

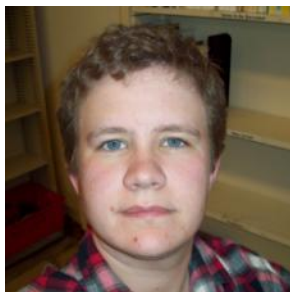
Help, the Computer Says It's on the Shelf?!

Stacks Maintenance

Access Services Conference
Atlanta, GA
November 12, 2010



Michele Jones
University of Michigan
Hatcher Stacks Supervisor



Noah Meeks
University of Michigan
Hatcher Stacks Coordinator



Megan McGlynn
University of Michigan
Shapiro Stacks Supervisor

Overview

- What is Stacks Maintenance?
- U-M Stacks
- The Patron Experience
 - Using the catalog
 - Navigating the stacks
- Your stacks



What is Stacks Maintenance?

- Discharging
- Shelving
- Shelf-reading
- Shifting



Getting books on the shelves where they can be easily found.

UM Stacks

- 8.5 Million volumes in 20 libraries
- We represent
 - Hatcher Graduate
 - Shapiro Undergraduate

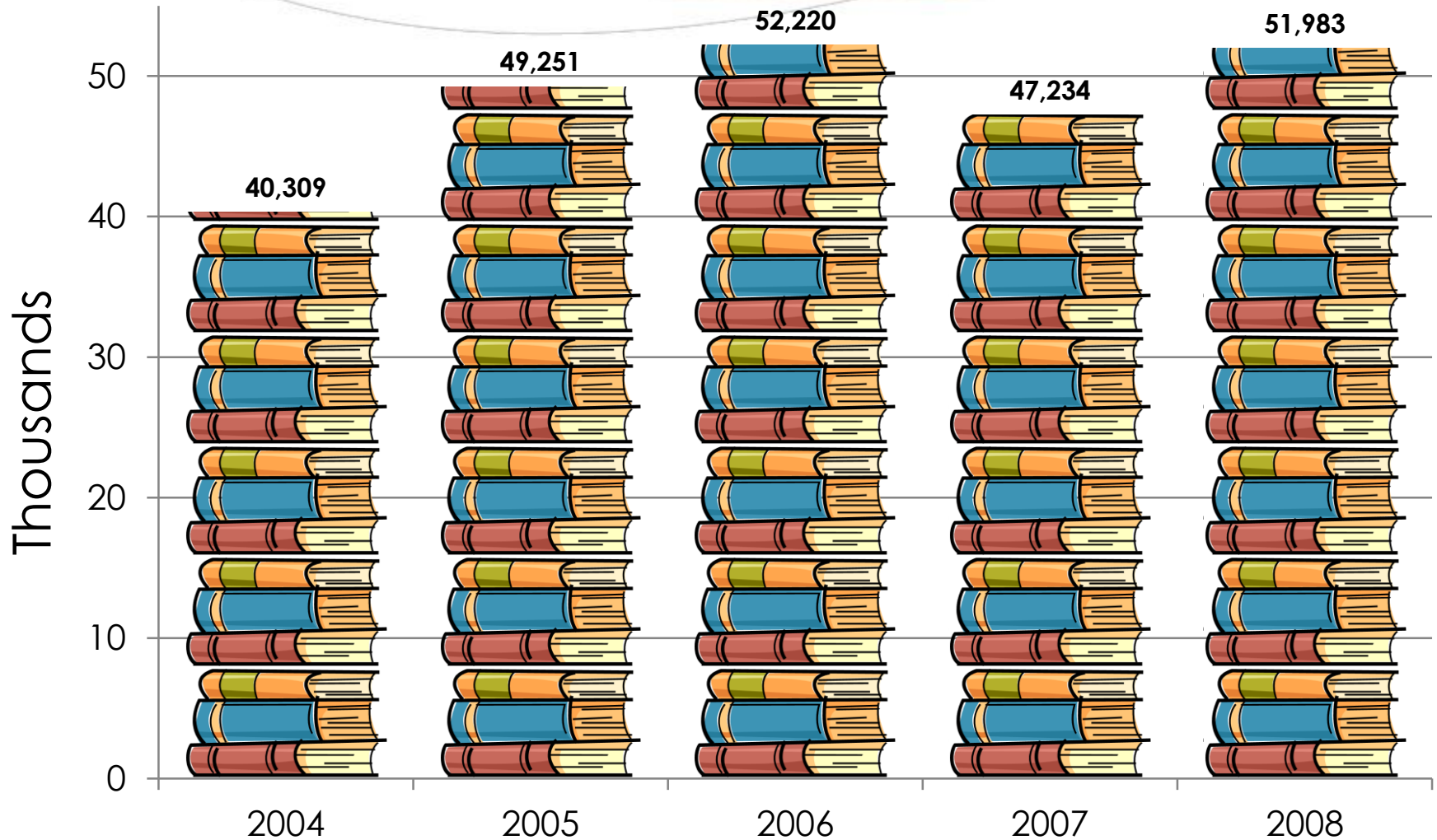


Hatcher Stacks



- Over 1.5 million volumes in the building
- Over 225,000 square feet
- Currently, about 50,000 volumes added / year

