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Case Studies in Collection and Technical Services - - Case Study Seven: A New Employee -- What Do I Do?

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eral information on various types of moveable books, for example the circular book volvelles, and functions of moveable books, as in instructional education.

Pop Goes the Page — <http://www.lib.virginia.edu/small/exhibits/popup/>

The **University of Virginia** hosted this exhibit comprised from the **Brenda Foreman** collection of post cards, flat slats, pull tabs and pop-ups. A nice selection of **Dean and Sons** books are discussed as well as the well known artist **Lothar Megendorfer**. High quality scanned images are available along with several that the visitor can move, through the use of a Quicktime movie, 180 degrees. This is an impressive collection dating back to the 1880's.

The Pop-up World of Ann Montanaro — <http://www.libraries.rutgers.edu/rul/lib/scau/montanar/p-ex.htm>

Author of an extensive bibliography on pop-up books, **Ann Montanaro** also hosts a Website dedicated to her pop-up and moveable book collection. A concise history is provided along with a supporting bibliography. **Montanaro** does an exceptional job describing not only the physical books but also

their moving components and often includes the gist of the story as well. The photos are high quality and instead of the usual chronological order, **Montanaro** presents her collection by subject. 🍷

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Case Studies in Collection and Technical Services

Case Study Seven: A New Employee — What Do I Do?

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Edward was fascinated by all the many facets of his new job as a supervisor in the library digital production center. Being a beginning manager was lots of fun and super challenging. He had learned so much in such a short time, especially since he had to quickly hire a few staff people. Now the first of the new hires was to begin working in a week or so and **Edward** realized he had no idea how to prepare for her arrival, nor what to do once she started. "Argh!" he thought to himself as he headed out to lunch with his friend **Elaine**, assistant head of the library acquisitions department, as he realized that for a first time supervisor, he still had a lot to learn.

Over their Cobb salads, **Elaine** and **Edward** chatted a bit about work, and then **Edward** brought up his new challenge: the new employee; what ought he be doing? **Elaine** admitted that her department head usually handled the hiring, training, etc. so she had no idea. But she did suggest contacting the Library Human Resources Department as an initial move. After eating, they head back to the library, and **Edward** began to really think hard about planning for his new employee. He figured there were lots of little details to take care of, but where to begin?

The Experts Speak:

What a new employee experiences on her first day/week/month/year on the job can have a profound effect on how well she will function at work. As with many situations, one of the best, most thorough and service oriented ways to approach solving any problem, is to put yourself in the shoes of the person who will be affected by your actions. So, given that, what would be the ideal work situation to walk into? Let's take a peek into the perfect first day, first week, first month, and beyond for the ideal new employee. . .

On the ideal first day of work you have your own desk, chair, basic supplies, phone and a computer. You have an email account, passwords to all the systems and programs you may need. You have keys to what you need to have keys to (office, building, desk, filing cabinet, etc.), a parking place, and you know where the nearest restroom is. And you have lunch buddies, or maybe just your new boss, to take you out to eat and make you feel welcome right away. As well, you are given time on your own to sit in your chair and adjust it, explore the drawers, find some good pens in the supply cabinet, order something you may notice you need right away from the supply catalog, call a friend to tell them how excited you are at your new job, and finally look over the library Website(s): internal and external, departmental

(yours and others), institutional (especially the human resources site), and then receive and send some emails. Best case is if you receive an email sent to the rest of the library staff by your supervisor welcoming you and introducing you to them and inviting them to send you an email at <your.name@library.edu>. Yay, you feel so welcome and ready to work!

So far, if **Edward** takes almost all of the nouns in the above paragraph and makes a checklist out of them, then proceeds to acquire or provide for all of them he will have built an excellent foundation for his new employee's first day.

Now what next? We have the first day covered, what about the first week?

Second day of work through the end of the first week you meet in-person not only the people you will be working most closely with, but also you know where every other department in the building is, and have met everyone who was at their desk when your boss gave you a tour. You also have an organization chart and a phone list (or you know where to find one on the Web now) so that those you haven't met yet, you know if and how to contact them as the case arises. You have been to the library Human Resources department and you have been given information about all your benefits, and the institutional work rules. As well, you

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already have on your new calendar (paper or e-calendar: up-to-your library) the date of your institutional benefits meeting.

You have gone over your new job description with your supervisor, who has answered all your questions patiently and completely, taking time to make sure you understand it all. You understand as well how the performance process works, and what the schedule is of your reviews. Your boss and you have talked about your responsibilities and you have a good idea of how to accomplish what is expected of you. If appropriate, you have a meeting on your calendar with your boss's boss. You are excited to meet with her and to hear about her thoughts and expectations for your department in general, and maybe you and your work in particular. Wow, it's Friday already and you feel very confident that you have a good understanding of what your job entails and you are acquainted with the tools and the primary people you need to work with to get the work done. You have begun working on a few projects already and have drafted some plans to share with your new boss about how to approach the upcoming work. Since you have a scheduled meeting with him early in your second week, you know you will be able to get feedback right away on your ideas. As well, you are beginning to feel like a true employee of your new institution as you know the support and informational options available to you as a part of the larger work team.

