Assessment Event 3

BSBLIB306: Process and maintain information resources

Short answer questions - Processing Resources

Respond to the questions below.

Complete and save this document and submit according to your assessment event submission instructions.

Questions

1.1

List at least six health and safety considerations when working at each of the following locations:

- The library workroom
- The circulation desk; and shelving
- With customers in the public area of the library.

NB: You are required to list six (6) health and safety considerations that are applicable to EACH workplace location. Consider the unique circumstances of the library workroom, circulation and shelving area and customer service area. Your list will have at least 18 different considerations.

<table>
<thead>
<tr>
<th>Your answer</th>
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<tbody>
<tr>
<td><strong>Library workroom.</strong></td>
</tr>
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</table>

*Health and safety considerations:*

1. The library workroom should have sufficient fresh air; good ventilation. A significant thing to consider is air humidity. A good air humidity level is 35 to 50 percent. This will benefit the workers; allow them to breathe well. It also will ensure better preservation of library resources.

2. Library workers should change up their work routine, take breaks, and exercise, every once in a while. Computer breaks should be taken every 30 minutes, and when sitting at the computer, one must retain correct posture of a straight back. This will prevent musculoskeletal issues, such as repetitive strain on one’s back and eyes.

3. Ensure cables for electrical equipment aren’t in anyone’s way, and are tucked safely under tables. Also make sure they’re not tangled up with each other, and are not anywhere near liquids.

4. Ensure there is good lighting to be able to clearly see the workroom environment.

5. Broken appliances should be unplugged as soon as possible, and repaired.

6. Adjust your chair to a suitable level with your workstation desk. A suitable level should be one where you don’t have to strain any part of your body.

| Circulation desk; and shelving area. |

*Health and safety considerations:*

1. Don’t bend your knees too low or attempt to extend your spine too high when shelving items. This will cause significant strain to your spine and back. When shelving on high shelves, use a footstool or small ladder. To
ensure prevention of shelving issues, create a space on one hand for allocated resources.

2. Don’t twist your spine around, when shelving. This will cause spine damage.
3. To protect books from damage, book supports are used.
4. Use trolleys to move multiple books around the library. Holding too many books will cause strain to your arms.
5. Ensure books are properly placed inside the shelf, instead of teetering on the edge. Displaced books on shelves may fall on staff or customers’ heads at any moment, as they pass by.
6. Lift heavy books or any resource with your legs, not your back. Use both hands to hold the resource when lifting and moving.

With customers in public area of library; customer service area.

1. Clear up resources and other obstacles customers leave laying on the ground. This will ensure other staff and customers won’t trip over them, and cause damage to their body.
2. Be careful and aware of what’s around you, when shelving/packing resources in the library. Make sure you don’t get in the way of customers, and if it’s absolutely necessary to not wait until the customer’s done, politely say, “Excuse me.”
3. Ensure there are computer ergonomic charts nearby public access computers. Customers have the option to view the chart when using the computer, and follow the road to healthy body posture as well as brain.
4. Ensure to place charts near power outlets instructing to ensure the PowerPoint is switched off before plugging in electrical equipment. After plugged in, turn on PowerPoint. Alternatively, tell customer this, once you see them going to plug in equipment.
5. Recommend to new customers to check out the library policies/procedures brochures, so they have a clear idea on how the library runs, and OHS instructions to follow.
6. Instruct customers not to bring hot food or uncovered/unbottled drink inside library, as that will harm resources, equipment, and fellow customers/staff.

1.2

You are working on the returns desk at Azure Beach Public Library and have just noticed a book that has sand under the cover and a torn page. It is reserved for someone who will be coming into pick the book up that afternoon.

Write a dot point list of the actions you would take to deal with the book. You should include the physical processes you have to carry out as well as any Library Management System notation to ensure the situation is dealt with correctly.

Include in your answer the notation you would make to the item record in the Library Management System, and the notation you would add to the customer’s record in the Library Management System.

Your answer

Physical processes I have to carry out, Library Management System item record/customer record notation.

First:

- Examine the damaged book, think about what must be done to fix it, and fill out maintenance register form.

Library Management System notation (item record/customer record notation):

- Item record notation: High priority - Being repaired; will give to customer who reserved it for this afternoon when complete: Sand under book cover is in progress of being removed, and torn page on book is in progress of being repaired.
Customer record notation: Charge book item cost plus $10 administration fee, to last customer’s record (borrower name: Laura Azurebeach; borrower barcode: 50001657).

