Student Training Documentation

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Decorum in the stacks and at the desk

Decorum in the Stacks
- In the Quiet and Silent Zones, try not to disturb studying patrons (no loud conversations with friends or phone calls, maneuver trucks as quietly as possible, etc.)
- Earbuds/headphones may be used while shelving
- Do not eat while in the stacks

Decorum at the desk
- Professional attitude: smile, be pleasant, and provide excellent customer service
- Be approachable: make eye contact, acknowledge patrons immediately, and be aware of what's going in front of the desk
- Go that extra mile while helping all patrons
- Do not use your smartphone at the desk
- Studying and homework are allowed at the Desk Leader's discretion
- Socializing: do not have long conversations with your non-coworker friends while trying to serve patrons
- Do not eat at the desk
- Do not put your feet up at the desk

Printing Training

Locations
- Printers are located on the North and South sides of the 1st floor in the Main library. The majority of the printers are located on the North side, with one being located on the South side.
- The printer that produces color copies is located in the IMC, which is on the basement level of the Main library.

Cost
- Using printers requires having Podium money on your SUNY Card or buying a visitor card and loading money onto that.
- Adding money to either card is done at the SUNY Card terminals to the left and right of the Circulation Desk.
- The cost of printing is 10 cents/page for black and white copies, and 50 cents/page for color copies.
- There must be a minimum of a dollar loaded onto your card and coins cannot be used to do this.
- Change can be made at the Circulation Desk to convert coins into bills.
- If patron does not have cash, they can add money to their SUNY card by going online to www.ualbanyid.com. The minimum amount they have to add to their debit or credit card is ten dollars.
- If a patron does not have their SUNY Card with them, or they are a guest, a podium card can be purchased from either terminal. Once the card is purchased for a dollar, at least a dollar has to be added in order for the card to work.

Troubleshooting
- If any problems arise with the printers, they are first directed to the IT help desk which is located to the right of the circulation desk. They can troubleshoot minor issues.
- If the printer needs toner or there is a jam, a call to Jim Scalera at the Science library, is needed. His phone number is 437-3963. He will call for repair service if it is something he cannot fix.

Facilities

- Zones
  - Collaborative Zone(Green) – Work in groups, mobile phone usage allowed
  - Quiet Zone(Yellow) – individual work with occasional quiet conversation allowed, leave area to use mobile phone
 Silent Zone (Red) - No talking, no mobile phone use.

- **Photocopiers - University Library**
  - North side 1st Floor past the printers
  - Basement (takes coins)

- **Photocopiers - Science Library**
  - Across from Circulation Desk on the 1st Floor
  - On LL (takes coins)

- **Media - University Library**
  - DVDs/CDs – First floor north side
  - Multimedia Kits – Basement same side as IMC
  - Microfilm/microfiche – Basement same side as Periodicals
  - Microfilm/microfiche Equipment - Basement same side as IMC

- **Media - Science Library**
  - DVDs – First Floor across from Circulation desk
  - Microfilm/microfiche - 1st Floor same side as Current Periodicals
  - Microfilm/microfiche Equipment - 1st Floor same side as Current Periodicals

- **Reference**
  - University Library - Southside 1st Floor
  - University Library - Ready Ref at the beginning of Reference Section
  - Science Library - 1st Floor same side as Information Commons
  - Librarians give permission to check out

- **Periodicals**
  - University Library - Basement across the purple room from IMC
  - University Library - Current periodicals in the Basement on the same side as IMC
  - Science Library – LL behind the regular books
  - Science Library - Current periodicals on the 1st Floor on same side as DVDs

- **Mac Labs**
  - University Library 1st Floor North Side
  - University Library Basement next to IMC

- **Other Science Offices**
  - Barnes & Noble Reading Room - Garden Level
  - Preservation – 3rd Floor
  - Career Services – Garden Level
  - International Education – Garden Level
  - Special Collections/Archives – 3rd Floor

### Periodicals

**What are they?**

- Periodicals are publications that are put out at regular intervals.
  - Examples:
    - Magazines
    - Journals
    - Newspapers

**Where are they?**

- In the main library, the periodicals collection can be found on the basement level.
  - The current periodicals collection can be found on the east side of the basement level, in the room across from the Interactive Media Center.
  - The bound periodicals collection begins on the west side of the basement level, in the same area as the Gov. docs.
- In the science library, the periodicals collection is now found on the lower level, behind the regular collection.

**Current vs Bound Periodicals**

- Current periodicals are the most recent issue(s) of journals, magazines, newspapers, and other regularly released materials.
  - There are usually several issues in a volume.
- Bound periodicals are older issue(s) that have been bound together in a hard cover, usually a whole volume per binding.

**When/Where do Current Periodicals become Bound?**

- When all the issues in a volume have been released and are no longer current, they are sent off site to a bindery.
- Once bound and returned to us, they are shelved with other bound periodicals by call number.

**What is our collection used for?**

- Periodicals are usually used for research purposes.
- They can contain valuable information on specific topics within a given field of study.
- Articles within periodicals are often sought out or requested for use as cited material in research papers, theses, and dissertations.

