



FY 2008 WORKLOAD ANALYSIS STUDY

Standard List of Terms for Product Lines and Services Codes, Tasks and Definitions

ADMINISTRATION (ADMIN)

ADM1 Accounts payable, accounts receivable, payroll, and budget management

Budget management includes researching accounts, making account adjustments, preparing monthly reports) and bank reconciliations.

ADM2 Board activities, board committees, advisory, and/or librarian committees

Includes all support for and attendance at SELCO/SELS Board meetings or Board committees, SELCO or SELS advisory committee meetings or other librarian committees. Include preparing documents, putting them in the proper S:drive folder, producing/duplicating and distributing agendas and minutes, as well as posting these documents to the web, answering questions about schedules or discussions held at meeting are all recorded here, as well as meeting follow-up. Includes ordering, picking up and/or preparing food, room set up and clean up for librarian related meetings.

ADM3 Personnel

Includes arranging schedules and day-to-day supervision, as well as time spent in disciplinary, corrective action and/or mentoring. Maintaining personnel records, posting vacation & sick leave maintaining flex spending and 401k accounts.

ADM4 Inventory, supplies, mail, telephone/reception, and building

Inventory includes items held in "Inventory" and released through inventory control procedures such as barcodes and borrower cards, as well as cooperative purchase items, including the PC Cooperative purchase or those items counted and re-packaged such as summer reading program materials. Includes ordering, restocking and distributing supplies for staff use.

Mail includes sorting and distribution of incoming mail. Assembling, affixing postage and delivering outgoing mail to the post office and/or labeling for SELCO/SELS delivery. Mailing of ILS notices.

Telephone/reception Includes only that time when designated to answer all incoming calls to the general SELCO number and/or are sitting at the reception desk greeting visitors. Time spent on the phone in performance of other tasks (talking with Board members, answering questions about advisory committee meetings or minutes, etc.) should be reported in those tasks.

Building includes all maintenance, custodial, and support activities for the SELCO facilities such as ongoing maintenance tasks such examples: setting up HVAC seasonal check, dealing with unusual tasks (monitoring humidity), investigating ordering and supervising new services, items, or improvements.

ADM5**SELCO Library Foundation and special projects**

Responding to questions or offering support for special projects such as workload analysis, strategic planning or the structure study.

ADVOCACY (ADV)**ADV**

All levels, Federal, state and local

AUTOMATION/ILS SUPPORT (IT)**IT1****Cataloging**

Includes cataloging for SELCO, authority control and database clean up as needed in Horizon system. As well as vendor uploads, supporting *CatExpress*, performing original cataloging for Online Libraries and billing for value added cataloging.

IT2**Help desk**

Includes answering and responding to all client library calls/email related to automation systems, as well as all related tasks as recorded in HelpTrac history such as vendor contacts, research, or testing.

IT3**Horizon**

Includes ongoing operations, installation, upgrade, troubleshooting, and maintenance for the Horizon server, as well as supplemental Horizon documentation. Changes made to Horizon tables and views are included here.

IT4**Notices**

Notices includes the production and distribution of patron notices from Horizon.

IT5**SELCO PCs and Online Library PCs**

SELCO PCs include all configuration, installation and maintenance activities, as well as time spent troubleshooting and repairing staff equipment

Online library PCs includes all configuration, installation and maintenance activities. Include all travel time to and from client sites as well as time spent troubleshooting and repairing at SELCO on behalf of Online Library equipment.

IT6**Value added services and special projects**

Value added services includes installation, upgrade, troubleshooting, and maintenance for systems required to operate value added services, such as Pharos software or wireless routers.

Special projects include planning and implementing new value added services or individual special activities for an Online Library.

IT7**Systems, user accounts, online databases, website, and WAN**

Systems includes installation, upgrade, troubleshooting, and maintenance for any server and related hardware, other than the Horizon server, as well as developing documentation for design and support of all systems other than Horizon.

User accounts includes adding, changing, or deleting user accounts.

Online databases includes configuring, testing, and maintenance for ELM or SELCO licensed online databases. Vendor contacts for these purposes is included here as well. Phone calls with member libraries on reported problems related to the online databases is reported under Help Desk Service

Website includes maintaining and supporting web servers and related software. Troubleshooting of reported SELCO Web site problems and routine link maintenance is included here as well. Content creation for the website should be recorded in the relevant category.

WAN includes time spent on initial design, installation, maintenance, upgrades, and troubleshooting of reported problems. Vendor contacts for these purposes is included here as well, as is time spent traveling to and from member library sites for on-site support. Phone calls with member libraries on reported problems and resolutions are reported under Help Desk Service.

IT8 Training

Includes classroom training as well as preparation time for class. Training via phone or email, includes LanDesk sessions and one-on-one user training. Includes ordering, picking up and/or preparing food, room set up and clean up for online training events.

COLLECTIONS (COLL)

COLL All areas including circulation, collection maintenance, rotating collections, and media scheduling

Collection maintenance includes all the activities of adding materials to the collection, weeding, printing pull lists, pulling requested materials, and processing materials received to fill requests.

Rotating collections (large print and senior digital audiobooks) include here all of the activities needed to support this programming including changing circulating locations in Horizon, recalling materials from the libraries, packing materials to be sent to new circulating locations, etc.

CONTINUING EDUCATION (CE)

CE All areas including course development, instruction and support

Support Includes developing and distributing promotional materials, including administration of *CourseWhere*, as well as in-house training. Registration activities are included here, as are all room scheduling, preparation, and cleanup activities related to CE. Includes ordering, picking up and/or preparing food, room set up and clean up for general training events.

CONSULTING (CSL)

CSL All areas including collection development, facilities, funding, library management, policies, and programming

DELIVERY (DEL)

DEL **All areas including internal distribution, receiving, sorting & packing, and delivery administration**
Delivery administration includes working with vendor employees, verifying library arrangements, as well as conducting quarterly counts and annual delivery survey

GRANTS (GRA)

GRA **All areas including administering and writing**
As well as monitoring RLBSS, RLTA, & LSTA accounts, as well as completing necessary eRate paperwork.

ILL (ILL)

ILL **All areas including incoming, outgoing, materials handling, and MnLINK**
Incoming includes handling requests from other libraries for SELCO owned materials. Include receiving, searching for, placing requests, and responding to ILL requests from other libraries through MnLINK as well as reviewing the queue.

Outgoing includes handling requests for SELCO libraries for materials to be borrowed from non-SELCO libraries. Includes receiving, searching for, placing requests on, and responding to ILL requests from SELCO libraries for materials not available in Horizon.

MnLINK includes time spent in meetings (and traveling to and from meetings) related to MnLINK participation. Also includes technical support for the connection between SELCO's Horizon server and MnLINK.

PROGRAMMING and PR (PMG)

PMG **All areas including *Hot Reads*, summer reading program and public relations**
Hot Reads includes public relations specifically carried out for program, placing orders, receiving materials, counting items for shipment, and distributing materials.

Summer reading program includes public relations specifically carried out for program

Public relations includes production of the SELCO newsletter and annual report, press releases and assisting members with their own internal PR, as well as general communication including blog postings.

NON-TASK (NON)

NON **Breaks, lunch, or other**
Other includes scheduled non-productive time, i.e., birthday or holiday parties, emergency evacuations of the building. If you use this category, please briefly describe what you were doing during this time.