Sand under book cover; torn book page | physical processes I have to carry out:

- Set damaged book on a clean and empty worktable area.
- Align torn page so it matches up with the text. This is to ensure the tear doesn’t hinder patron use enjoyment of the book. Use clear tape, or a glue brush to mend page. Ensure it dries properly, by leaving doors and windows open for fresh air.
- For the sand under the book’s cover, use a vacuum fitted with HEPA filter to remove the sand majority. First tune the vacuum’s nozzle to the gentlest capacity and attach thin gauze to nozzle to ensure continued gentle preservation of the book. Secondly, the remaining sand layer is removed by kneading a smoke sponge or dry cleaning chemical sponge on there.
- Set repaired resource somewhere safe and dry, before commencing below action
- Clean worktable area with bleach and water. Dry with dry cloth. Ensure doors and windows are open for fresh air ventilation.
- Go back to circulation, re-register book back into the LMS, and leave reserved note on resource, with the customer’s name, for when they pick it up this afternoon.

1.3

List the actions you would take to deal with a DVD that has been returned with scratches on the surface, and the paper insert mouldy from being wet.

Include both physical processes as well as any required Library Management System notation.

Include in your answer the notation you would make to the item record in the Library Management System, and the notation you would add to the customer’s record in the Library Management System.

Your answer

Physical processes I have to carry out, Library Management System item/customer record notation.

First:

- Examine the damaged DVD disc and paper insert, think about what must be done to fix them, and fill out the maintenance register form.

Library Management System notation (item/customer record notation):

- Item record notation: DVD disc and paper insert is being repaired; re-shelve, after it’s all fixed. DVD disc surface is in progress of being cleaned to erase scuff mark scratches. Mould on paper insert is in progress of being removed, and will be dried.
- Customer record notation: Note to charge entire DVD cost + $10 administration fee, to last customer’s record (borrower name: Laura Azurebeach; borrower barcode: 50001657).

Scratched DVD disc | physical processes I have to carry out:

- Place scratched DVD disc on a clean soft cloth situated on an empty clean worktable in the processing workstation, with the label facing down and surface facing up.
• Arrange cleaning ingredients in a pile, near the DVD disc and cloth. This should include: isopropyl alcohol, tap water or a wide bowl filled to the brim (but not overflowing) with prepared mild temperature water, soft paper rolls, and microfiber cloth.

• Determine if DVD disc scratches are merely scuff marks or heavy marks. Action will take place, depending on what is the case for this particular DVD disc. In this case, the surface only has scuff marks, in which staff has sufficient repair training for. If the marks were heavier and irreparable, rendering the disc unplayable, the following procedure will happen: a replacement form must be filled out, the supplied replacement DVD will replace original DVD position, and the damaged one will be kept for auditing purposes but not shelved.

• Isopropyl alcohol should be misted over the DVD’s silver shiny surface.

• Take the microfiber cloth, and use it to gently wipe off isopropyl alcohol in continuing straight lines.

• Use the water to gently rinse the DVD. If using the tap, remember to turn it to medium temperature, and at a low spray. If using the prepared bowl of water, skim the surface.

• Lay it upright to naturally dry on its own, surrounded by soft paper rolls.

• This successfully cures the DVD disc from light scuff scratch marks.

• Check once more if marks are completely gone. They are.

• Check to see if DVD disc works by putting it on the library workroom’s DVD player. It does in this case.

• Put fixed disc back into DVD case.

Mouldy paper insert from being wet | physical processes I have to carry out:

• Take off the paper insert surrounding the DVD case.

• Isolate the mouldy insert from the rest of the environment, by sealing it in plastic bag. Move the bagged insert into a clean and empty worktable area with good air ventilation.

• Cover worktable area with dry recyclable paper.

• Put on disposable clear plastic gloves, and take mouldy paper insert out of bag. Place carefully on paper, ensuring it doesn’t touch the table.

• Ensure all surrounding doors and windows are open to allow fresh air ventilation, and diminish humidity. After ensuring this, place and turn on a small portable fan near the paper insert.

• After ensuring the paper insert is completely dry, the mould growing on it should have solidified. Use an unused shaving brush to get the mould off.

• Ensure to shave the mould away from yourself and into a vacuum with a HEPA filter, or towards an open window. For the latter, make sure no-one is on the below ground under the window, as it will be discourteous to dump wind escaping mould on their head, when sweeping it into that direction. Additionally, it is good OHS protocol to sweep up the mould afterwards into a red general waste bin, for litter prevention. For the vacuum former option, seal up vacuum plastic bags full of mould waste and other rubbish, and place in appropriate bins; red for general waste and yellow for recyclable paper.

