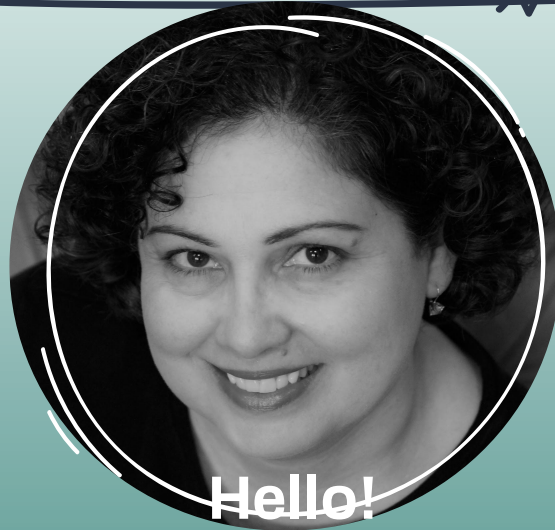




# The Efficient Library

Simple Changes that Save Time and Improve Service,  
in Both Ordinary and ***Extraordinary*** Times.



I am **Elizabeth Barrera Rush**, Library Support Specialist

at Northside Independent School District, San Antonio, Texas

Auditor, Entrepreneur, Educator, Inventor, Writer/Author, Asker of "WHY, HOW, WHAT'S NEXT?"

# The world we live in today



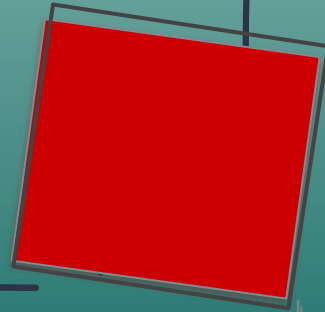
THANKS A LOT, COVID-19



# New Problems

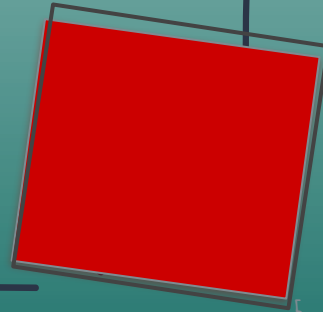
x

**Sanitizing, quarantining** space and books



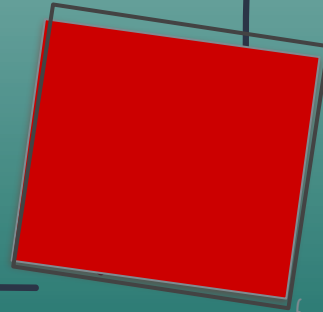
# New Problems

- X Sanitizing, quarantining space and books
- X Rearranging space for proper social distancing



# New Problems

- X **Sanitizing, quarantining** space and books
- X Rearranging space for proper **social distancing**
- X **Providing materials** by requests, holds, pick up, delivery



# New Problems

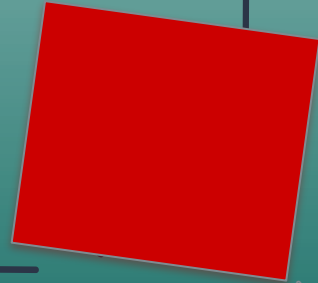
- X **Sanitizing, quarantining** space and books
- X Rearranging space for proper **social distancing**
- X **Providing materials** by requests, holds, pick up, delivery
- X **Worrying** about contracting or spreading disease



# Old Problems



**x** Time consuming daily tasks



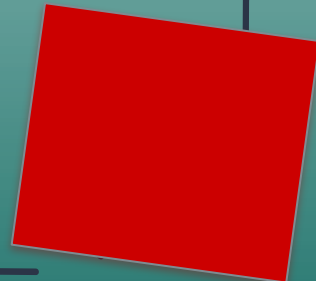


# Old Problems



**X** Time consuming daily tasks

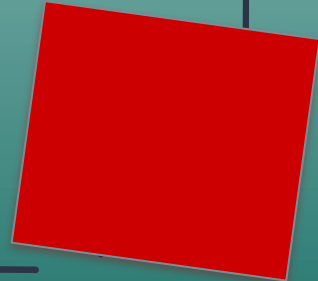
**X** Chaotic atmosphere



# Old Problems



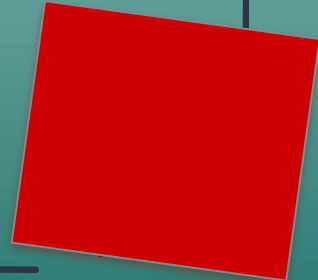
- ✗ **Time consuming** daily tasks
- ✗ **Chaotic** atmosphere
- ✗ **Fast paced** schedule, swallowed up if you can't keep up



