Literatures and Languages Implementation Team: Staffing Recommendations

Staff

The staff of the Literatures and Languages Library will consist of:

- **Head Librarian**
  *Duties:* This position would likely be held by a tenured librarian who already is a member of the professional staff in the Literatures and Languages Library. The head librarian would serve as the administrative liaison for the unit; oversee daily operations for the unit; supervise the librarians, staff, GAs, and student workers (although the GAs and students would most likely be directly supervised by the staff and/or librarians); and be conversant with and able to provide input for all relevant areas of librarianship.

- **Three (3) full-time librarians or specialists:**
  *Duties:* Would serve as subject specialists for the areas of English and Digital Humanities, Cinema and Comparative Literature, and Germanic Languages and Linguistics. These 3 full-time specialists consist of Harriett Green, Robert Cagle, and Janice Pilch, respectively.

- **Two (2) librarians would divide their time between the Literatures and Languages Library and another unit:**
  *Duties:* They would serve as subject specialists for French and for Spanish, Italian, and Portuguese, and would be Caroline Szylowicz and Paula Carns respectively. They would be actively involved in collection development and management, reference and instruction, and all other unit-wide initiatives. They would attend all unit meetings and be in the unit weekly. These specialists may have offices elsewhere and may have laptops for their work, but they will still need a space for research consultations.
  For further information, see the planning team's report recommendations to maintain subject expertise and Caroline Szylowicz’s report on the Kolb-Proust Archive that recommended the Kolb-Proust Librarian and French specialist would divide her time between the Archive and the new unit.

- **One (1) to two (2) library staff:**
  *Duties:* The staff members could consist of a senior library specialist and a library specialist, or a senior library specialist and a half-time library specialist. They will cover office manager responsibilities, manage the circulation desk, fill call slips, supervise student workers, and fulfill other collection management duties as needed.

- **Two (2) graduate assistants:**
  *Duties:* These graduate assistants will be available across the unit, and not necessarily constrained to a specific language/specialist area. Their duties will include providing reference (in-person and virtual), assisting librarians and specialists with collection development and instruction, web development, and staffing the library in the evenings.

- **Student workers:** The current student worker budgets for the English Library and Modern Languages and Linguistics are $8,774 for each library. Within these budgets, the English Library employs 5 student workers and 1 substitute worker who work a total of 38.5 hours, with 16.5 of those hours subsidized by Work-Study. The Modern Languages and Linguistics Library employs 0.69 FTE student workers. The new budget anticipates that $8,774 would be enough to cover all student workers in the new unit (especially if a number of Work-Study students are hired), thus reducing costs by half.
Other Notes:

- Three full-time librarians and/or academic professionals with subject expertise should be adequate for the new unit, provided that there is a way to locate the appropriate expert when needed, and that additional cross-training will be provided so that each specialist can provide reference services in multiple areas.

- The number of staff in the new unit will depend on the expected duties of the staff:
  - One (1) staff member may be able to cover the unit’s needs if that staff member’s role consists primarily of day-to-day management of library activities and collection maintenance/management. This would also assume that:
    - The volume of library traffic doesn’t increase significantly;
    - That the size of the library's collection is the same or smaller than the English Library's current collection;
    - That the level of incoming materials (new books, journals, items for discharge, etc.) and outgoing materials (call slip requests, binding, etc.) remains the same;
    - That the budget will provide for the hiring of enough student workers, so that the staff worker could be away from the circulation/service desk during regular work hours in order to get certain duties done.
  - But if significant acquisitions activity is included in the staff’s duties, then 1.5 to 2 staff will be needed. It is unlikely, however, that they will take on acquisitions work given that the librarians and specialists currently manage this work themselves.
  - A staff of 1.5 FTE would be the most economically feasible option, and could work if the second staff is divided between two units (perhaps with another NSM unit such as Reference or Area Studies).