Hatcher New Books



New Books Shelves



Shapiro Stacks



- 150,000 volumes
- 4500 – 5500 new books / year

Hatcher/Shapiro Stacks Office

Hatcher Stacks

- 9 Full Time



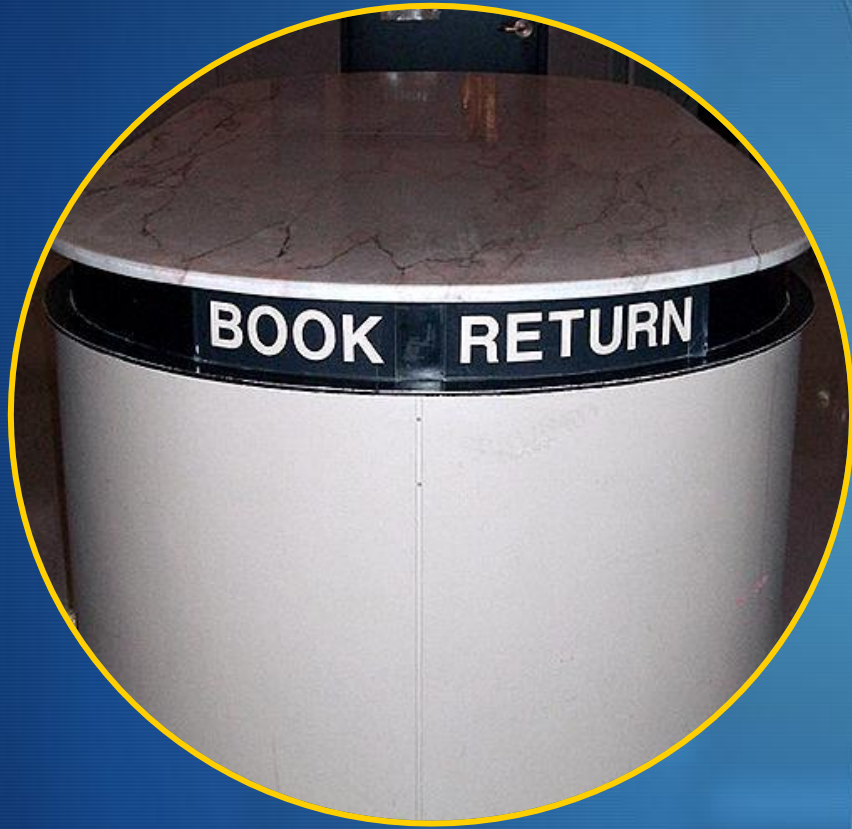
Shapiro Stacks

- 3 Full Time

30 student assistants
(10 FTE)

Open Stacks Offices





Book return procedures are divided into three major steps:

- P&D
- Loading
- Shelving

Hatcher Sign-up Sheet

Monday 11-1=10

8:00
 Barb - P+D
 F - CU 6, 2c, 1-B
 Malloni - CU 5, 4a, on 5s
 Christine - CU 4 CUREP
 Devin - CU 3, on 3s
~~Devin~~
 Kim - CU 2a, 1a

9:00
 Barb - P+D, 1000
 Christine - New Books
 F - shift
 Kimberly - 6s
 Devin - On 3s
 Malloni - on 5s
 Sarah - on 4s
 John - on 1a
 JENNA - READ BH-BJ

10:00
 Barb - P+D, 1000
 Christine - New Books
 F - shift
 Malloni - break, read 9K-9J
 Sarah - on 4s
 JENNA - ON 5s, ON 6s
 Devin - Read BH-BJ
 John - read DF

11:00
 Barb - P+D
 Christine - New Books
 F - shift
 John - read PK
 JENNA - GREAT, ON 6s
 Malloni - on 5s

- Gives employees flexibility
- Allows everyone to coordinate their work
- Supervisors don't need to micromanage

Shapiro Assignment Sheet

Assignments

Wednesday, November 3rd, 2010

Notes, Unfinished Work

<u>8 am</u> Jacqui - Cu 1, Cu B24	
<u>9 am</u> Jacqui - shelve on B Bowie - Cu 3, shelf read Browsing Collection	
<u>10 am</u> Bowie - " "	
<u>11 am</u> Rachel - P&D	
<u>12 pm</u> Rachel - search for journals, shelve on 4 Lauren C - P&D	
<u>1 pm</u> Rachel - Break, P+D Lauren C - shelfread P-PP	
<u>2 pm</u> Rachel - shelve sci new books, pull expired shelve 4	
<u>7 pm</u> Sean - Shelve B	
<u>8 pm</u> Sean - CU1; WS Express, 4th floor paperback hunt	

Unfinished truck on Floor #: ~~N~~ ~~7~~

- Smaller operation, less choice
- Rotating through tasks

P&D

(Pickup & Discharge)

- Done every hour
- Books returned to us are from:
 - All campus libraries
 - ILL
 - Buhr Storage
 - Other countries!



P&D

(Pickup & Discharge)

- Pickup
- Discharge
 - Reroute holds
 - Separate out non-Grad (or Undergrad) items
 - Identify volumes in need of binding or repair
- Thump
 - Tape
- Sort

A woman with short brown hair and glasses, wearing a blue polo shirt, is seated at a desk in a library. She is looking at a laptop screen which displays a web-based interface. The desk is cluttered with various items, including a stack of books in the foreground. Some of the visible book titles include 'The Great Years', 'Hives into American Culture', and 'Words in Process: Life, Play, and...'. The background shows tall metal bookshelves filled with books and other library materials. The overall atmosphere is that of a busy library workspace.