# Old Problems



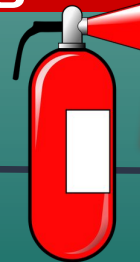
- X Time consuming** daily tasks
- X Chaotic** atmosphere
- X Fast paced** schedule, swallowed up if you can't keep up
- X Overwhelmed** with responsibilities



# Old Problems



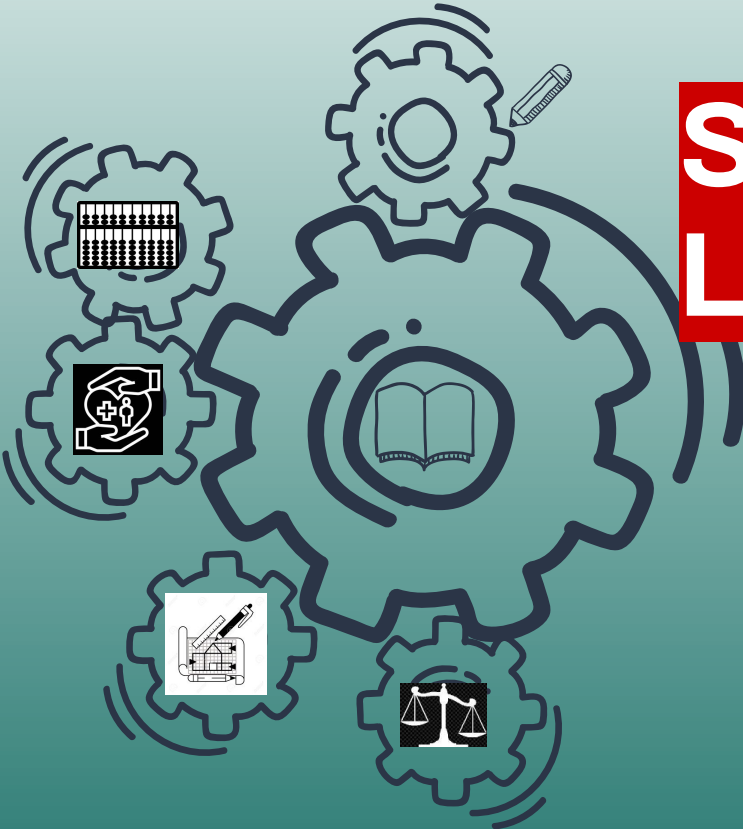
- X Time consuming** daily tasks
- X Chaotic** atmosphere
- X Fast paced** schedule, swallowed up if you can't keep up
- X Overwhelmed** with responsibilities
- X Not accomplishing your vision, mission, or goals**