• Set the repaired resource on a safe and dry space, before commencing below action.

• Clean the table afterwards with a sponge or cloth laden with bleach and water. Dry table afterwards. Ensure window is open for both cleaning and drying, to air out the table. This is to ensure no toxic bleach fumes affect your body, the table, and the surrounding environment.

• Wash hands thoroughly with soap and water, and then dry hands.

• Go back to circulation, place paper insert back into DVD case, and re-register DVD back into LMS.
1.4

List four (4) things you could do to ensure the DVDs and CDs are undamaged whilst in the collection.

Your answer

1. As soon as the DVD or CD is returned to circulation, carefully take out all discs and study them to check for fatigue cracks or damage.
2. Check to see if all ABPL processing requirements continue to be intact on DVDs and CDs: barcode, tattle tape on inside cover’s spine, donut on discs, spine label call number of V and first three letters of resource name, genre sticker above spine label, clear tape over spine label and genre sticker, please report any damage to staff sticker, and no stamp.
3. Unplayable heavily scratched damaged discs will be kept in library storage for auditing purposes, but not shelved. These damaged discs will be replaced with new ones for patron consumption, taking up the space for the original.
4. The last borrower of the DVD/CD is responsible for paying the DVD/CD expenses as well as $10 administration fee.

1.5

When unpacking new Talking Books that have been delivered by the supplier, you discover that one of the Talking Book sets is missing a disc.

- List the actions you would take
- Explain who you would notify
- Provide an example of the text, in accordance with ABPL Style Guidelines, emails (plain text version), you would include in an email to the supplier of this resource.

Your answer

**Actions:**

- Fill in memo to supervisor.
- Fill in email to resource supplier.
- Remember to put in following details: replacement reason, status of item in Library Management System, borrower to be charged for item cost (not applicable in this case), date.

**Who to notify:**

- Library supervisor/manager, Tracy Rae.
- Talking books’ resource supplier.

**Memo for library supervisor/manager (plain text version):**

**To:** Tracy Rae
**From:** Jessica Zheng
**Cc:** N/A
**Date:** 28-05-19
Re: Harry Potter and Chamber of Secrets new supplied set; first disc missing

Dear Tracy Rae,

I have recently unpacked five Talking Book sets, the supplier delivered to ABPL. I noticed the Harry Potter and the Chamber of Secrets set (ISBN: 1754 ####) is missing the first disc. I sent out a replacement disc email to the resource supplier and CC’ed you. I entered item status in the Library Management System: order incomplete for this particular item; first disc missing. All other talking book sets are accounted for.

Kind regards,

Jessica Zheng

Email example to resource supplier (plain text version):

To: Resource Supplier  
From: Jessica Zheng  
Cc: Tracy Rae  
Date: 28-05-19  
Re: Harry Potter and Chamber of Secrets new supplied set; first disc missing

Dear Resource Supplier,

Can you please supply a replacement of the first disc of the newly supplied Harry Potter and the Chamber of Secrets Talking Book set? It is missing.

The set has just been unpacked, and not shelved for borrowing yet.


All other supplied talking book sets are accounted for.

Thank you.

Kind regards,

Jessica Zheng  
Azure Beach Public Library Staff Member  
jessicazheng@azurebeachpubliclibrary.gov.au  
p: 02 9717 ####  
www.azurebeachpubliclibrary.gov.au

Please consider the environment before printing this email.
1.6

When ordering or processing a new resource, the descriptive information that identifies the item is entered into the Library Management System to create the Bibliographic Record.

You have been asked to create a brief Bibliographic Record so a new fiction book can be ordered for the library collection.

Using a fiction book that you own or have obtained from your local library, complete the table below to list the information you would add to the Library Management System to create the brief record.

<table>
<thead>
<tr>
<th>FICTION BOOK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Author</td>
</tr>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subtitle (If applicable)</td>
</tr>
<tr>
<td>Edition (if a specific edition is noted)</td>
</tr>
<tr>
<td>Place published</td>
</tr>
<tr>
<td>Publisher</td>
</tr>
<tr>
<td>Year of publication</td>
</tr>
</tbody>
</table>

1.7

Complete the table outlining the physical processing to prepare each group of items for borrowing at ABPL:

- DVDs
- Magazines
- Maps
- Non-Fiction Books
- Picture Books required for next week’s Storytime
- Talking book kits, containing CDs and a booklet
- Large Print books for the Home Library Collection required for Seniors Week display in two weeks’ time.

