

Cornell University Library: Convenient Business Hours Study – Summary of Services (based upon Library Profiles submitted by unit libraries)

Service Points (numbers correspond to columns below):

1 = Circulation/Reserve Services

2 = Reference Services

3 = Computers (desk & laptop loans)

4 = Photocopiers

5 = Quiet study rooms/areas

6 = Group study rooms/areas

7 = Audio/visual equipment/areas

8 = Fiche/film reader/printers

9 = Newspaper/current periodicals

10 = Technical support for databases

11 = Other

12 = Are all service points available when the library is open? Yes or No.

Note: ? indicates service staffed separately. Number of staff minimum given if available in boxes 1-11 or in the comments field. The survey asked libraries for information on staffed service points.

Library	# of staff to open	# of seats	Service Points												Comments
			1	2	3	4	5	6	7	8	9	10	11	12	
Africana	2	42	?	?		?			?	?	?			Y	At least 2 people needed in library during busy, late night hours. circ desk oversees equipment.
Annex	2*	9	?											Y	*At least 2. Order Picker cannot be operated without second staff present.
Asia	0-1*	140		1										N	*None needed for Asia Reading Room to be open. 1 for Asia Desk to be open. Asia Desk staffed to 11pm, not to midnight.
CISER	1	5	?	?										Y	
Engineering	2*	266	2	1									1**	N#	*Min. of 1 person, but 2 to close. ACCEL requires 1 more person. **Other service: ACCEL Computing Facility. #Reference not staffed after 10pm weeknights. Limited weekend service.
Entomology	1	32	?	?	?	?				?				N*	Have only one desk for circ/res/ref, but provide all those services. Have public access computers, photocopier and fiche/film readers. All these service points are staffed by a single person. *Circulation of stacks materials is not available during Reading Room hours. In-house use only.
Fine Arts	2*	241**	?	?										N	*At least 1 regular staff and 1 student. **241 seats including classroom; 204 seats without classroom. Circ is available all hours the library is open. Reference open M-F, 9-5.
Geneva	1	37	?	?	?	?						?		Y	Generally, there is one person available at the circ/ref desk. The office area is behind the desk, so no one actually sits at the desk, but up to 3 people might be available at any given time.
Hotel	2	121	1-2	1										Y	Library has desktop computers, laptop loans, quiet study room, group study rooms, a/v equipment, film/fiche reader/printer, newspapers and current periodicals. All are staffed from the circulation and/or reference desks.
ILR	4*	283	2	1							1**		1#	Y	*Minimum of 4 scheduled (3 students, 1 staff) at all times. **1 person at all times except 8-9am M-F. #Kheel Center. 1 person. Only open M-F, 8-noon & 1-4pm.
Law	2*	423	1	1										N	*Min of 2 but can keep open with 1. Students (graduate) have 24 hr access through key card - access to all but ref, circ, res.
Management	2	183*	1	1									***	N#	*39 of these seats are in rooms reserved for JGSM students, and are cardkey controlled. ***Document delivery for JGSM faculty and staff; recent acquisition lists; extended hours for particular school needs – posted at door. #Reference desk staffed: M-F 8-5,6-10, F 8-5, selected Saturdays and Sundays depending on school needs 1-5. Circulation staffed at all times. Reference staffed 65 hours/week.
Mann	2	512	?	?	?									N	1-5 people assigned to each service point depending on the time of day. Reference desk closes at 9pm M-Th, and is open 1-5pm on Saturdays while the library is open noon-6 pm. The night supervisor has reference training.
Mathematics	2*	101	1	1										N	*1 person, but closing requires 2; Reference is only avail M-F 8-5, info service is provided at circulation when open.
Medical	1*	292	1-3	1										N	One person, but only for 1-2 hours. Sat and Sun each desk person works 9 hours. One comes in to open and is alone for 1-2 hours until other person gets there. Person who opens leaves 1-2 hours before the other person closes. M-F there are always at least 2 desk staff working and sometimes 3-4. Circ Desk staffed with at least one person all hours library is open. Reference desk staffed with one person 9am-6pm, M-F.

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Music	2*	156	2**	1#										Y	*1 staff and at least 1 of the 2 student employees. Staff of the library is responsible for locking the building on all week nights and for opening and locking the building on weekends. When the library is not open, the building is not open. Also dispense keys to users of music dept rooms for rehearsals. **2 students. They also do shelving and shelf reading. #Occasionally more than 1 will come to help patrons. This staff member does the scanning for e-reserves and puts physical items on reserve as well as giving reference service and doing some copy cataloging.
Olin	4*	1059	3	1-3	?**	2-3#				?	1		?##	N	*1 supervisor, 3 staff; **Laptop loans in 101; #Copy Center; ##Maps (1 person min); 106G D-CAPS; ILL; 101 -billing (1 person min.), patron cards, carrels -Maps: M -F 9am-5:45pm; Sat 1-5; closed Sun.;-Copy Center: M -Th 8am-4:30pm; F 8am-3:30pm; closed Sat & Sun. ILL is not usual service center as patrons come to circ desk: M-Th 8am-4:40pm; F 8am-3:30pm.; Reference covered by Student Database Assistants 10pm-midnight Sun-Th, 6-9 F.
Phys.Science	1	181	1	1										N	Reference is not always available.
RMC	3*	105**	1	1				?		?			1 each #	N	*Min of 3 staff – 1 ref person, 1 security desk person, 1 paging person. Also have 1 person at reception desk to serve as initial security and backup for other staff. **Includes seats in conference room and lecture room. Quiet study rooms/areas = Reading Room. Has 2 film readers, 1 fiche reader. # = Paging and front offices. Conference room and lecture room are used for classes and events. Building opens at 8; service points at 9.
Uris	3	1071	2-4	1						1*			?**	N	*Media Center. **Includes: Creation Station (1 person, Sun noon-10pm, M -Th noon-midnight, F-Sat noon-10pm); Security desk (1 person at all times); CIT Computer Lab – not a library staff function, but service point open all hours library is open. Reference hours: no service 8am-10am, 5pm-7pm M -F; 5pm-10pm F; 12 noon-1am Sat & Sun; 5pm-7pm Sun.
Veterinary	1	191?	?	?										N	Building is locked outside of the 8-5 M-F hours. Coded ID to get in at other times.