### Referrals/Other Close Offices

For questions regarding sections of books (i.e. art, history, foreign language), assistance with research/writing, etc.

- Reference
For borrowing media equipment (i.e. cameras, video cameras, voice recorders, etc.)

- IMC 442-3608

For assistance with technology (i.e. laptops, connecting to wireless, wireless printing, etc.)

- ITS 442-3700

For assistance with learning how to protect one's self in this internet driven world, teaching resources involving technology, new Dell laptop program

- Technical Services 442-3631

For books in the maths and sciences

- Science 437-3948

About Aleph

Aleph is the name of the automated system used to manage library holdings, store patron information, and track circulation transactions. It is referred to as an “Integrated Library system” (ILS) and is used in all libraries at the University at Albany.

Among other things, ALEPH is used to:

- Manage the circulation of the library’s collections (check ins, check outs, renewals);
- Find patrons and retrieve information such as a patron’s SUNY card number, fines, list of items that are checked out to a patron; confirm patron’s borrowing status;
- Create or remove hold requests for resources;
- Check when an item last circulated;
- Check when a particular item is due (i.e., group study rooms, laptops, books on reserve); and
- Enter payment information.

As an ILS, ALEPH is linked with the library’s catalog (Minerva), as well as ILLIAD (our system for interlibrary loans). Information about patrons is updated nightly to correspond to the University’s SUNY card system (CONFIRM).

Searching the catalog

In a basic search, users can search Minerva for items by title, author, or call number. Click one of the search choices, i.e., author, and enter the appropriate information into the search box.

Users can also click on the different tabs along the top of the library’s webpage to search within the other more collections, such as “Reserves” or “World Cat”.

When searching for an item on reserve, click on the reserve tab, and search for the item by either title, instructor’s name (last name, first name), or the course number. Course numbers should be entered with four letters and three numbers, for example APSY 101 or BMKT 310.

Searches will indicate whether items are on the shelf or checked out.

What is a Librarian?

What is a Librarian?

- Not everyone who works at the University Libraries is a librarian (!)
- Requires a specific graduate degree
- Decides what materials and services are needed to best fit information needs for University
- Present at all three service points: University Library, Science Library and Dewey Library

Different Types of Librarians at the University

Reference & Research Assistance

- Location: University Library
- Assist with research help
- Staff the Reference desk
- Provide research help online (email, text, chat)
- Individual research appointments (PAWS – Personalized Assistance with Searching)
- Coordinate programs in the Libraries and around campus
Subject Librarians

- Location: University Library, Science Library, Dewey Library
- Specialized by academic programs
- Manage collections in their areas (order books, etc.)
- Also help staff Reference desk

Information Literacy

- Location: University Library and Science Library
- Focus on instruction of how to use and create information

Metadata and Discovery Services

- Location: University Library, Basement Level
- Focus on technical processing of library materials

Special Collection / Archives

- Location: Science Library, Third Floor
- Focus on developing and maintaining special collections of research materials
- Specific collecting areas (i.e. death penalty, NYS Politics, etc.)

Reserves

- Reserves is a service where materials are set aside for a specific course by the instructor
- Materials are placed on reserve by semester
  - Subject librarians may also place library-owned materials on permanent reserve
    - These items remain on reserve for an extended period of time
- Can be placed on reserve at any of the 3 libraries
- Held behind the Circulation Desk
- Shorter loan period - 3, 24, 48, or 72 hours
- Material may be library-owned or supplied by instructor
  - Instructor copies are shelved separately
- Overdue fines for reserve items are $3 per hour, with a maximum fine of $45 per item
- At the time of checkout, instructors may request longer loan periods (up to 2 weeks) for their reserve items to facilitate class preparation and in-class use of these materials

- You can search the Minerva catalog to verify that an item is on reserve and locate the call number
  1. From library homepage, click Minerva - Library Catalog
  2. Click Reserves tab
  3. Search by course number, instructor, or item title
  4. When looking at Full View or Record, click Location/CallNumber link to see loan period and item status (on shelf/checked out)

- Putting things on
  - Blue Reserves forms held at Circulation Desk
  - Have instructor complete front and back
    - Instructor must include item title, call number (if library owned), and loan period
  - Place blue form and any materials provided by instructor on red cart outside LI-132
  - if instructor brings material to Science or Dewey Library to place on reserve, send blue form and any accompanying material to main library

Interlibrary Loan (ILL)

- Interlibrary Loan (ILL) is a service that allows our users to obtain materials from other libraries
- This service is available to anyone currently affiliated with the university (students, faculty, & staff) and emeritus faculty. This service is not available to alumni or courtesy borrowers.
- Users can request books, media, journal articles, and book chapters that are not currently available in the University Libraries
- All requests must be made via ILLiad
- ILL books can be delivered to and returned at any of our libraries
- Articles and book chapters are delivered electronically via the user’s ILLiad account in PDF format
- Loan periods for ILL books are set by the lending library, so they vary from book to book
- Users must request renewals for ILL books through their ILLiad accounts
- ILL books are circulated through ILLiad Web Circulation, not ALEPH
- Some ILL books must be held for In Library Use
- ILL books can be identified by the lending library’s property stamps and/or paperwork, our ILL paperwork (4”x8” colored cards with the user’s name and request information), or the lack of a 39089 barcode
- We do not charge fines for ILL books, but patrons may be invoiced for severely overdue books
- Questions about ILL can be directed to either Tim or Angela
Storage Overview