Thump



Sort



Sorting Shelves

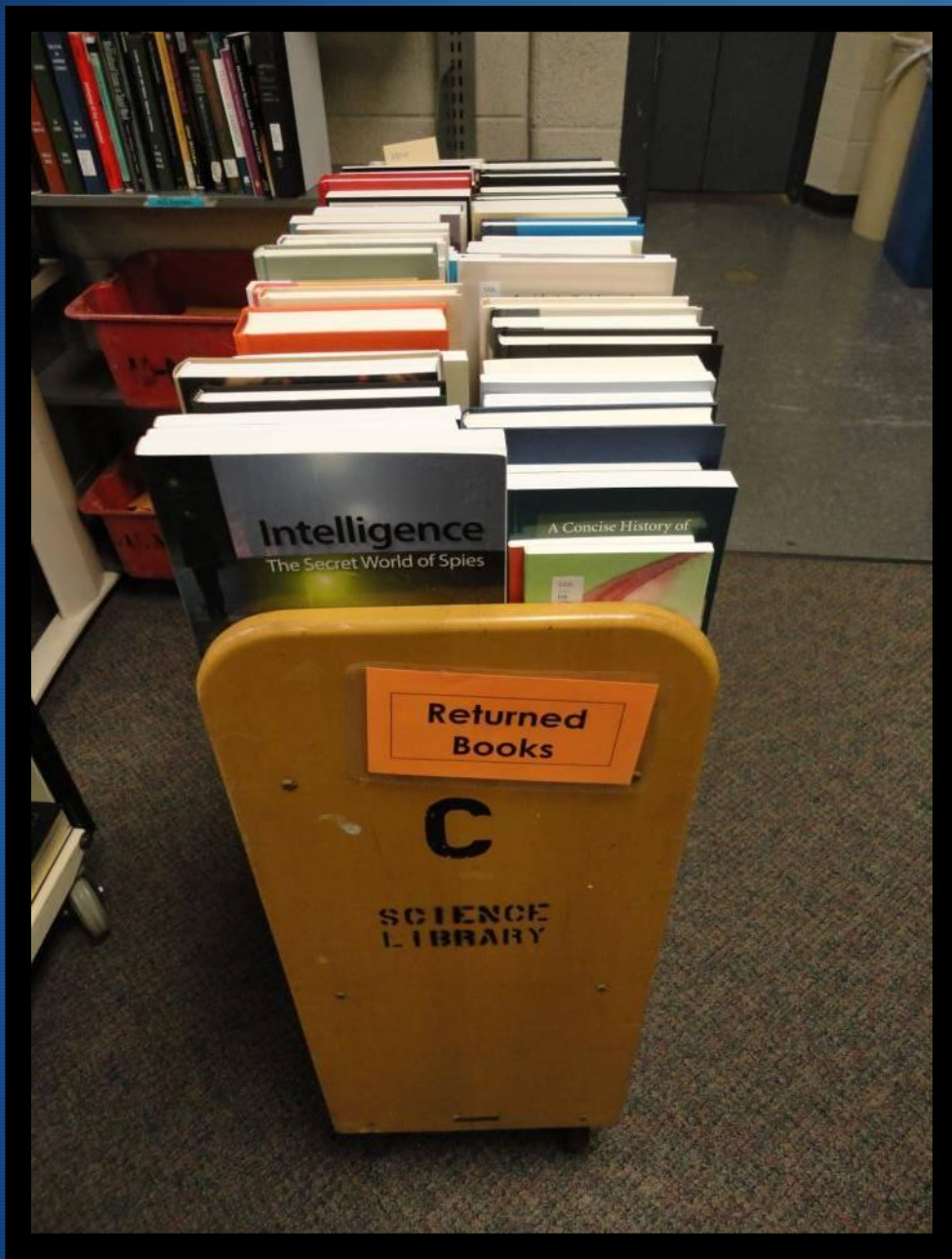


Loading

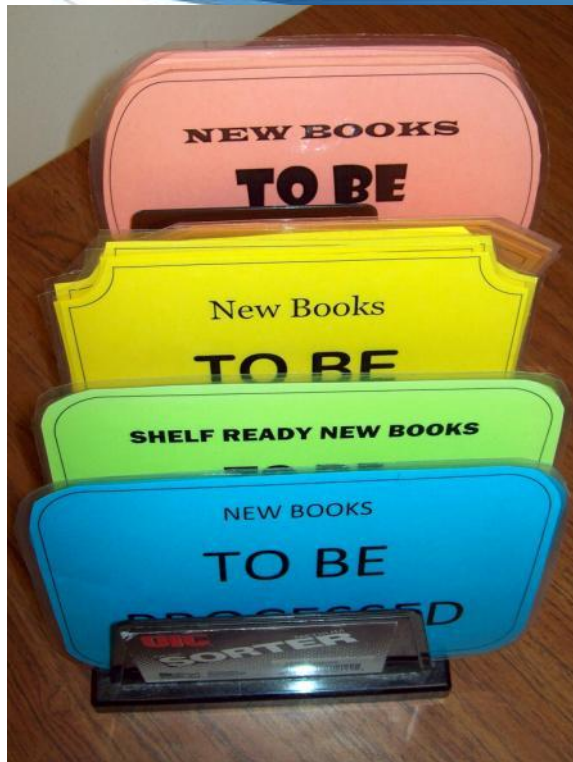


Cart Labels





Cart Labels



Shelving



Other Maintenance Procedures

- Shelf-reading
- Clean Up
- Ranging
- Shifting



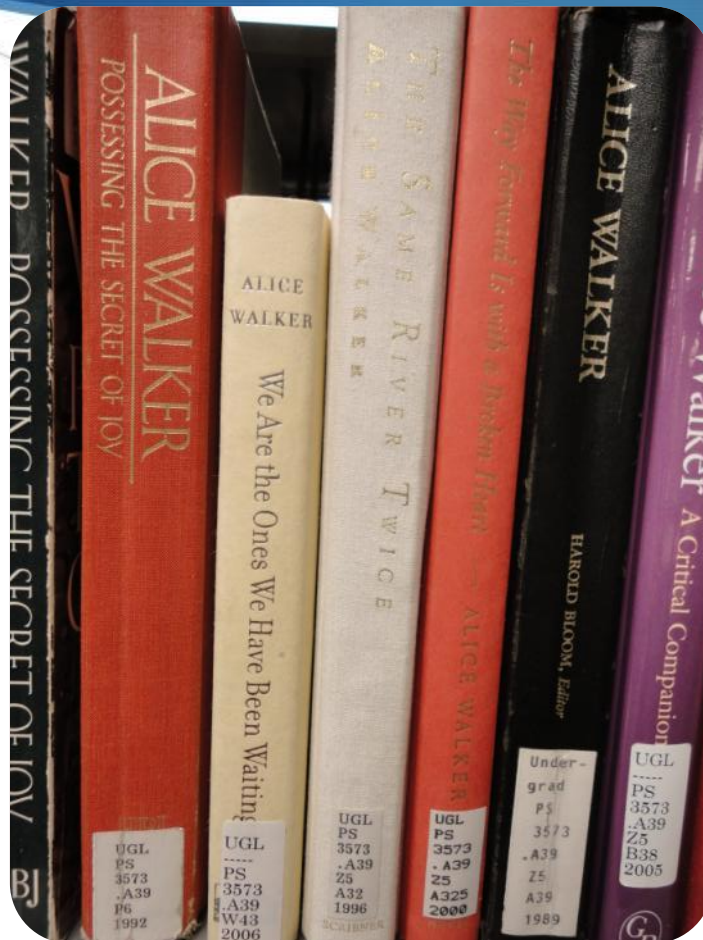
Shelf-reading



Section: BL - BMFloor: 4A

Date	Hour	Name	Last Call No. Read	Errors
3/20/10	7-8	Lynn	BM 535 5463	—
3/22/10	3-4	Lynn	BM 674.39 .M96 1997 v.10	0
3/22/10	4:20-5	Lynn	BM 723 .588	11
3/22/10	5-6	Lynn	BM 755 .56144 E48 1996	4
3/23/10	11:30-12	Katie	BM 982 B651 1989	1
STARTOVER				
9/7/10	10-11	John	BL 48 T76	7
9/7/10	11:30-12	John	BL 60 F54 #199-202	3
9/10/10	2-3	Breezy	BL 65 .I55 T461 2005	16
9/10/10	2-3	John	BL 87 N49	6
9/13/10	9-10	John	BL 410 R43	13
9/13/10	11:30-12	John	BL 600 P78	5
9/14/10	9-10	John	BL 795 S47 V353	12
9/14/10	11:30-12	John	BL 980 F8 D88	11
9/14/10	5:30-6	Katie	BL 112 .52 E53 1977 v.8	12
9/15/10	9-10	Jacqui	BL 1139.26 .S46 2001	11
9/15/10	11:30-12	Katie	SL 1142.6 .M372 E5 2002	5
9/16/10	9-10	Katie	BL 1215 .N34 P73 1995 v.5	6
9/16/10	12-1	Mallorie	BL 1225 .P3 M461 1995	6
9/16/10	2-3	Jacqui	BL 1243.74 .M851 1993	15
9/16/10	3-4	Jacqui	BL 1285.392 .C53 M351 1985	9
9/17/10	9:30-10	Jacqui	BL 1320 .K851 1996	5
9/17/10	10-11	Jacqui	BL 1430 .W95 op. 2	6
9/17/10	11:30-12	Jacqui	BL 1525 .J57 1998 vol. 2	4
9/20/10	8:30-10	Clara	BL 2016 .T36 T48 2000	18
