</td>
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<td><strong>Communication Skills:</strong></td>
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<td>Written</td>
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<td>Verbal</td>
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<td><strong>Judgment:</strong></td>
<td>Tactfully deals with difficult situations, works well without direct supervision</td>
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<td><strong>Leadership Abilities:</strong></td>
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<td>Skilled to train other students</td>
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<td><strong>Integrity:</strong></td>
<td>Trustworthy</td>
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**Supervisor’s Comments:**

Supervisor’s Signature and Date: ____________________________________________

Employee’s Comments:

Employee’s Signature and Date: ____________________________________________