Address the following for each item:

- covering/protection
- labels to attach
- security measures
- special considerations, including any additional or different processes that were required for any of the formats.
- priority: Note in the priority column the order in which you would process the resource e.g. *Picture Books* - *High priority*

Use [ABPL Processing Library Resources](#), available from the ABPL Intranet to guide your answer.

<table>
<thead>
<tr>
<th>FORMAT</th>
<th>Covering / Protection</th>
<th>Labels to attach</th>
<th>Security measures</th>
<th>Special Considerations</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>DVDS</td>
<td>Clear tape is placed over spine label and genre sticker. General tape is placed over tattle tape.</td>
<td>Call number label is typed, and is placed on spine: V to stand for DVD, and first three letters of DVD title name. Genre sticker is matching DVD content, and is placed above spine label. Library identification donut is placed over DVD disc. Barcode is placed centrally on the top front of the DVD.</td>
<td>Tattle tape is secured with general tape on the inside of the DVD cover, on the spine.</td>
<td>There is a courtesy consideration sticker stuck on the DVD’s cover jacket under the disc. It is called <em>Please report any damage to staff.</em></td>
<td>DVDs – second last priority</td>
</tr>
<tr>
<td>Magazines</td>
<td>Clear tape is placed over barcode and record of borrowing item slip, and barcode protector.</td>
<td>Barcode, record of borrowing item slip, ABPL colour identification sticker.</td>
<td>Tattle tape.</td>
<td>Spine reinforced on magazine’s outside with 75mm contact. Raeco general tape reinforced down inside magazine’s front cover.</td>
<td>Magazines – second to last priority</td>
</tr>
<tr>
<td>Maps</td>
<td>Non-Fiction Books</td>
<td>Picture Books</td>
<td>Talking Book Kits, containing CD and booklet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>-------------------</td>
<td>---------------</td>
<td>---------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tape is placed over barcode and call number.</td>
<td>Tape is placed over spine label, biography sticker, and barcode. The non-fiction book resource is covered with gloss plastic. Sticky tape is reinforced down inside of front cover.</td>
<td>Tape is placed over letter on topmost left corner, and barcode. General tape is placed over dust covers. Dust covers are attached to the picture book.</td>
<td>General tape, tape over spine label and genre sticker.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tattle tag is placed over left hand edge of map resource.</td>
<td>Tattle tape.</td>
<td>Letter on topmost left corner of front cover.</td>
<td>Tattle tape.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remember to laminate the entire map, and secure plastic hanging strip over top edge of map.</td>
<td>Remember adult non-fiction hardcover and annual reports are not covered with gloss plastic, but will follow junior non-fiction covering procedure instead; Dust covers are attached to these books, attached with Raeco general tape.</td>
<td>Please report any damage to staff sticker is placed on cover jacket/paper insert, under disc. ABPL item borrowing slip is placed on inside of front cover.</td>
<td>Talking Book Kits (incl. CD/booklet) – Second priority</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maps – Second priority</td>
<td>Non-Fiction Books – third priority</td>
<td>Picture books – First urgent top priority, as they must be processed for next week’s Storytime.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Tape is placed over spine label and genre sticker. The resource is covered in gloss plastic. Raeco general tape.

Barcode, spine label, genre sticker.

Hard covered laminated large print resources are not covered at all. They must have a barcode protector, and clear tape completely covering spine label and genre sticker.

Large print books (special collection – Home Library) – Second urgent top priority, as they must be processed in time for the Seniors’ Week display in two weeks.

1.8

Reorder these resources by listing the call numbers in their correct library shelf position. Junior Non-Fiction items are integrated with the Non-Fiction items.

653.23 MAN
J698.321 GLU
341.0561 WAR
653.23 KIL
341.561 WAR
698.34 CED
A823.94 FRO

Your answer

1. 341.0561 WAR
2. 341.561 WAR
3. 653.23 KIL
4. 653.23 MAN
5. J698.321 GLU
6. 698.34 CED
7. A823.94 FRO

1.9

Reorder these resources by listing the call numbers in their correct library shelf position. Fiction DVDs are shelved before non-fiction DVDs.