9/20/10	11:30-12	John	BL 2018 S5133451	4
9/21/10	5-6	Katie	BL 2400 .A1 J86 38 2008	15
9/21/10	8:30-9	Jacqui	BL 2480 .Y6 M371 1994	6
9/21/10	9-10	Jacqui	BL 2747.3 .N52 2002x	16
9/21/10	10-11	John	BM 1 T76 v.14	7
9/21/10	1-2	Jacqui	BM 197.5 C75 X6 2003-04	8

Shelf Reading Time



Undergraduate Library
Average 160 hours

Active Shelf-Reading



Clean Up



Clean Up



Clean Up Numbers
Oh. U switch shampoo with hair



Ha ha. So funny.

WEEK:	JAN 24, 2010							JAN 31, 2010						
DAY:	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
6S		62	61	22	48	30			46	48	33	15	3	
5S		48	19	19	52	33			61	34	78	24	27	
4S		62	55	15	17	19			92	15	28	32	30	
3S		44	21	24	11	18			23	4	42	21	49	
4A		15	4	8	13				15	19	12	2	16	
3E		1	8	0	1	5			6	1	0	0	0	
2A		5	0	0	0	0			0	7	0	0	0	
2E		6	0	0	0	0			3	1	0	0	0	
1A		17	4	5	11	5			3	10	0	14	16	
1		26	57	0	27	4			3	10	8	20	6	
BA		0	0	2	6	6			7	6	7	5	4	
B		0	5	0	0	8			15	1	1	2	0	
Ref		8	5	18	12	4			20	4	15	10	3	
Ref		11	3	10		3			3	3	3	3	13	
Asia		47		19	9	14			31	8	32	40	19	
Misc.	4	11	12	52	10	10	17	70	50	31	2	31	93	0
	2	3	21	3	10	1	1		50	12	45	107	8	
		120	8	10	2				24	19	2	8	4	
		1	12		10	6			5	22	31	51	89	
		12	3	14	4	50			21	1	6		2	
		4		3	6	10			12	1	1		27	
		2			1									
		2												

Ranging



Ranging

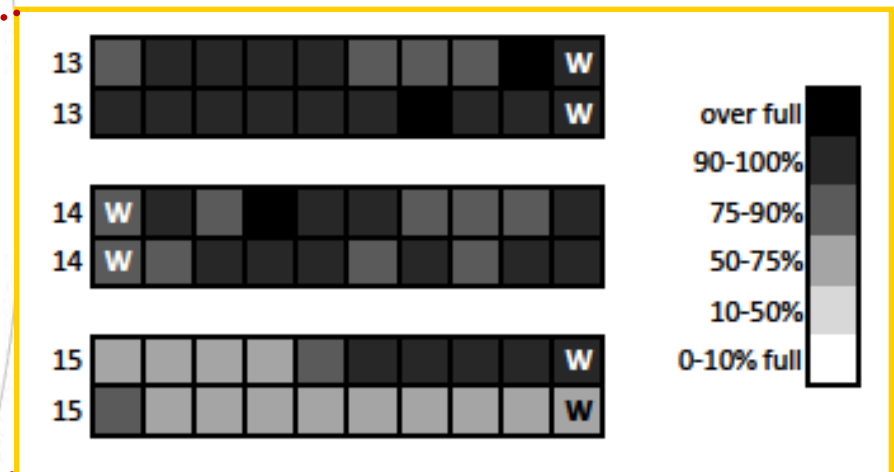
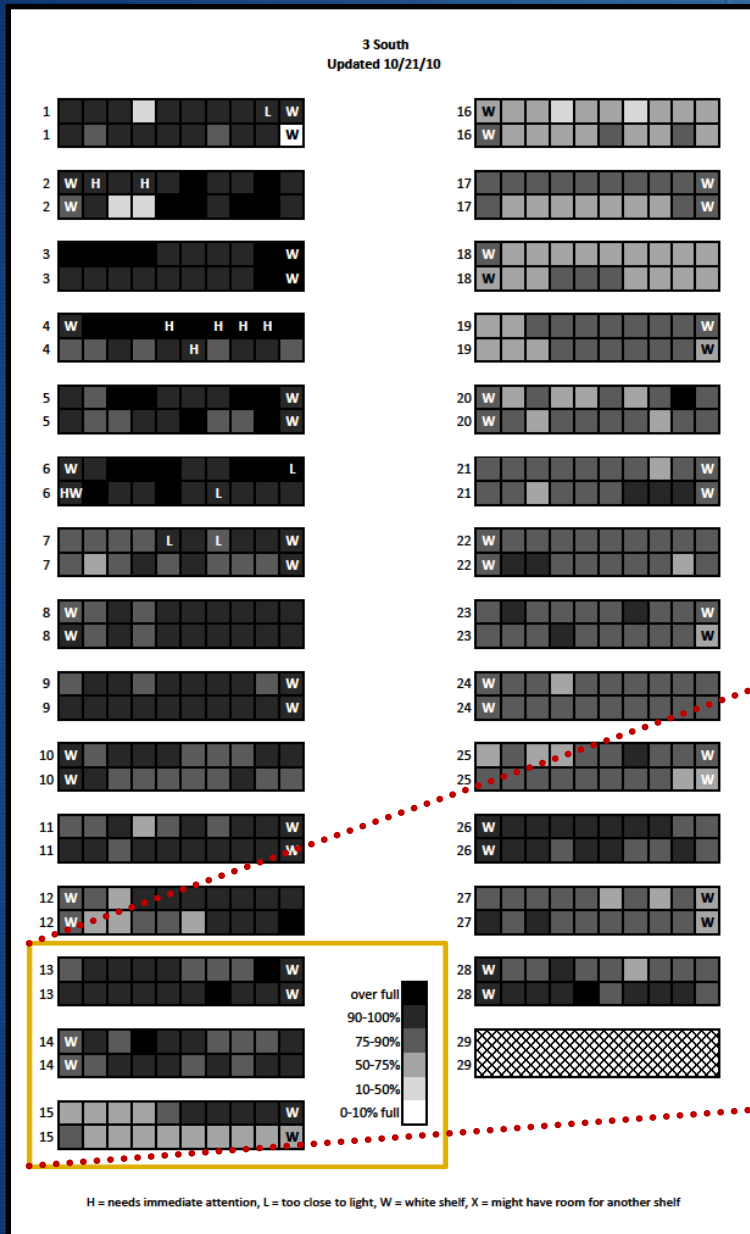