- Funding for student workers: Strong funding will be needed and should be higher than what each unit currently gets. Students do the important basic tasks and their work frees staff to do other more involved duties. Moreover, the anticipated increase in traffic in the new unit will mean a need for more student help.

- GAs are important in light of increased patron traffic, and language and subject skills would be highly desired. Two .25 GA positions are the most feasible option—it is less likely that the new unit could obtain three (3) GAs, but having only one (1) GA, as is currently the case in the English Library, will not be viable.

Staff Services

- The responsibilities of the staff in the new unit will include collection development and management, reference services, bibliographic instruction for assigned disciplinary areas, and work as departmental liaisons.

- Collections:
  - The central issue for the English and Modern Languages and Linguistics libraries to decide is which materials will be in the Literatures and Languages Library core collection and which materials will be transferred to the Stacks.
  - A New Books Shelf will also be needed, but it could be a physical shelf or virtual shelf.
    - A physical New Books shelf displays books that are limited to on-campus circulation and are ineligible for interlibrary loan. Faculty come up to look at the books and often find other texts while browsing. The NewBooks designation could be shortened to three months (from the current 4-6 months).
    - A model for the virtual New Books shelf is the one maintained by Library and Information Science Library, which combines the fund code and call numbers to derive the list. The Modern Languages new books list is another good model.
- **Reference services:**
  - Reference would include research consultations with individual librarians and specialists per their areas of expertise, and the consultations would be arranged by referral and by appointment.
  - Staff would answer/triage reference questions taken while on duty and refer questions as needed.
  - Reference services could also include a reference desk where librarians and staff would answer and/or refer questions.
    - A reference desk may be necessary given the prime location of the new unit, the sizable newly combined patron base, and the anticipated increase in traffic that could result in more questions than the circulation desk could handle.
    - The desk could be staffed by rotating shifts of librarians, staff, and GAs, with professional staff working during normal business hours. But depending on actual traffic and staff availability, the staffing and hours for the desk could change.
  - But there may not be enough walk-in traffic to warrant a reference desk. In this case, the system of patrons being referred to subject specialists by staff and students is highly efficient and would save the time of librarians sitting at a desk.
  - Models to consider for reference services: HPNL (referrals), ESSL (reference desk)

- **Virtual reference:** Librarians can monitor email and IM Collaborator chat for reference questions. Chat may be inadequate for answering complex and in-depth reference questions, but it is still an effective means of contact with users, and enables librarians to answer straightforward questions about locating materials and how to start using a particular research database.

- **Instruction might include strategies of embedded librarianship, such as working closely with faculty on incorporating information literacy into the curriculum.**

- **Outreach and Public Engagement:**
  - These services could include exhibits, events, hosted workshops, and hosting/connecting with visiting scholars such as the Freeman Fellows who have office spaces in the Library.

- **Digital Services:**
  - Duties in the new unit might include working with the Scholarly Commons, Digital Content Creation, and other similar units/individuals to provide support services for digital humanities projects and programs.
  - Scanning services could involve sharing the Book Eye scanner in the Reference Room.
  - A high-quality microfilm or fiche reader, similar to those in HPNL and Area Studies, is a possibility for accessing collections such as the Anglo-Saxon Newsletter.

**Functions and Scheduling**
- Unit staff would meet regularly at staff meetings, and the frequency of the meetings could range from monthly to bi-weekly.
- At least one professional staff member would be on duty in the Library at all times.
- Hours:
  - Expanded hours is ideal, but will depend on the budget for student workers and GAs.
  - Weekday hours could remain at 9:00 a.m. to 7:00 p.m., and expanded hours might include Sundays from 1:00 p.m. to 7:00 p.m.
• The new unit’s hours might also match the Reference Room, given that the new unit’s reference collection and periodicals will be housed in the Reading Room and 200D.
• A consideration in determining staff levels is how staff will be engaging with users—will the library place emphasis on the physical space or will online services be a priority?