# Successful Library

Borrowing the Fundamentals of

- Engineering
- Accounting
- Public Health
- Architecture
- Law



# **Tips, Tricks, Techniques & Keywords**



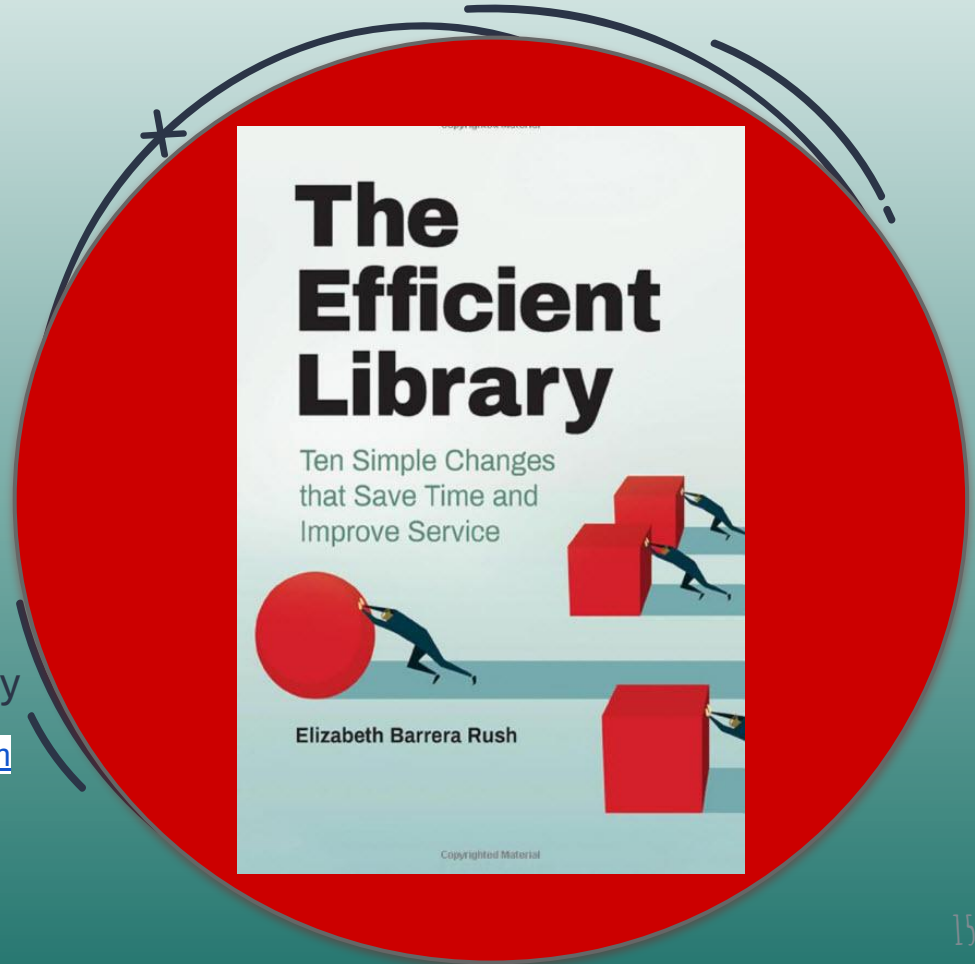
**Thank you, Friends and Family!**

# Make Library Life Easier!

Purchase a copy of The Efficient Library

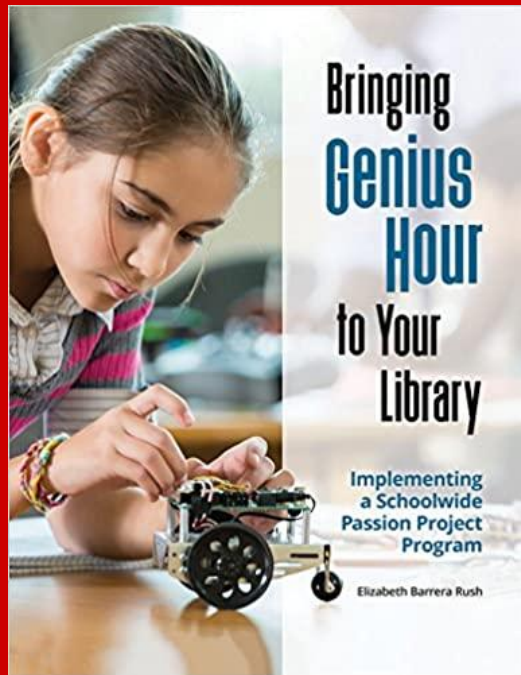
20% discount when purchased on [www.abc-clio.com](http://www.abc-clio.com) website.