Crowding

Crowding Chart

- 1 square = 1 section
- Helpful in finding “hot spots” and planning shifts



Crowding



Crowding



[illegible]

A photograph of a library aisle with tall bookshelves filled with books. The shelves are organized by color, with books in various colors (red, blue, green, yellow, etc.) visible. The perspective is looking down the aisle, showing the depth of the shelves and the rows of books.

Shifting



Shifting



Shifting



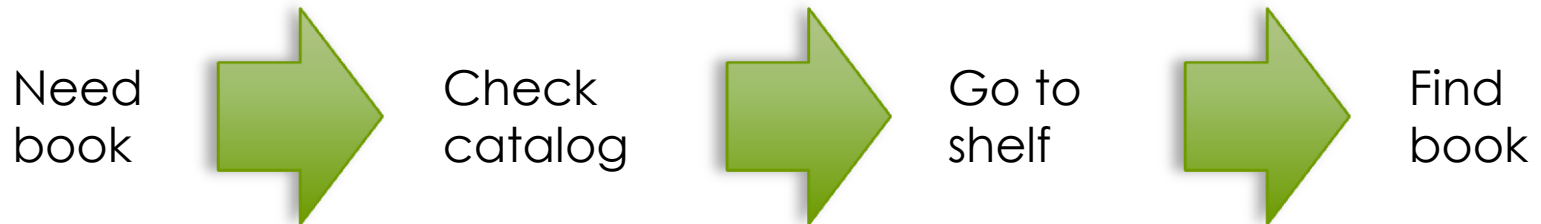
Before



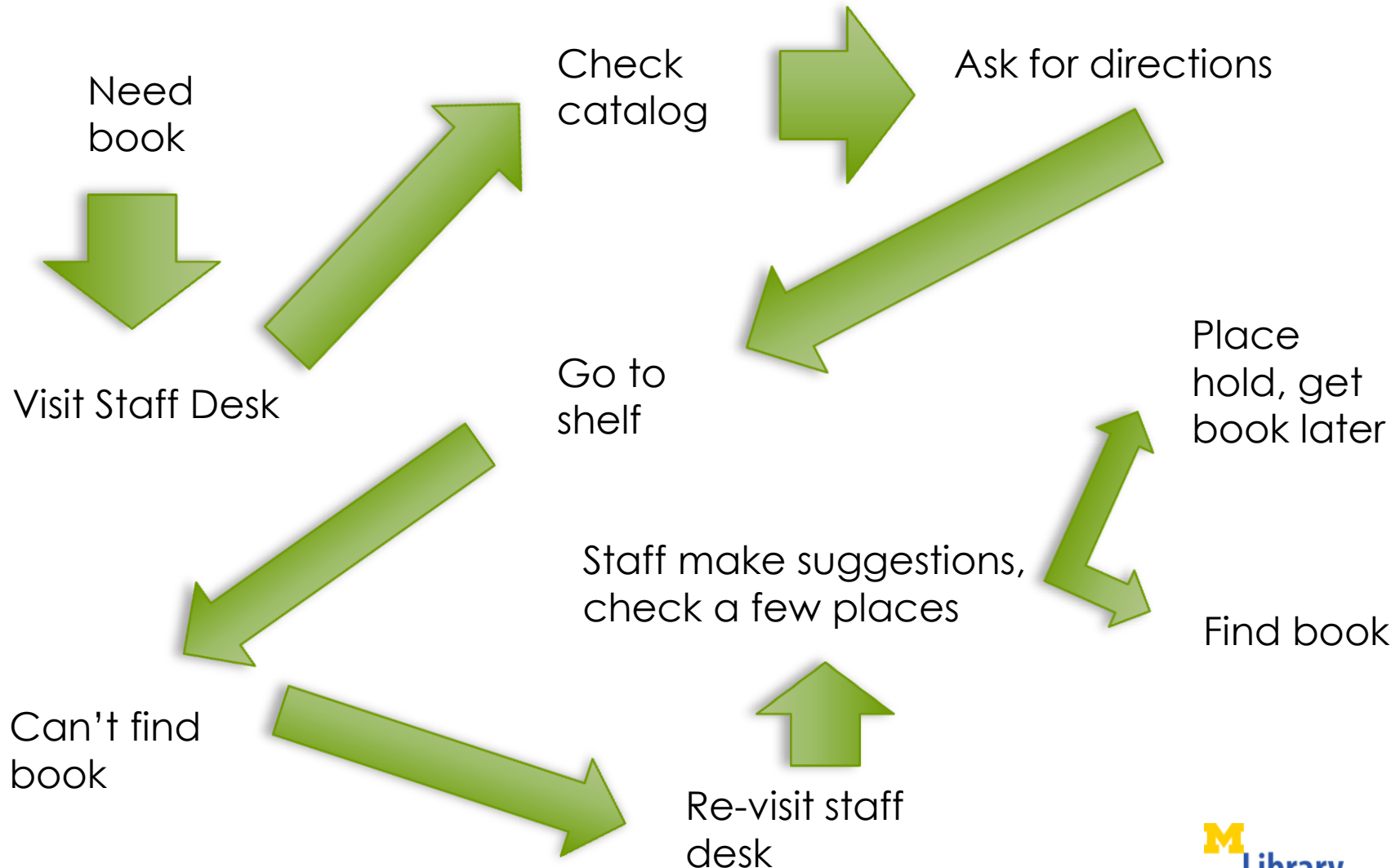
After



The Patron Experience (Ideal)



The Patron Experience





The same river twice : honoring the difficult : a meditation on life, spirit, art, and the making of the film, The color purple, ten years later / Alice Walker.

