

Edward G. Miner Library Time and Effort Reporting Definitions

July 1, 2011 – June 30, 2012

Information Resource Categories

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| Books (print) | Acquisition, processing, selection, cataloging, and shelving for the general and historical collections of books and monographic series. |
| Journals (print) | Processing, binding, and shelving for the general and historical collections of journals and serials. |
| Electronic Resources | Evaluation, selection, purchase, cataloging, and processing of electronic resources (full-text books and journals; databases -- bibliographic, full-text, etc.). Purchase and processing of public use software goes in "Public computing." |
| Special Materials | Acquisition, processing, cataloging, shelving of archival collections, photographs, museum objects and the like in Rare Books and Manuscripts section. |
| ILL/Borrow | Verifying, borrowing and returning materials from other libraries for use by Miner Library clients. Includes time spent on administrative reporting and shipping. |
| ILL/Loan | Verifying, retrieving, copying, sending and receiving returned materials owned by the Miner Library but loaned to others. Includes administrative reports, billing, deposits, etc. |

Information Service Categories

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| Circulation | Patron registration, fees, fines, check-out and check-in of materials from general collections and reserves. Daily cash handling, reports, retrievals from off-site locations go here. Management of print and electronic reserves goes here. |
| Copy Service | Administration, record keeping, billing, follow-up, pulling and copying for patron-requested photocopies. |
| e-Learning and Student Portal Systems | Activities related to student web portals, (Blackboard) Online Learning System, and online learning software and hardware, including programming , installation, licensing, administration, and systems support. |
| Education | Design, preparation, teaching, registration, planning, and evaluation of regularly scheduled and custom classes, as well as orientations, tours, and projects associated with welcoming new faculty, etc. Consultations with clients on the use of library resources, "Liaisons," "Housecalls," and one-on-one CME consultations are included here. Development of online tutorials also is included here. Report scientific publishing/NIH public access effort either here or "Information Services," as appropriate, depending on whether |

the activity is planned or spontaneous.

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| Information Services | Direct (in person, virtual, or phone) assistance to patrons through Q&A, referrals (including Information Prescriptions), or spontaneous , one-on-one assistance in use of the library and its resources and programs. Includes: Rare Books and Manuscripts, Reference, Answer Desk and Computing Center Help Desk. Also includes: mediated database searching; shelving of reference materials; advisory committee meetings for the Information Station. Planned individual consultations go in "Education." User support for electronic database resources goes here, but not user support for public computing or public printing. Report scientific publishing/NIH public access effort here if spontaneous; under "Education," if planned. |
| Web Development/ Programming | Activities that pertain to managing, creating, updating, or programming the content, organization, usability, or functionality of Miner's Web site, including Miner Library Online. Include Web Management Team meetings and related activities here; support of Blackboard systems under "e-Learning and Student Portal Systems." |
| WTG IT Support Services | Administration, management, and technical support for Web Technology Group (WTG) software, equipment, and network infrastructure go here. |
| SMD Instructional Computing | Maintenance, and technical and user support for dedicated student workstations (MDL, PBLs, and Student Lounge; <u>not</u> Miner's classrooms), and other SMD curriculum-related computing activities, including support services for MMI, but <u>not</u> e-learning and student portal systems. |
| Public computing | Administration, installation, maintenance, and technical and user support for public-use workstations (including software). (Administration, maintenance, and technical and user support for public printing go under "Print Management.") |
| General Services | Support for open study space and self-service copying in the library. Assignment of lockers, scheduling of group study rooms, maintenance of self-service photocopiers goes here. |

Special Categories

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| Grants | Time spent on funded extramural grant activities. Also includes all work related to grant submission and reporting, and document preparation and submission. Include unfunded participation in extramural programs in "Community Outreach." DO NOT include MIRACLEnet time here, but rather in the separate MIRACLEnet category. |
| MIRACLEnet | Time spent on the MIRACLEnet project. This can include administrative, clerical, technical (all OVID IS activities), or training support. |
| Highland Hospital | Any and all activities in support of Highland Hospital. |
| EDC Support Services | Computing and administrative support services only; all other activities should be reported under appropriate service categories. (Include activities related to Bibby Library print management system under "Print Management.") |

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| Print Management | Any and all activities in support of print management cost recovery system, including Pharos "Omega" Network Terminals hardware and software. Examples include: adding paper or toner to public printers; clearing paper jams in printers; handling patrons' questions about release stations; and time spent in planning or organizational meetings. |
| Patient and Community Outreach Activities | Includes: program planning, rounding on in-patient units, clinical trials information and recruitment activities; time spent designing and preparing informational materials (pamphlets, brochures, posters, etc.). Also include participation in activities supporting non-UR-affiliated entities or users (for example, CLIC-on-Health or WXXI "Second Opinion") where activities are not separately funded by extramural grants or contracts. Healthy Living Library goes here, as does support for the Information Station, Cancer Center, and Golisano Children's Hospital library planning. |

Overhead Categories

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| Administration | Activities that pertain to entire library (e.g., mail delivery, budget management, facilities, staff photocopiers, Social Committee). Include: Senior Leadership Team meetings, SharePoint, and library-wide strategic planning. Include Web Management Team meetings and related activities under "Web Development/Programming." Administrative duties pertaining to a particular department or function go with that function, and not here. Report scientific publishing/NIH public access effort under either "Education" or "Information Services," as appropriate, depending on whether the activity is planned or spontaneous. |
| Professional Development (staff) | Includes University of Rochester employee orientations, as well as formal training sessions, conferences, service to the profession at large , or self-study for better understanding and application of new technologies. |
| Staff computing | Planning, administration and management of software and computers for use by library staff. |
| Systems Management | Administration and technical support for electronic resources. Management and support of systems software, equipment, and infrastructure go here, as does support of molecular biology software. Management and support of <u>instructional</u> software server(s) is reported under "e-Learning and Student Portal Systems." Management and support of print management software, equipment, and infrastructure are reported under "Print Management." |