# New Staffing Models

## The Facilities Team at Maynooth University Library

### Concept
- 2010 LibQual Survey highlighted opening hours
- Issue raised at Student Library Committee
- 2012 University approved appointment of a Facilities Team on a two-year pilot
  - This was primarily to facilitate longer opening hours
- 4 Research Postgraduate appointed
- Following pilot approval was given to continue

### Operation
- Each member of the team works approximately 10 hours per week
- Two members are rostered for late night shifts
  - The Facilities Team supervise the Library
- Students must have their MyCard to gain access
- Self-service borrowing and returns operates
- Outside exam time, a glass wall is put in position to limit access to ground floor

### Schedule
- **8.00-8.30 A.M.**
  - Supervise Library between 8 and 8.30a.m. when desk Services commence (one team member)
- **8.30-10.00 a.m.**
  - Carry out tasks related to maintenance of library building e.g. check and set up training rooms etc. (1 team member)
- **10.00-12 p.m.**
  - Supervise Library (ground floor only open) (1 team member)
- **10.00-2.00 a.m.**
  - During exam time shift is 4 hours and all floors are open
- **Sunday 10.00-5.00p.m.**
  - Supervise library and all floors are open (2 team members)

### Impact
- 26% increase in regular opening hours and a 46% increase during exam periods
- Positive response from students with approximately 146 students in between 10.00 p.m. and 2.00 a.m.
- 2014 LibQual Survey recorded satisfaction with opening hours
- New Team successfully integrated into existing library teams
- Positive response from university and funding secured to continue despite financial cutbacks in University
- Postgraduates recruited through Postgraduate Office; successful collaboration and opportunity for students to supplement income

### Hours Open Per Week

<table>
<thead>
<tr>
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<th>Pre-2013</th>
<th>2013-14</th>
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<tbody>
<tr>
<td>Term Time</td>
<td>70.5</td>
<td>113</td>
</tr>
<tr>
<td>Exam Time</td>
<td>77.5</td>
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**Notes:**
- “The extended opening hours have given me greater flexibility as to how I plan my study. It has helped me to combine sport, part-time work and study more effectively.”
  - Nicolas, H. Dip. Professional Accounting

- “It was great having a paid job while studying and the experience looks good on my C.V.”
  - Saoirse, Facilities Team member 2013/14

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