



Implementation of 24/7 Library Hours Provides Stronger Support to the Library's Mission

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OBJECTIVE

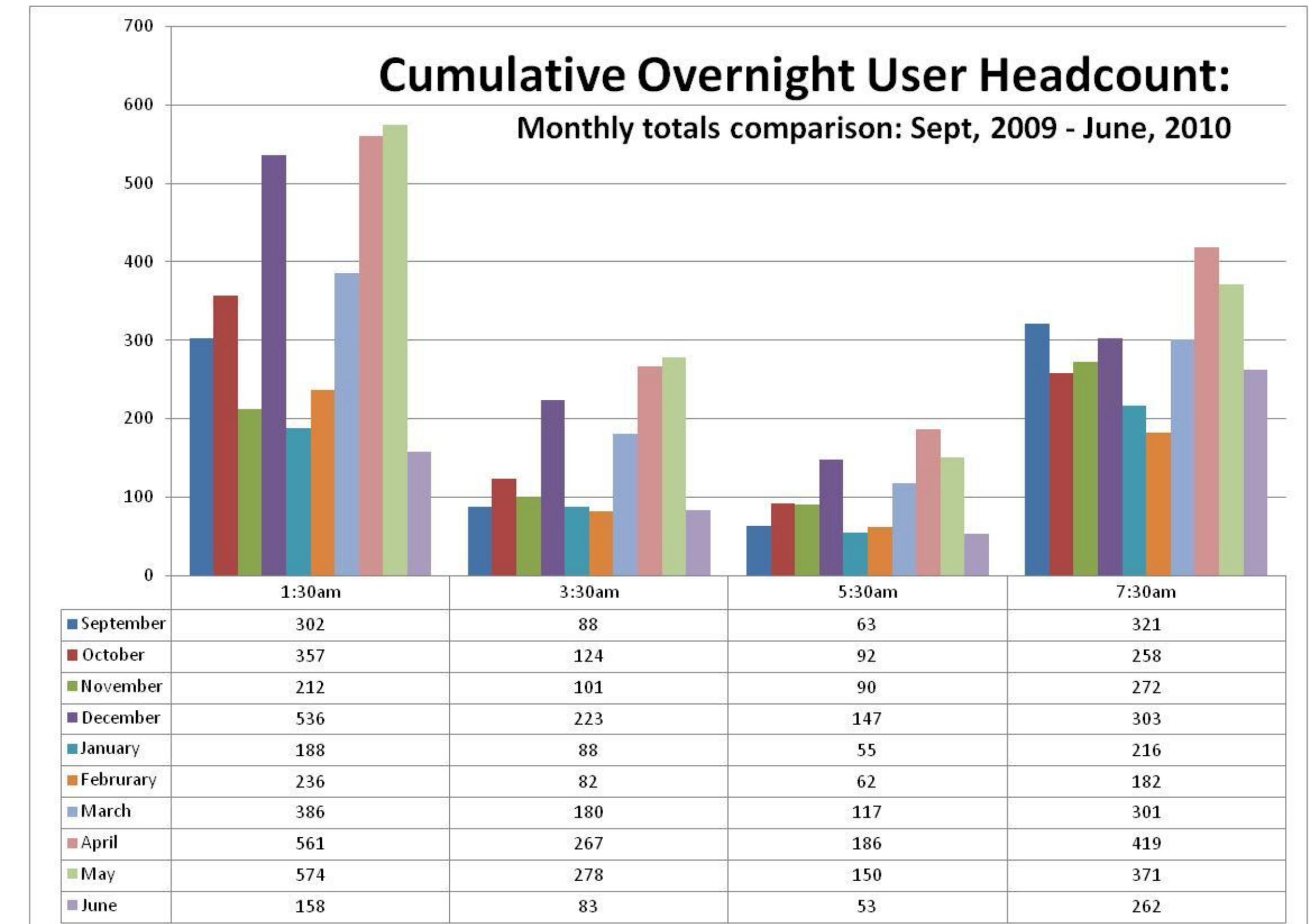
- As a result of repeated student requests, Himmelfarb Library administration decided to implement continuous (24/7) hours of library operation on a test basis for one semester.
- The Circulation Department was charged with the implementation of the program and assessment of its success for decision-making regarding its permanence.

METHODOLOGY

- The Circulation staff initiated the planning phase by establishing a target start date, and then compiled a list of staffing, supervisory and service issues that required discussion or further action.
- Coordination with Medical Center administrators and the campus security unit helped to ensure the safety of library staff, users, and resources during overnight hours.
- The Circulation department created a formal proposal which, after review and modification by the library director, was approved.
- All hiring was done by the two night/weekend supervisors, who also manage the Overnight Library Monitors (OLMs), alternating monthly supervision to address any issues.
- Training was conducted by permanent Circulation staff.

RESULTS

- OLMs have been hired, two per night, and are paid a premium wage to staff the library overnight.
- Basic circulation duties are performed and computer, photocopying and printing assistance also provided.
- OLMs also shelve books accumulated during the night as morning personnel arrive for their Circulation Desk shifts.
- To assess overnight usage, the OLMs conduct user headcounts throughout the night. The results are compiled in an Excel spreadsheet and then analyzed to determine the cost-benefit of maintaining continuous hours of operation.
- Overnight usage spiked during final exam periods, but has remained surprisingly robust throughout the academic year.



CONCLUSION

- The usage statistics combined with positive anecdotal feedback from user surveys indicate that the additional investment in staffing has been worthwhile.
- Consumption has matched demand and administrators intend to fund overnight library staffing for the foreseeable future.
- Retention rate for the OLMs has been excellent.
- Supervision from a distance is difficult, so steps were recently implemented to ensure that OLMs remain awake and at their posts throughout the night.
- The library's mission has been better supported though the addition of eight hours of service per day.