Main Author: Walker, Alice, 1944-

Format:  **Book**  **Electronic Resource**

Language: English

Published: New York : Scribner, c1996.

Holdings Description Subjects MARC View

HathiTrust Digital Library

[Search only \(no full text\)](#)

(original from University of Michigan)

Hatcher Graduate

828 W177O A32

Requested (1)

[Get this](#)

Shapiro Undergraduate

PS 3573 .A39 Z5 A32 1996

On shelf

[Get this](#)

Special Collections Labadie Collection - 7th floor S Hatcher

PS 3573 .A39 Z5 A32 1996

Building use only

Harlan Hatcher Graduate Library



Restrooms



Access between buildings



Security phone



Computers



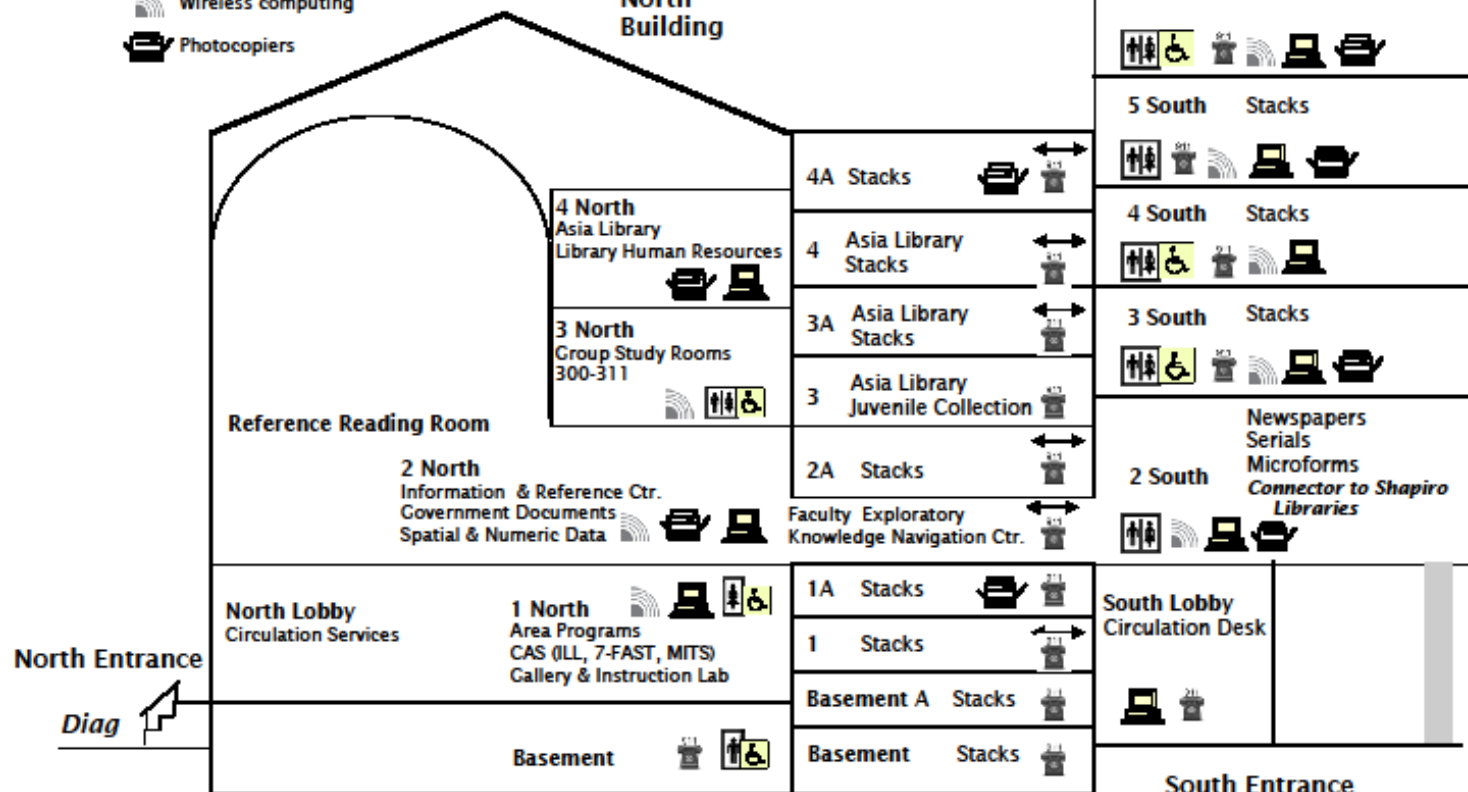
Wireless computing



Photocopiers

North Building

South Building



UNDERGRADUATE LIBRARY (Shapiro)

Call Numbers	Location
--------------	----------

A - B	2nd floor
-------	-----------

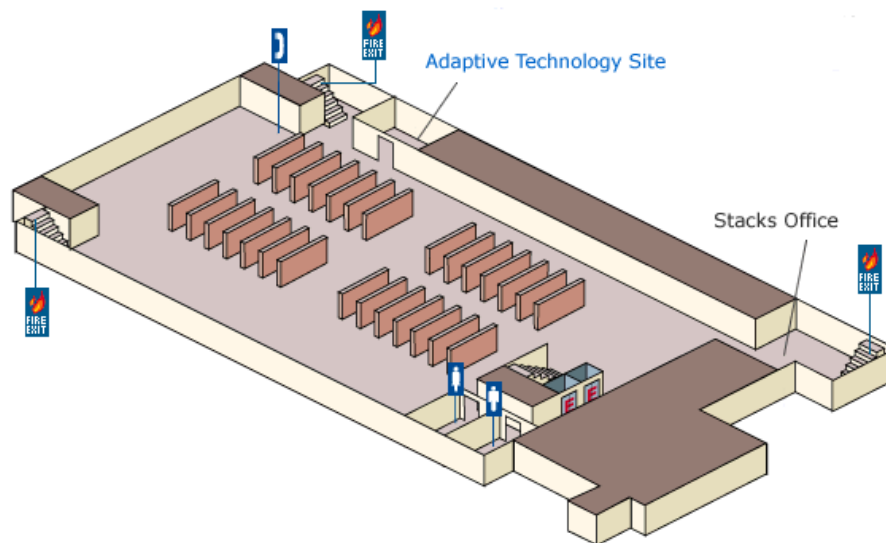
C - H	Basement
-------	----------

J - N	2nd floor
-------	-----------

P	Basement
---	----------

Q - Z	2nd floor
-------	-----------

Shapiro Undergraduate Library • Basement





UNDERGRADUATE LIBRARY (Shapiro)