The code is NICHE





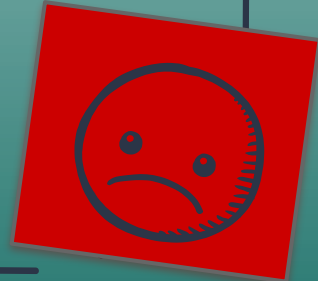
# Improve Customer Service





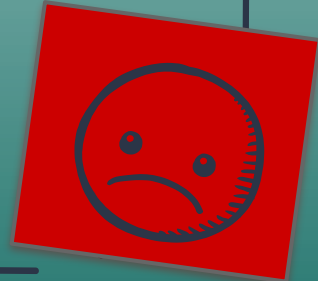
# This is **WRONG!**

**X** Taking “paperwork,” answering emails @ home



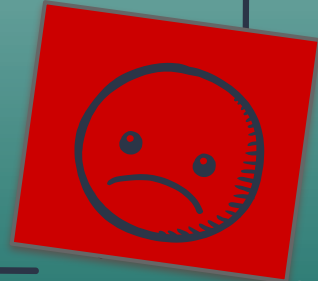
# This is **WRONG!**

- ✗ Taking “paperwork,” answering emails @ home
- ✗ Staying late



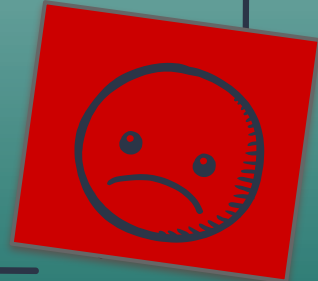
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- X** Taking “paperwork,” answering emails @ home
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- X** Working
  - through lunch



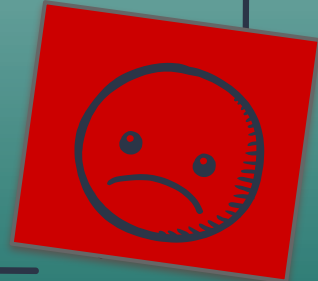
# This is **WRONG!**

- X** Taking “paperwork,” answering emails @ home
- X** Staying late
- X** Working
  - through lunch
  - on your days off



# This is **WRONG!**

- X** Taking “paperwork,” answering emails @ home
- X** Staying late
- X** Working
  - through lunch
  - on your days off
  - on an emergent basis



**Once in a while  
It's going to happen...**





But regularly?



~~NO~~



DON'T SAY IT!

**BURNOUT**





COLD  
FLU  
WORSE

**ILLNESS**

**BURNOUT**



**DISTRACTION  
FATIGUE**

**ILLNESS**

**INJURY**

**BURNOUT**





**BURNOUT**

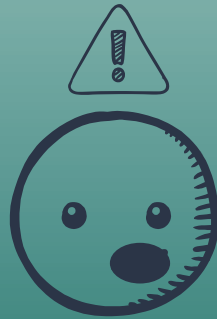
**ILLNESS**

**INJURY**



# “Efficiency”

NOT A DIRTY LITTLE MORE-THAN-FOUR-LETTER WORD!





**WHAT** are  
you  
**suggesting?**



# \* Definitely not this!

Charlie Chaplin. *Modern Times*, 1936.



# “Efficiency”

MOST OUT OF YOUR DAY WITH **MINIMUM WASTED EFFORT**



# POP QUIZ!

Please select the **best answer** to complete the following statement.

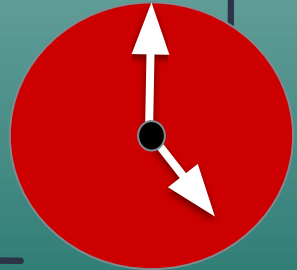
Please make this task as \_\_\_\_\_as possible.

- a. difficult
- b. wasteful
- c. painful
- d. time consuming
- e. EASY



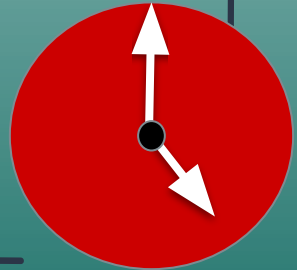
# MYTH BUSTING TIME

**Busy** = **Productive**



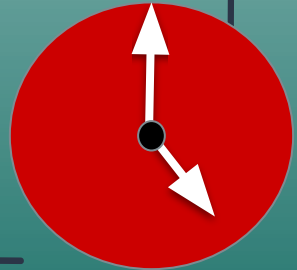
# Busy $\neq$ Productive

**X** Cluttered or disorganized **workstations**



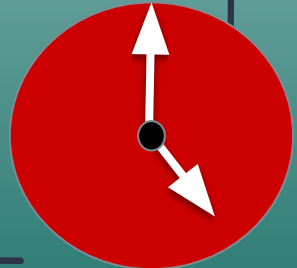
# Busy $\neq$ Productive

- X** Cluttered or disorganized **workstations**
- X** Repetitive or disjointed **tasks**



