

BRYANT LIBRARY COST STUDY

The University of Tennessee, School of Information Sciences received a grant from the Institute of Museum and Library Services to establish the value and Return on Investment of academic libraries. The project involves two data collection efforts: a survey of faculty and students and a study of the cost of the library which is the part in which we ask you to help.

The Bryant University Library was chosen to conduct one important aspect of the project along with seven other university libraries. To successfully complete this project we need your cooperation to provide confidential information on two forms that are attached. The first form involves some basic data on your work status. The second is an activity log in which you are asked to estimate the proportion of time you spend on various activities in the library.

Your participation is essential to the success of the project.

A consent form, required by the funding agency, is attached to the end of this email for you to consider.

STAFF BASIC DATA FORM

All data from this form are confidential and analyzed by **University of Tennessee Staff**.

(1) Please provide your name:

(2) Indicate your work status by checking the following (x):

Permanent _____

Temporary _____

Full-time _____

Part-time _____

If part-time:

Number of months assigned _____ months (e.g., 9 months)

or

Number of weekly hours assigned _____ hours (e.g., 20 hours)

Please provide your best estimate of the data provided below.

(3) If you were paid overtime in the past 12 months (2010), please indicate the amount paid and number of days or hours involved:

Amount of overtime paid \$ _____

Number of days or hours involved:

_____ days

or

_____ hours

(4) If you were paid a bonus in the last year (2010), please indicate the amount.

\$ _____

(5) Please indicate the number of hours that you worked above a normal 40 hour (or 37.5, 35 hour) workweek that was not compensated.

_____ hours

(6) Please indicate the number of days you took off in 2010 and were paid:

Vacation _____ days

Sick Leave _____ days

Holidays _____ days

Jury duty _____ days

Military duty _____ days

Paternity leave _____ days

Other _____ days

(7) Please indicate any days you took off in 2010 for which you were not compensated (e.g., paternity leave, military, etc.) _____ days

(8) If you joined the library staff in 2010, indicate the number of months you have worked there.
_____ months

THANK YOU!

INSTRUCTIONS FOR FILLING OUT THE ACTIVITY LOG

The purpose of the Activity log is to determine what activities related to work you have performed in the last year (2010) and to indicate how much time you spent on these activities. To help you identify all of the activities that you did, we have included a list of activities and a code for each activity.

Please look through the list and select the activities that best describe what you do. You may find it best to print the activity list in order to work with. Make a note by any activity which you do **over the period of a year in any capacity of your library job**.

Record the activity code number, located to the left of the activity and a brief description of the activity. For any activities which you perform that are not included on the numbered list, record them at the bottom of the log and number them beyond the last number given on the list (i.e. 90). For convenience, it may be easier to print the list and the log in order to fill it out manually before entering the information into the activity log.

Record the proportion of time you spend annually **at work** performing each activity. Do not include time when you are not at work such as vacation, holidays, etc. As a guide, if you work full-time, one week is about 2% of your time. Two 15 minute coffee breaks each day account for about 6% of your time over the course of a year. Below is a guide for converting actual time spent to a percentage of total time.

In past studies, it has been useful for the participants to first record the percentages of time for the activities they did not perform regularly, such as something you do once or twice a year; then calculate the numbers for coffee breaks, meetings, professional development and so on, and then record the percentages for your regular activities.

Don't worry about listing the activities in any particular order on your form.

Be sure the percentage column totals 100% (which may be easier to do on a printout).

Please give your name at the bottom of each form you fill out so we can relate the activity log to the staff basic data form.

These surveys will be kept confidential, and only aggregated numbers will be used for analysis.

Guide for converting "Actual Time" to "Percentage of Time" is provided below.

Actual Time	Percentage
Two or three days	1%
One week, or 40 hours	2%
Two weeks, or 80 hours	4%
Three weeks	6%
Two coffee breaks at 15 minutes each day	6%
One month	8%

If you have questions, please call Donald King at 6949 or email to donaldwking@gmail.com

THANK YOU!

