

**To:** Access Services

**From:** Library Steering Committee (“LSC”)

**Re:** Paging service for circulating books

**Date:** December 15, 2014

**Background:**

Library users frequently call library service points requesting that library staff pull material from the stacks for them before they travel to the library to pick it up. The library does not currently provide such a service. Our integrated library system, Voyager, has functions that would easily allow us to accommodate such requests and the Access Services Librarian believes the department has sufficient staff to meet anticipated demand. The Access Services Librarian has had discussions with Public Services members, including librarians and staff, in which the pros and cons of providing this service and the steps necessary to implement it were noted.

**Charge:**

The Library Steering Committee views Public Services as having followed step 1 of the formal governance process by identifying the problem (demand for books to be pulled from the shelf and held for pick up), and step 2 of the process by having the Access Services Librarian present an overview of a paging service, which Public Services librarians and staff have had the opportunity to discuss. LSC charges Access Services to continue to develop a proposal for a paging service through step 3 of the library governance process by doing the following:

- Taking into consideration best practices in academic libraries, clarify the scope of the proposed service regarding type(s) of material to be paged, population(s) for whom the service would be offered, the period of time allowed for picking up paged material.
- Solicit input and comment from appropriate stakeholder groups.
- Send a final recommendation to the LSC, including a brief discussion of how the recommendation was developed and how testimony/input was solicited and used.

**Timeline:**

The Steering Committee requests that the final recommendation be submitted by February 10, 2015.

**TCNJ Library Governance:**

The following steps must be followed in preparing recommendations:

- (1) Identifying and reporting the problem. If necessary, the Library Steering Committee (LSC) will prepare a charge identifying the issue for the appropriate committee.
- (2) Preparing a preliminary recommendation.
- (3) Making a final recommendation.

The presenting of testimony, prior to both the preliminary and final recommendations, is central to the concept of shared governance. The three-step process ensures that there are opportunities for formal testimony and open comment from affected individuals and all stakeholder groups. Committees are

expected to be proactive in inviting stakeholder groups to provide testimony at both steps # 2 and #3 of the process. It is expected that committee members will bring issues back to their stakeholder groups for discussion. For some issues, sufficient initial testimony may come from input through committee membership or solicitation from targeted constituent groups. Preliminary recommendations for a new policy, procedure, or program must be presented to the stakeholders, either at a regular library general staff meeting or at a scheduled forum. The period for open input and comment must also be communicated to all stakeholder groups. If the committee determines that substantive changes are needed after the preliminary recommendation has been presented at an open forum, then the revised recommendation must be sent to all stakeholders and presented again at an open forum.

Committees shall send final recommendations to the LSC.