# Busy $\neq$ Productive

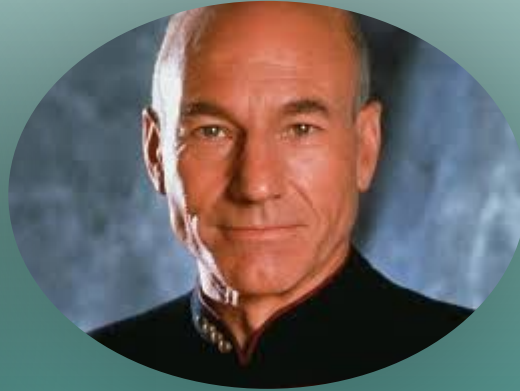
- ✗ Cluttered or disorganized **workstations**
- ✗ Repetitive, Disjointed **tasks**
- ✗ Non functional **space**



# “Efficiency”



**Not Assimilated...**



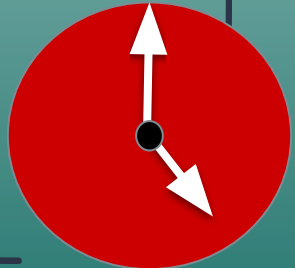
**But more human!**

# MYTH BUSTING TIME



**“If I don’t look busy every minute of the day, it will \_\_\_\_\_.”**

- A. Look like I don’t need help!**
- B. Invite more duties as assigned.**
- C. Cause my hours to be reduced.**
- D. Mean I will die if I stop moving.**
- E. All of the above**



# NOT

If your goal is to be

**Customer Service  
Oriented**





# Customer Service Oriented

- Thoughtful
- Deliberate
- Creative
- Responsive
- Scholarly





**Personal**





**What if I'm  
questioned  
because I  
don't LOOK  
busy?**

BE  
PREPARED

- Reference & Instruction

**Whatever shall  
I do instead of  
being busy?**

BE  
PREPARED

**Whatever shall  
I do instead of  
being busy?**

- Reference & Instruction
- Collection Development




BE  
PREPARED

**Whatever shall  
I do instead of  
being busy?**

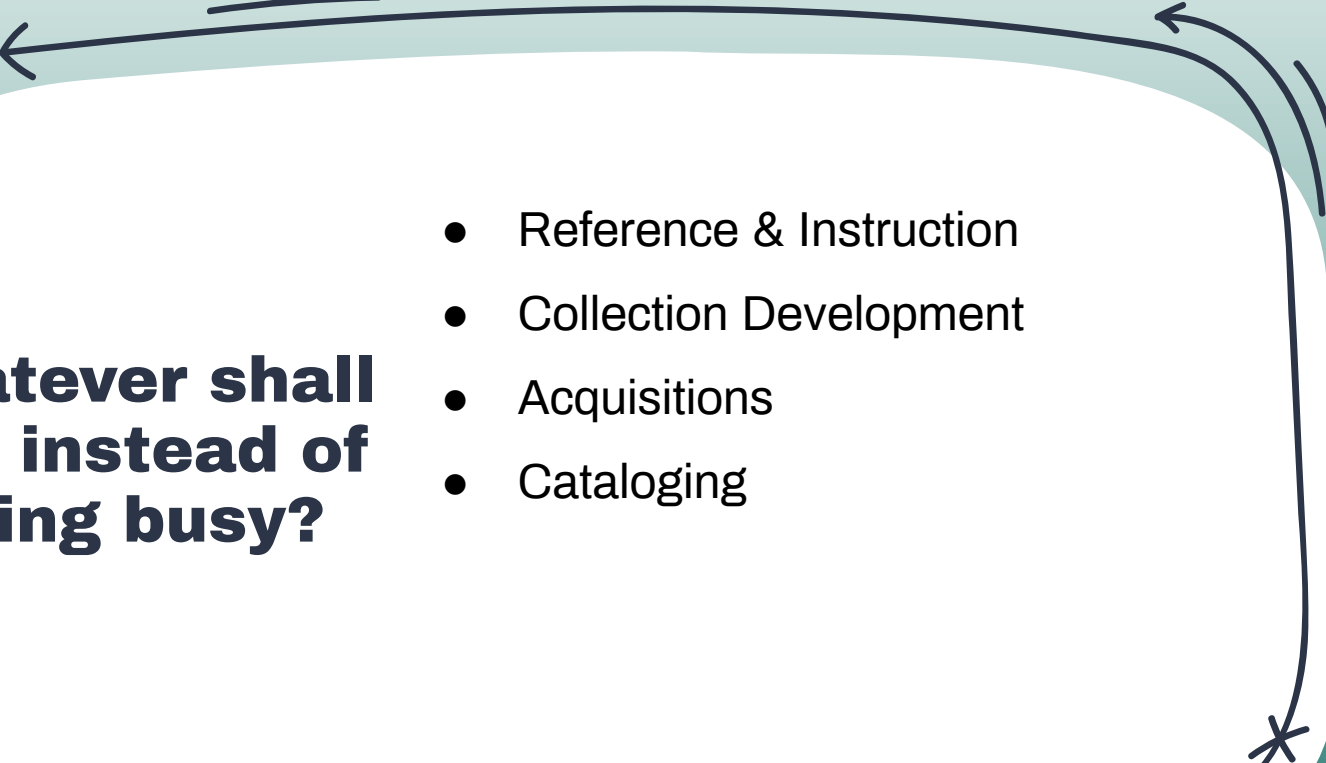
- Reference & Instruction
- Collection Development
- Acquisitions



