

Appendix 5:
TexNet Center Time-Cost Study Worksheet

TEXNet Center:

Job Title:

Please indicate the number hours spent on each task each day. Round number to the quarter hour and report in hour:minute format.
For example, one and a half hours = 1:30; 45 minutes = 0:45

Lending	Day One	Day Two	Day Three	Day Four	Day Five
1) Receiving requests from other libraries (downloading requests, printing, sorting, processing paper requests)					
2) Verify for local call number/local availability (finding bib record, request on OPAC)					
3) Retrieving material from stacks (including request from branch)					
4) Update request (filled, unfilled, shipped)					
5) Processing Lending Items for delivery (wrapping, shipping, sorting for delivery)					
6) Return processing (unwrapping, online updating, re-shelving)					
7) Overdues/Recalls/Lost Item processing					

Borrowing	Day One	Day Two	Day Three	Day Four	Day Five
1) Receiving requests (downloading, handling paper, printing, sorting, re-keying)					
2) Verifying/Searching Local Collection (finding bibliographic record, placing holds for referral requests)					
3) Requesting outside of collection (Searching, initiating request in OCLC or other system)					
4) Maintaining pending requests (electronic or paper; updating patron and circulation records; sorting filing paper requests)					
5) Receiving items/Processing borrowed material (electronic updating, sorting, matching paperwork)					
6) Delivery of materials to patrons (preparation of item, patron notification)					
7) Returning Materials (preparing for shipping, electronic request updating, clearing patron record)					
8) Additional processing categories (Overdues, Recalls, Renewals and Unfilled)					
9) Invoicing/Billing Patrons/Collecting Fines					
10) Other (please specify)					

General *

	Day One	Day Two	Day Three	Day Four	Day Five
1) General administrative tasks (meetings, training, personnel management, department and library-wide)					
2) Administering ILL management software (e.g. ILLiad, Clio and other technology)					
3) Statistics (collecting, tabulating, reporting)					
4) Other (ordering supplies, travel, please specify)					

* For these tasks, please pro-rate a weekly amount from a quarterly estimate. For example: 10 hours a quarter working on ILLiad software would equal about 45 minutes per week.