Call Numbers	Location
--------------	----------

A - B	2nd floor
-------	-----------

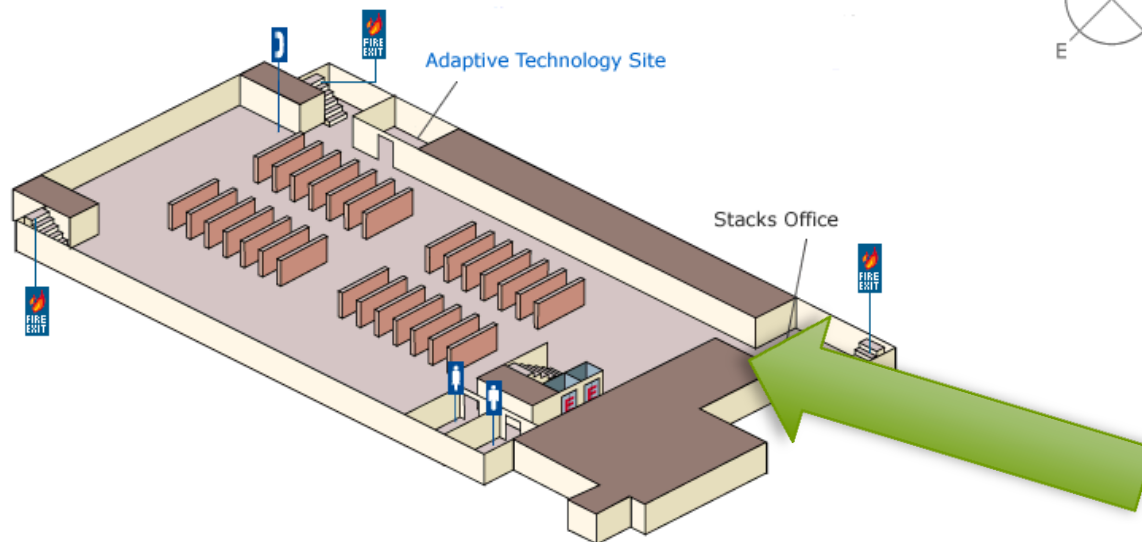
C - H	Basement
-------	----------

J - N	2nd floor
-------	-----------

P	Basement
---	----------

Q - Z	2nd floor
-------	-----------

Shapiro Undergraduate Library • Basement



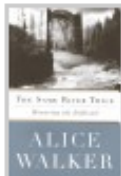
Shapiro Stacks Office

 Library



Step 1: Call

PS 573 139 25



The same river twice : honoring the difficult : a meditation on life, spirit, art, and the making of the film, The color purple, ten years later / Alice Walker.

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PS 3573 .A39 Z5 A32 1996

On shelf

[Get this](#)

Special Collections Labadie Collection - 7th floor S Hatcher

PS 3573 .A39 Z5 A32 1996

Building use only

Step 2: Staff Module

ALEPH Circulation - Version 18.01 Library: MIU50 Administrative (MIU50) Server: mirlyn-aleph.lib.umich.edu:6992 (18.01) User: UGL5

ALEPH View Patrons Items Circulation Requests Reports *Services Help ?

BIB= 3069349 ADM= 3069349 - The same river twice : (Walker, Alice, 1944-) Year: 1996.

[1] Return [2] Overview

[M] List Of Items (1/3)

- [E] All Items History
- [I] Item (3901503573967)
 - [H] Hold Requests (0, 0)
 - [P] Photocopy Requests (0, 0)
 - [L] Loan (0)
 - [O] History (Last updated - 10/29/10)
 - [Z] Circulation Log (10/29/10)
 - [S] Circulation Summary
 - [K] Booking (0, 0)
 - [R] Maintenance Record (0, 0)
- [B] Bibliographic Info.
- [T] Trigger List
- [N] Maintenance Profile

Items List

Loan Filter

Sublibrary	Description	Collection	Status	Due Date	Item Barcode	Call no.	Loan	Last Return
Hatcher Graduate			Loan 1	12/17/10	39015037477141	828 W1770 A32	9	10/11/10
Shapiro Undergraduate			Loan 1		39015035739674	PS 3573 .A39 Z5 A32 1996	7	10/29/10
Special Collections	Labadie Collection - 7th floor S Hatcher		No Loan		39015081388681	PS 3573 .A39 Z5 A32 1996		

Sort Options: Hol/Enum (A)

Item Details

Item Bib Info

Doc Number (Item Sequence) 3069349 20

Item Sublibrary Shapiro Undergraduate

Item Collection

Item Call No. PS 3573 .A39 Z5 A32 1996

Item Call No. 2 mdp.39015035739674

Booking Req
Photo Request
Hold Request
Claim Return
Lost
Print Slip
Push to Item
Refresh

start ALEPH Circulation - V... EN 12:07 PM

Step 3: Sorting Room



To the Stacks!



Found it!



Uh-Oh





The same river twice : honoring the difficult : a meditation on life, spirit, art, and the making of the film, The color purple, ten years later / Alice Walker.