For this second time period **Edward's** task as the supervisor is to make sure he has con-

tacted all the proper people, and if possible, scheduled a few of the meetings and have them in place before his new person begins. As for the tour(s), he will want to make sure that each department knows ahead of time that he plans on walking his new employee through, and giving people a chance to suggest a better time if necessary, or else reminding people that day about the upcoming visit by the new person. **Edward** will want to add the new employee into his own calendar to ensure that they have a set time to meet. He will want to make sure that his new person continues to feel engaged as she becomes more involved in the day-to-day workings of the library. Let's take a look at the first month. . .

Now you have been at work for a whole month. Wow. You already feel devoted to your boss, your department, the library and your colleagues there, and you feel a part of the rest of the larger institution. You have had training sessions on all the software and hardware applications you are now using. This included a session on how the library IT department organizes the computer desktops used by all of the library staff. You know how and where to save your work and how to share it via the library's intranet. You have even drafted committee minutes to share with the other group members on the committee intranet site, and gotten feedback for the final version from some of your new colleagues. Though the email and calendaring software is radically different from what you have used before, you have been well-trained in how it works and how the scheduling function can save everyone time.

As for meetings, you have been to all of the big staff and departmental meetings and been

introduced at each. New colleagues have come up after the meeting to chat, or have sent you emails to invite you to lunch to get to know you. You have attended a new employee event, where you met other new employees and have made a couple of support friends already.

You have had a complete walking tour of the entire campus, and have learned more about the amenities offered to employees. Your assigned library buddy did a fantastic job filling you in on all the important details, like when the campus post office closes on Friday afternoons for example, and showing you a new shortcut across the quad to your parking lot.

You have met with your boss at least once a week and have had time to dive into your work responsibilities. Because of these meetings you have been able to correct some early mistakes and feel like you will be able to ace your 90 day review. All in all you are confident and prepared to take on anything in your new position. And if you aren't prepared, then you already have a support network of co-workers, a library buddy, and other newbies to help you figure things out.

Edward needs to maintain the balance between giving his new employee guidance and giving her enough space to make her own mistakes during the next few months. He needs to be available and supportive, yet remind the new person that she has other sources she can go to for advice and help. **Edward** also needs to remember the common wisdom that it can take up to eighteen months for a new employee to truly feel a part of a new organization. Added patience and support will be needed for awhile yet, but his new employee ought to make the transition easily given all the support and training **Edward** has planned. 🐼

What's So Free About Freelancing? — The Second Circuit's Decision in *Muchnick v. Thomson Corp.*

(In re Literary Works in Elec. Databases Copyright Litig.),

by **William M. Hannay** (Partner, Schiff Hardin LLP, Adjunct Professor, IIT/Chicago-Kent Law School)
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If you have been a freelance writer for a few years, you're probably crying in your beer (or perhaps your caffeine-free herbal tea) about the recent decision of the U.S. Court of Appeals in New York tossing out a hard-won settlement between writers and publishers. Here's the story.

Almost a decade ago, groups of freelance writers launched copyright lawsuits against print publications (such as newspapers and magazines) over the use of the writers' works in electronic databases (such as **LEXIS/NEXIS**). For years before the age of electronic delivery of literary content dawned, it was industry practice for freelance writers to sell their works to publications without a written contract. The simple custom was that, for a fee paid to the author, the author granted to the publisher the first right to publish the work in a specified

edition of the newspaper or magazine, but in all other respects the author retained copyright ownership to the work.

By the 1980s, as electronic databases became more prevalent, print publishers found a new source of revenue by entering into license agreements with database companies, authorizing them to copy and resell the text of back issues of the newspapers and magazines, which included articles written by freelance contributors. Rightly or wrongly, the print publications did not obtain written permission from their freelancers for this subsequent publication of their works on the electronic databases. Maybe the publishers believed they didn't have to obtain such permission; maybe they just ignored the question. (Articles written by the publications' staff writers are works "made for hire" and thus are the property of the

publications.)

In the mid-1990s, a handful of writers sued the *New York Times*, *Newsday*, and **Time Inc.** over the practice. The case inched its way through the court system and, after an initial loss at the trial court level, resulted in a 1999 victory for the writers before the U.S. Court of Appeals for the Second Circuit in New York. The decision electrified the writing community.

Groups of freelancers as well as a number of associations of writers (such as the **Authors Guild, Inc.**, the **National Writers Union**, and the **American Society of Journalists and Authors**) filed several class action lawsuits, alleging that the databases and print publications



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