BE  
PREPARED




**Whatever shall  
I do instead of  
being busy?**

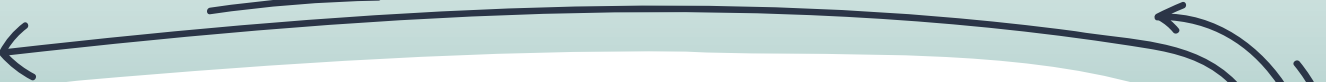

- Reference & Instruction
  - Collection Development
  - Acquisitions
  - Cataloging
- 



BE  
PREPARED



**Whatever shall  
I do instead of  
being busy?**

- 
- Reference & Instruction
  - Collection Development
  - Acquisitions
  - Cataloging
  - Managing Continuing Resources
- 



BE  
PREPARED

**Whatever shall  
I do instead of  
being busy?**

- Reference & Instruction
- Collection Development
- Acquisitions
- Cataloging
- Managing Continuing Resources
- Program Planning & Collaboration





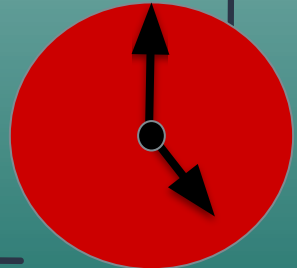
BE  
PREPARED

**What if I'm  
questioned  
because I  
don't LOOK  
busy?**

- Reference & Instruction
- Collection Development
- Acquisitions
- Cataloging
- Managing Continuing Resources
- Program Planning & Collaboration
- More efficiency!

# MYTH BUSTING TIME

**Ain't nobody  
got time  
for this!**



# **TRUTH:**

It doesn't take a lot of time to start the process of becoming efficient.



**“It is a practice,  
not a perfect.”**

-David, Yoga Instructor



# Basic Actions

1. Decluttering
2. Analyzing Processes
3. Reconfiguring space



1

# Declutter

Experience & Quick Success!

- Desk
- Workstations





- Shelves: weeding





## ● Storage/Floor

- obsolete equipment
- damaged, hazardous furniture



Possibilities



2

# Analyze your Processes

The steps you take routinely to get  
your job done.

# Process management:

Spend less time on routine tasks  
so you can spend more time on  
whatever is most important



WHAT  
PROCESSES DO I  
DO?

- Opening routines
- Closing routines
- Check in
- Check out
- Ordering supplies
- Purchasing materials



WHAT  
PROCESSES DO I  
DO?

- Opening routines
- Closing routines



WHAT  
PROCESSES DO I  
DO?