THE STAFF ACTIVITY LOG

Activity Code Number	Activity	Proportion of Time Spent Annually
	Total	100%

Name _____

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Name _____

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Name _____

BRYANT STAFF ACTIVITY LIST

Activity Number

Circulation/Internal Lending (actual lending and receipt of materials)

1. Journals (academic, research, scholarly, etc.) on reserve.
2. Books/monographs (text, scholarly, reviews, etc.).
3. Other publications (conference proceedings, government documents, technical reports, trade journals, magazines, etc.).
4. Audiovisual materials (videos, audio cassettes, DVD's, CD's etc.).
5. Special collection items.
6. Equipment (IPads, laptops, MP3 players, Kindles, other players, accessories – battery chargers, internet cables, etc.)
7. Other materials (lesson materials, Netflix for educational purposes, leisure materials – novels, reference supplies.

Interlibrary Lending

8. Interlibrary borrowing of articles from external sources including HELIN and InRhode (lookup, receipt, scan, delivery, etc.).
9. Interlibrary borrowing of books/monographs (see 2).
10. Interlibrary borrowing of other publications (see 3).
11. Interlibrary borrowing of audiovisual materials (see 4).

12. Interlibrary lending of articles to external sources including HELIN and InRhode (receipt of request, locate, photocopy/scan or e-version, send).
13. Interlibrary lending of books/monographs (receipt of request, obtain, mail, process returned copy, etc.).
14. Interlibrary lending of other publications (see 3).
15. Interlibrary lending of audiovisual materials (see 4).

Reference and Research/Public Services

16. Conduct reference searches for students (catalog, databases, getting access, etc.).
17. Conduct reference searches for faculty/staff.
18. Assist students at the public service desk (to answer, trouble shooting questions about library services, circulation, citation assistance, updating a patron record, looking up something, etc.) often under 20 minutes.
19. Assist faculty/staff at the desk (see 18).
20. Assist students on harder matters often over 20 minutes (telephone reference, text messaging or instant messaging, etc.).
21. Assist faculty/staff on harder matters (see 20).
22. Consult in faculty/staff research.

Library Instruction

23. Present a formal class for students (class preparation, classroom time, follow-on, invited, technology sandbox, etc.).
24. Present a formal class for faculty/staff (see 23).
25. Conduct library orientation for students, family, etc.

26. Give informal instruction for students (on use of workstation, searching databases, etc. more than 18-22).
27. Give informal instruction for faculty/staff (see 26).

Other services

28. Duplication services for students (assist in printing, photocopying, scanning).
29. Duplication services for faculty/staff (see 28).
30. Book delivery service for faculty/staff (receive request, obtain materials, delivery).

Operational Activities

31. Collection development and management of print journals (review and approve materials, gift and exchange, collection weeding, identify missing/lost materials, etc.).
32. Collection development and management of electronic journals (review and approve materials, gift and exchange, collection weeding, identify missing/lost materials, etc.).
33. Collection development and management of print books/monographs (see 31).
34. Collection development and management of electronic books/monographs (see 31).
35. Collection development and management of other publications (see 3, 31).
36. Collection development and management of audiovisual materials (see 4, 31).
37. Collection development and management of Chinese/Asian materials (see 31).
38. Collection development and management of items in repository/digital commons (see 31).
39. Collection development and management of digital art collection (31).
40. Collection development and management of equipment (see 6, 31).
41. Collection development and management of other materials (see 7, 31).

42. Acquisitions of print journals (order new subscriptions, databases, order back orders, contact vendors/consortia, negotiate licenses, receive and verify, approve payments, invoice processing, visa reconciliation).
43. Acquisitions of electronic journals (order new subscriptions, databases, order back orders, contact vendors/consortia, negotiate licenses, receive and verify, approve payments, invoice processing, visa reconciliation).
44. Acquisition of print books/monographs (order, receive and verify, approve payments, process invoice).
45. Acquisition of electronic books/monographs (order, receive and verify, approve payments, process invoice).
46. Acquisition of other publications (see 3, 44).
47. Acquisitions of audiovisual materials (see 4, 44).
48. Acquisition of Chinese/Asian materials (see 44).
49. Acquisition of items in repository/digital commons (see 44).
50. Acquisition of art collection (see 44).
51. Acquisition of equipment (see 6, 44).
52. Acquisition of other materials (see 7, 44).