Main Author: Walker, Alice, 1944-
Format: **Book** **Electronic Resource**
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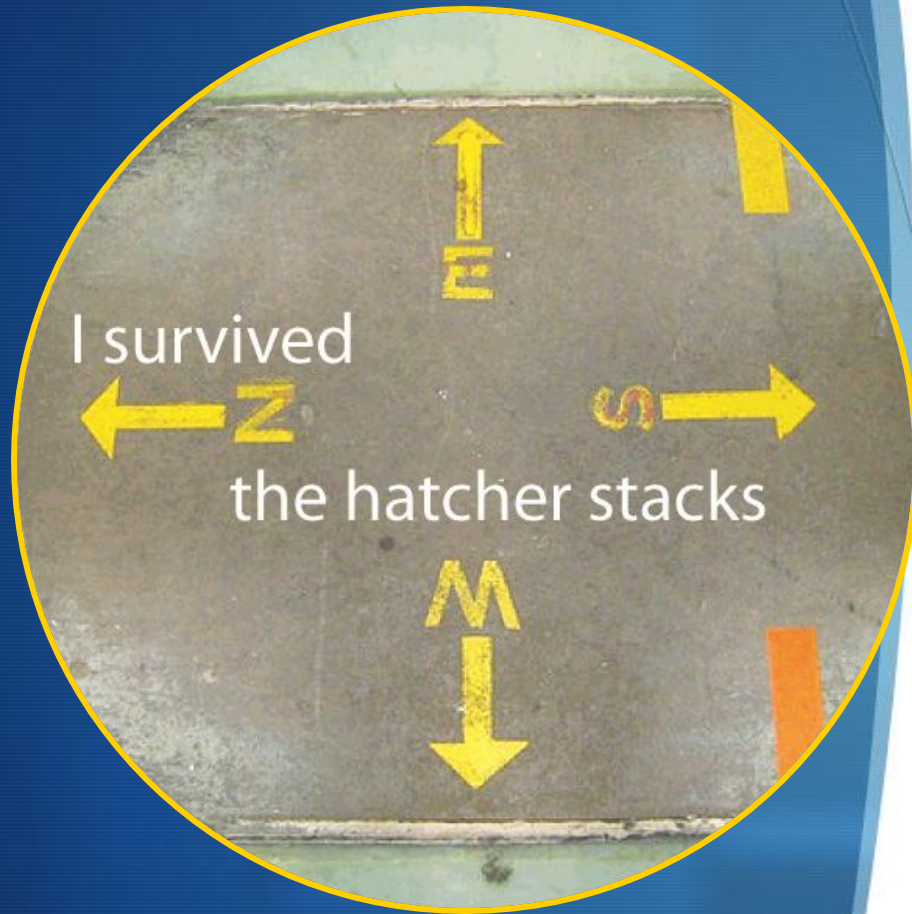
Special Collections Labadie Collection - 7th floor S Hatcher

PS 3573 .A39 Z5 A32 1996

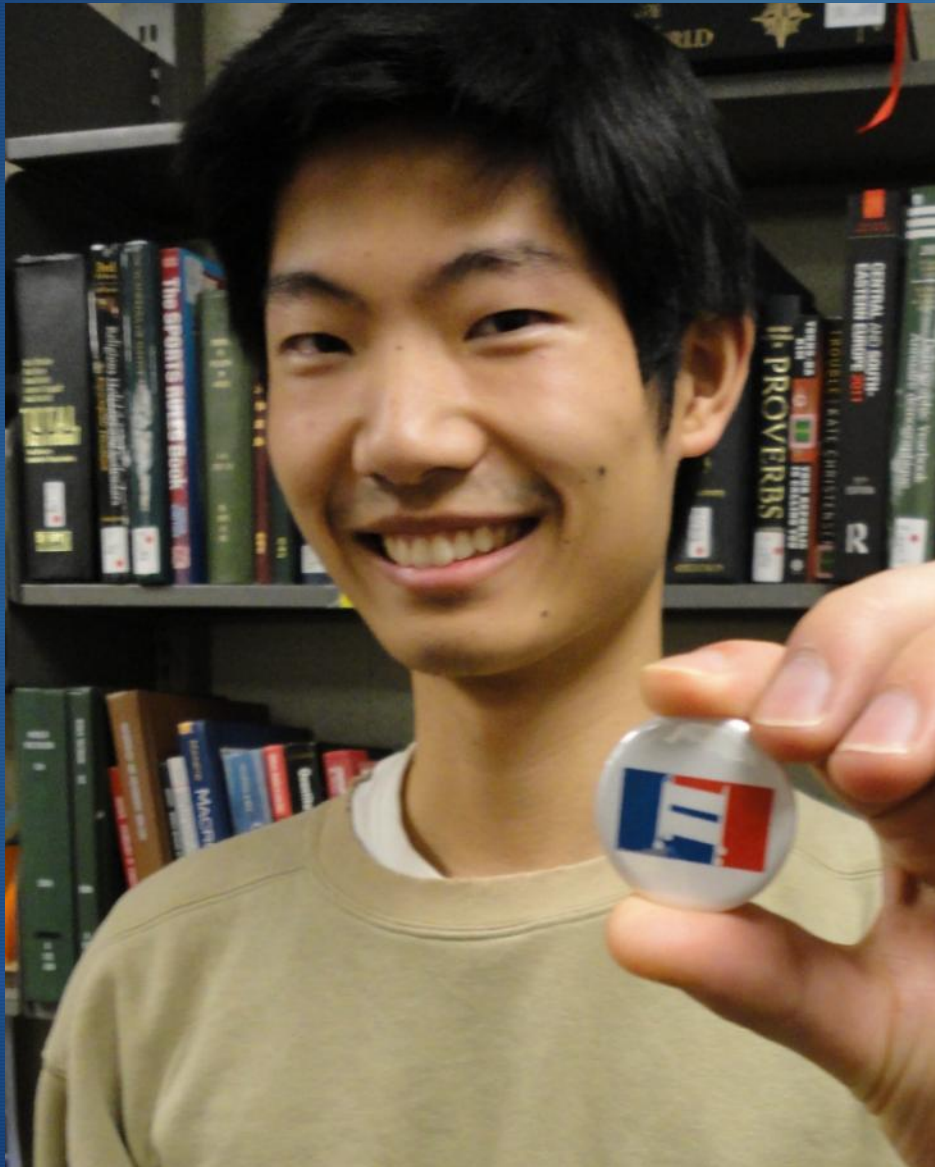
Building use only



Customer Service



- 1 Question
- Expedience
- Transparency



What is Stacks Maintenance?

Customer Service

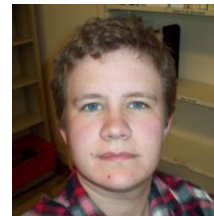


Your Stacks Questions

Contact us



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Megan McGlynn
mcglynnm@umich.edu