About Storage:
- Storage Facility is located in the Lower Level of the Science Library
- Closed Stacks arranged on compact shelving by Storage Number, not LC Call Number
- Items from the University, Science, And Dewey Library are part of the collection
- Collection Code is Storage

How to Search:
- Look up the Storage Number in Aleph
- Storage Numbers indicate the range, section, and shelf location of items. 22 R 6 indicates range 22, section R shelf 6

How to Retrieve:
- Locate the range of the item first, then the section, and finally the shelf
- All items on a shelf have the same Storage Number, so look for the item now by either call number, or title
- Shelf number 1 is at the top of each section, and shelf number 9 is at the bottom
- Use a ladder as needed to retrieve items from higher shelves

How to Shelve:
- Storage Numbers/Barcodes are located on the inside back cover of books
- Check in all Storage items in the Circulation Office by scanning the Storage Number Barcode
- Put items in order on a book truck by Storage Number.
- Return items to their shelves according to their Storage Number location, 22 R 6

Standish Room

About:
- Located on the 3rd Floor of the Science Library
- Offers space for meetings, seminars, training sessions, and work shops to the University Community
- Provides a kitchen, presentation equipment, and an area to serve food
- Boardroom table set up, with extra chairs available

How to Reserve:
- Members of the University Community use EMS to make reservations
- Library Accounting monitors and approves reservation requests, communicating directly with users

How to View Reservations:
- Log on to EMS at the circulation desk, or to Virtual EMS through MyUAlbany

How to Access the Room:
- Users retrieve and check out the room key at the circulation desk
- Library staff unlock the room for food service deliveries, and then re-lock the room

Using Equipment:
- Equipment is self serve, and available through the Control Panel at the front of the room
- Basic equipment instructions are located at the Control Panel
- A digital pointer and lapel microphone are available for checkout at the circulation desk
- Patrons are encouraged to use library provided equipment, but may use their own at their own risk

Shelving

Why accuracy is important - misshelved as good as stolen or lost:

It is extremely important to shelve with perfect accuracy. If a book is misshelved it may be a long time before it is found. This would take the book out of circulation usage for patrons and may require them put in ILL requests. This results in the patron waiting on a book to be sent from another academic institution that they should be able to check out from us immediately. It may also result in the library repurchasing the book.

Where $$ for books comes from:

As a state institution, the funds used to purchase new books, replacement books, and circulating equipment comes from taxpayers which requires accountability.
Loan Periods and Recalls

The library loans materials such as books, dvd’s, laptops, study room, calculators, phone chargers, etc. Each item has a loan period, which is printed on the loan slip generated by Aleph.

This due date is not set in stone because Books and Media can be recalled. See below

**Loan Periods, item limits, renewals, fines**

<table>
<thead>
<tr>
<th>Borrower</th>
<th>Circulating Books Due Dates* / Item Limits / Renewals/Fines</th>
<th>Media Loan Period / Item Limits / Renewals/Fines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>Dec. 1, May 1, Sept. 1 / 250 items / No renewal limit $0.15/day</td>
<td>7 days / 10 items / 1 Renewal/ $0.15/day</td>
</tr>
<tr>
<td>Faculty/Staff</td>
<td>Apr. 30 / 250 items / No renewal limit $0.15/day</td>
<td>14 days / 10 items / 1 Renewal $0.15/day</td>
</tr>
</tbody>
</table>

**Laptops:** 4 Hour loan /1 laptop/1 hour between renewals/ Fines $15.00/hour

**Reserves:** Items may be loaned for a specified amount of time in the following increments 24-hour, 48-hour, or 72-hour loan period. Loan period is noted on the item. 6 reserve items /1 hour between Renewals/ Fines $3.00/hour.

**Study rooms:** 3 hours/ 1 hour between renewals/ Fines $15.00/hour

**Calculators:** 4 Hour loan /1 calculator/1 hour between renewals/ Fines $3.00/hour

**Phone Chargers:** 4 Hour loan /1 phone charger/1 hour between renewals/ Fines $3.00/hour

**Recalls:** Item requested by another patron that triggers a change in due date. Minimum guaranteed load period 14 for Circulating Collection, 7 days for Media. ($1.50/day fine)

Questions: Please direct any concerns or questions to **Circulation Desk Leader**

**Lost and Found**

Any item turned into the circulation desk should be given to the Desk Leader

Lost items are held for two weeks

Any item of value laptops, SUNYcards, wallets will be turned over to UPD ASAP (442-3132) and logged in the binder

Lost and Found should be locked at all times