DVD VAN
DVD 835.696 BRE
DVD 866.312 NAM
DVD DOC
DVD 836.647 BOO
1.10

List the correct spine label details including the collection code for the following items:

1. Title: Miss Smith’s Ships; Author: Mary Smith; Fiction
2. Title: Black Mountain Magic; Author: Misty Rain; Fiction
3. Title: Flesh eating zombies; Author: Tim Bones; Fiction
4. Title: Collected stories of Murder; No Author; Fiction

Your answer

1. F, SMI
2. F, RAI
3. F, BON
4. F, N/A

1.11

Describe types of damage and deterioration for print and audio visual resources and the impact shelving practices might have on reducing the damage to items.

Your answer

**Damage and deterioration types for print and audio visual resources:**

**Print resources:**
- Torn pages
- Wet pages
- Torn cover
- Missing pages
- Missing front and back covers
- Spilled liquids on pages
- Worn out printed text on pages

**Audio visual resources:**
- Scuff marks
- Heavier scratches and marks
- Wet, damaged, and/or torn paper insert
• Fatigue cracks around donut hole
• Scouring and label tampering

Impact shelving practices might have on reducing damage to items:

For damage control, shelving practices put into place by ABPL include:

• Trolleys, which heavy resources are carefully laid onto, are wheeled around by staff and put back in correct
  allocated shelves.
• Ensure the library workroom and shelving bays are properly ventilated, to ensure clean breathing space and
  preservation for customers/staff and resources. 35 to 50 humidity is the ideal level.
• Metal or plastic book supports are used to support the base of books on the shelves, and prevent them from
  being damaged.
• Clear contact is covering paperbacks, and gloss plastic is covering hardcovers.
• Each returned or new item is checked for damage by processing staff before shelved. This process is called
  collection maintenance.

1.12

List at least five (5) aspects of collection management that help improve the lifespan of an item available for borrowing
from the library collection, taking into account the expected life, use of, and demand for resources in shelving methods.

Your answer

• **End processing:** There are ABPL resource type categories with unique checklists, processing staff go through
  to ensure a particular resource is correctly and completely processed.

• **Storage:** The environment in which paper-based resources are stored should be kept minimum 20 degrees
  Celsius. This is especially important for newspaper resources, which are more delicate than other resources.
  Whole newspapers should be placed in separate clear folders, and the folder should then be placed in a lidded
  box. Newspaper clippings should be placed in separate clear pockets. Pocket materials should be polyester,
  polypropylene, or polyethylene. Other storage tips to remember include: clearly labelling storage boxes and
  folders in which the paper based materials are stored in, ensuring your hands are clean when handing material,
  check and clean storage areas regularly, refrain from roughly shoving materials straight into boxes, and refrain
  from using metal staples/paper clips to attach newspapers/newspaper clippings together.

• **Shelving:** To ensure continued correct shelving position of resources, staff members routinely go around the
  library to check, each time after items are returned. This ensures patrons’ demand for the resource they are
  searching for is met, as they navigate through the genre category signs, Dewey Decimal classification system,
  and/or alphabetisation system. Additionally, it ensures staff members don’t continue to place items in a wrong
  position they think is correct.

• **Care of the collection:** This includes taking mould off, smoke and odour removal, taking care of paper based
  materials, and drying a wet book.

• **Stocktaking and shelf reading:** The Library Management System (LMS) is used for stocktaking resources.
  Staff, especially assistants, regularly routine partake in shelf reading to check if all resources are in order. This
  involves checking the call numbers on resources’ spine labels.
References:

- Azure Beach Public Library, *Library Operations*, retrieved 27 April 2019, [https://drive.google.com/uc?export=download&id=0BwccfGX2qxmMaEtzdZ0ZKd01WV1E](https://drive.google.com/uc?export=download&id=0BwccfGX2qxmMaEtzdZ0ZKd01WV1E)
- Azure Beach Public Library, *Style guidelines*, retrieved 28 May 2019, [https://drive.google.com/uc?export=download&id=0BxMTspvh0N_ESFJvcm1Mc3ZxNkU](https://drive.google.com/uc?export=download&id=0BxMTspvh0N_ESFJvcm1Mc3ZxNkU)
- Azure Beach Public Library, *Fees and charges*, retrieved 27 April 2019, [https://drive.google.com/uc?export=download&id=0BxMTspvh0N_ER1ArUWZH0FEc28](https://drive.google.com/uc?export=download&id=0BxMTspvh0N_ER1ArUWZH0FEc28)