- Check in
- Check out



A hand-drawn diagram on a teal background. A large, white, rounded rectangle is the central focus. A dark blue line starts at a small circle on the left side of the rectangle, goes down, then right, then up, and finally curves back to the top-left corner of the rectangle. At the top-left corner, there is a red circle containing the text 'WHAT PROCESSES DO I DO?'. The line ends at this red circle. There are several small, curved lines and arrows indicating a clockwise flow or feedback loop. Specifically, there are curved arrows at the top of the rectangle pointing left, and at the bottom-right corner pointing up and left. There is also a small 'X' mark at the bottom-right corner of the rectangle.

WHAT  
PROCESSES DO I  
DO?

- Ordering supplies
- Purchasing materials





3

# Reconfigure Space

Placement of furniture/fixtures to  
facilitate tasks and enjoyment of space.





WHAT GETS  
MOVED?

**Follow these precepts of space:**

- High circulation items go toward the front
- Low circulation items go toward the back



WHAT GETS  
MOVED?

**Follow these precepts of space:**

- Grab and go shelves in the front
- Research materials toward the back



WHAT GETS  
MOVED?

## **Follow these precepts of space:**

- Loud activity, gathering space toward the front
- Quiet, solo work toward the back



WHAT GETS  
MOVED?

## **Follow these precepts of space:**

- High circulation items go toward the front
- Low circulation items go toward the back
- Grab and go shelves in the front
- Research materials toward the back
- Loud activity, gathering space toward the front
- Quiet, solo work toward the back



## SPECIFIC TIPS AND TRICKS: SHELVING BOOKS

- Organizing on the truck
- Staging materials where they belong
- Monday to Monday quarantine

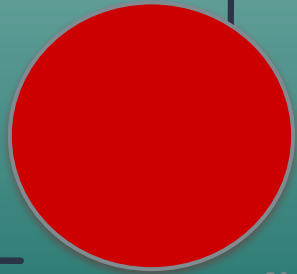


MORE THINGS YOU CAN  
DO TO MAKE CHANGES  
AS EASY AS POSSIBLE

# Priorities

## Yours

- X Long/Healthy Life
- X Satisfying Career
- X Relevant
- X Excellent customer service

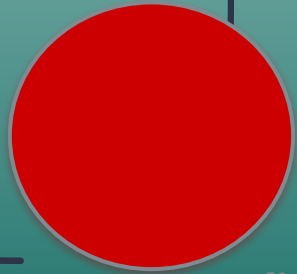




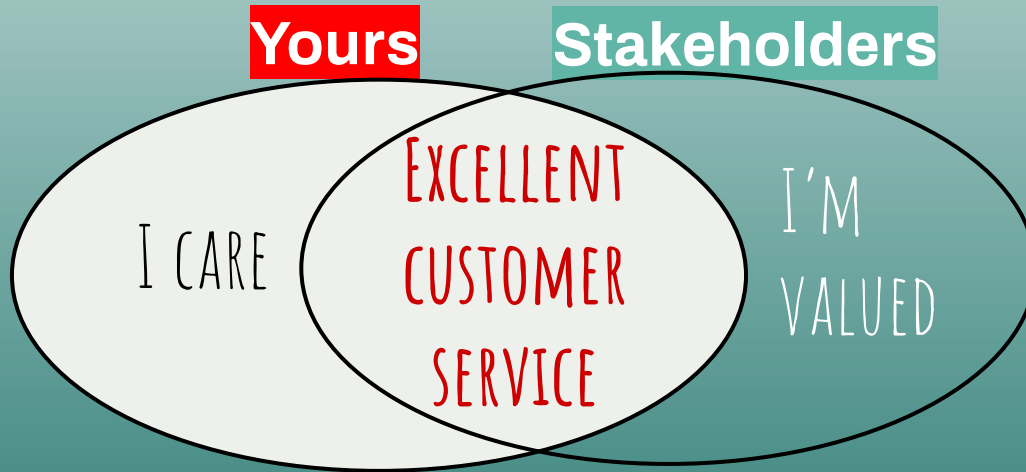
# Priorities

## Stakeholders

- X Read or listen
- X Watch or participate
- X Learn or be entertained
- X Excellent customer service



# What everyone wants



# Thanks!

**Any questions?**

Purchase a copy of The Efficient Library

20% discount when purchased on  
[www.abc-clio.com](http://www.abc-clio.com) website.

The code is NICHE

**X** ElizabethBarreraRush@gmail.com

