

**Information Specialist Internship Program (ISIP)**  
**Module Schedule (Access Services—Memorial Library)**  
**Module Type—Public Services**

WEEK	GOALS	ACTIVITIES (MENTORS)
Week 1	Introduction to Access Services Staff and Areas	Introduction to supervisory personnel Overview of what Access Services does Overview of how Access fits into the larger campus community Determine areas of interest of the intern Set-up schedule
Week 2	Learning the Circ Office	Meet the Circulation Office Staff Understand the interaction between library and other entities (Bursar's Office, Registrar, Library Technology Group for patron downloads, etc,)
Week 3	Circ Office Continued	Assist with answering questions that come through our email address. Shadow a few shifts at the window. Learn about other services we provide: carrels/lost and found/net IDs.
Week 4	Understanding the function of the circ desk	Meet the Circulation Desk Staff Learn how the Voyager Circulation module works Understand the process of placing requests Shadow staff at the work at the desk so that the intern gains insight into the type of questions dealt with there.
Week 5	Circ Desk continued	Overview of the book retrieval system Understanding rush/notify procedures
Week 6	Learning about access and security- the Card Window	Understanding how security is important to the Library. Shadow staff at the Card Window to understand the breadth and variety of patrons from around the state who use our facility.

Week 7	What is stacks management?	<p>Meet the staff of the stacks management team</p> <p>Learn how the call number system works</p> <p>Follow the path of an item from acquisitions to shelf.</p> <p>Receive an overview of how a shifts are planned and why we do them</p>
Week 8	Interlibrary loan	<p>Meet the staff of Interlibrary Loan (ILL)</p> <p>Overview of Illiad</p> <p>Learn how ILL works across campus and in Memorial</p> <p>Shadow answering ILL questions from patrons in Person or via email.</p>