53. Cataloging of print journals (copy and enhanced, receive from HELIN, original, etc.)
54. Cataloging of electronic journals (copy and enhanced, receive from HELIN, original, etc.)
55. Cataloging of print books/monographs (see 53).
56. Cataloging of electronic books/monographs (see 53).
57. Cataloging of other publications (see 7, 53).
58. Cataloging of audiovisual materials (see 4, 53).

- 59. Cataloging of Chinese/Asian materials (see 53).
- 60. Cataloging of items in repository/digital commons (see 53).
- 61. Cataloging of other materials (see 7, 53).

- 62. Physical processing of journals in current periodicals room (initial shelving, weeding).
- 63. Physical processing of journals in backfiles (initial shelving, binding, spine labeling, barcodes, repair, weeding).
- 64. Processing electronic journal databases (set-up and maintenance, make changes, deal with Serials Solutions, etc.).
- 65. Physical processing of books/monographs (initial shelving, display, shelf maintenance, weeding).
- 66. Physical processing of other publications (see 3, 65).
- 67. Physical processing of audiovisual materials (see 4, 65).
- 68. Physical processing of Chinese/Asian materials (see 65).
- 69. Physical processing of equipment (6, 65).
- 70. Physical processing of other materials (see 7, 65).

- 71. Mail processing of publications and other materials.

- 72. Reshelving of current periodicals (including ILL, circulation and HELIN returns).
- 73. Reshelving of journal backfiles (see 72).
- 74. Reshelving of books/monographs (see 72).
- 75. Reshelving of other publications (see 3, 72).

Library Publicity Activity

- 76. Library tours
- 77. Exhibitions and displays (preparation, taking up and down).
- 78. Marketing via Axis TV (preparation).
- 79. Library newsletter (writing, publishing).
- 80. Library blog, tweets and twitter, facebook page.
- 81. Open House.
- 82. Outreach.

Library Management and Administration

- 83. Management and administration (finance, budgeting, and accounting; personnel management and staff development; managing student workers; facilities management; policies and procedures; reporting to supervisors; record keeping and statistics; etc.).

Non-processing Activities

- 84. Attending internal staff and other meetings (time going to and from and in meetings).
- 85. Professional development and training (internal training, workshops, society meetings, HELIN meetings).
- 86. OSHA breaks/lunch.

Systems Activities (write in your areas that involve the following and time involved)

- 87. Other administration (programming, workstation and server support, trouble shooting, vendor contacts, etc.).
- 88. Administration activities for ILS (involving cataloging, circulation, reserves, acquisitions, e-resources management, OPAC, proxy services).
- 89. Administration activities for the institutional repository system.
- 90. Website content management.

Scanning

- 91. Scanning for electronic reserves.
- 92. Scanning for Institutional Repository (Digital Commons).
- 93. Scanning for Website.

Photography

- 94. Photography and photo editing.

CONSENT FORM

You are invited to participate in a study on the Value, Outcomes, and Return on Investment of Academic Libraries being conducted by the University of Tennessee, School of Information Sciences under an Institute of Museum and Library Services grant (grant number LG-06-09-0152-09).

If you decide to participate, you will be asked to fill out two forms described in another attachment.

Any information obtained in connection with this study will remain confidential and will not be discussed with the general public in any way that can be traced to you. In any written reports or publications, no participant other than the researchers/authors will be identified, and only anonymous data will be provided.

This consent form, with your signature, will be stored separately and independently from the data collected so that your response will not be identified.

Your participation is totally voluntary, and your decision whether or not to participate will not affect your future relations with Bryant University or its employees in any way. If you decide to participate, you are also free to discontinue participation at any time without affecting such relationships. However, it is requested that you notify the investigator of this.

If you have questions regarding this form, please contact Regina Mays, Project Manager, Center for Information and Communication Studies, University of Tennessee, 420 Communications Building, 1345 Circle Park Drive, Knoxville, TN 37996; 865-974-7931; rmays@utk.edu

Please print and sign this form if you decide to participate. Your signature indicates that you are at least 18 years of age and have read the information provided above. Your signature does not obligate you to participate, and you may withdraw from the study at any time without consequences.

Your signature

Date

Carol Tenopir, University of Tennessee

Date