

OFFICE ACCOUNTS TRAINING

HICKAM LIBRARY

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OFFICE ACCOUNTS TRAINING

TRAINING OBJECTIVES

- **To instruct & assist current and prospective Office Points of Contact (POCs) in acquiring & maintaining Mission-Essential Office Reference Collections.**
- **To minimize interruptions in Library service to offices due to POC changeovers.**
- **To promote awareness of the Library's support to the AF Mission on Hickam Air Force Base**

WHY OFFICE ACCOUNTS?

BASED ON THE LIBRARY'S TRIFOLD MISSION

- 1. SUPPORT THE AF MISSION (OFFICE ACCOUNTS)
OUR MISSION IS TO SUPPORT YOUR MISSION!!**
- 2. SUPPORT CONTINUING EDUCATION (TOURS, PRINT
COLLECTION & ONLINE DATABASES)**
- 3. PROVIDE QUALITY OF LIFE SUPPORT TO ALL AF
PERSONNEL AND THEIR FAMILIES (LIBRARY COLLECTION
& PROGRAMMING)**

OFFICE ACCOUNTS TRAINING

MAJOR ADVANTAGE

FREE TO YOUR ORGANIZATION !

The **Library** will purchase your books, magazines or databases, provided they are **Mission-Essential**.

As per **AFI 34-270, Para 4.5**, excluded organizations are: AFRES, ANG, Surgeon General, JAG, Tenant Units, Family Support Centers & MWR Category C activities, (except those at remote and isolated locations).

OFFICE ACCOUNTS TRAINING

Major Hurdles for Office Patrons

1. Training & Continuity of POCs
2. Funding Availability – Short Suspenses
3. Lag-Time Between Ordering & Receiving
4. Lost or Missing Subscriptions
5. Accounting for Office Book Collections

OFFICE ACCOUNTS TRAINING

Overcoming Hurdle 1 (Breaks in Service): Train POCs to Insure Continuity in Each Organization

- POCs (**Points of Contact**) are Military or Civilian personnel who serve as liaisons between their units and the Library to request and maintain **MISSION-ESSENTIAL** office materials in their organizations.
- Departing POCs should coordinate in advance to insure uninterrupted Library services for their units.
- POCs also Inventory their office book collections upon assuming their responsibilities and once per year (usually in October) thereafter.

OFFICE ACCOUNTS TRAINING

Becoming a POC

- **Contact the library by phone, e-Mail, or in person**

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- **Request & Prepare a POC Designation Form & Provide the following information:**

Organizational Account Number (if you know it)

Name & contact information of the primary POC

Name & contact information of an alternate POC

Signature of Commander, Flight Chief or Supervisor

- **Return the POC form to the library in person or by Fax**

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Requesting **Books**: Prepare a Request Memo justifying each title as **MISSION-ESSENTIAL**. Be sure to include the following information:

- **Title, Author, ISBN Number, Publisher**
- **POC Information**
- **Price and Number (#) of Copies Needed**
- **Justification:**
 1. Describe your **MISSION**: How will these titles help you to fulfill it?
 2. **HOW MANY** people in your office will need access to them?
 3. Does the **LIBRARY** have any or all of them? Can you afford to send your staff to the library each time you need information?
 4. How will **NOT** having them **NEGATIVELY IMPACT** your mission?
- Memos must be **signed by your Commander, Flight Chief or Supervisor**
- Submit your completed, signed memos to the library.

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Requesting **Subscriptions** (Magazines & Databases)

- Title Information (Title, Author, ISBN Number, Publisher)
- **POC Information & ADDRESS** (Office Symbol, Street Address, ZIP)
- **COMPLETE ADDRESS** where each subscription is to be mailed
- Price and Number (#) of Copies Needed
- Justification:
 1. Describe your **MISSION**: How will these titles help you to fulfill it?
 2. **HOW MANY** people in your office will need access to them?
 3. Does the **LIBRARY** have any or all of them? Can you afford to send your staff to the library each time you need information?
 4. How will **NOT** having them **NEGATIVELY IMPACT** your mission?
- **Memos must be signed by your Commander, Flight Chief or Supervisor**
- **Submit your completed, signed memos to the Library.**

OFFICE ACCOUNTS TRAINING

Overcoming Hurdle 2: Funding & Short Suspenses

- **UPDATE** Your Organization's POC Information **EACH YEAR**
- Funding for **BOOKS** is generally available from **late January** or **early February** through **late May** of each Fiscal Year.
- **SUBSCRIPTIONS** are renewed in **late February** or **early March**, but may be requested through **late May** of each Fiscal Year. FY05's renewals in Feb./Mar. are for CY 06. **New subscriptions take 60 – 90 days to initiate.**
- Requests are filled on a **first-come, first-served** basis, until **late May** or when funding runs out, whichever comes first.

OFFICE ACCOUNTS TRAINING

Overcoming Hurdle 3: Lag-Time Between Ordering & Receipt

- **BE PREPARED** -- Know the library's Central funding cycles (**Jan./Feb. – late May**) and plan your requests accordingly.
- Book orders are generally filled within 60 days. Once they arrive at the library, we process and check them out to you for **one year**.
- We can place rushes on urgently-needed books and subscriptions.
- Requests received **after June of the current FY** may be carried forward to the upcoming FY. If materials are needed before then, organizations may request a waiver from the Library via phone or e-mail to purchase them using their GPC, **provided that the total cost does not exceed \$2500.00**.

OFFICE ACCOUNTS TRAINING

Overcoming Hurdle 4: Lost, Missing, Duplicate Subscriptions

- Contact the Library **IMMEDIATELY: DO NOT call the publisher.** The Library is required to resolve all subscription discrepancies with the Contractor/Jobber who acquires them for us.

For duplicate Newspapers and magazines, fax a photocopy of each item's cover or front page that shows your account and address information.

For inaccessible databases, contact the library and provide your computer's IP address(es)

- Insure all of your address information is correct at the time of your order and verify it once you begin receiving your subscriptions.

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Overcoming Hurdle 5: Accounting for Office Book Collections

- Mission-Essential Books issued to your organization are Government Property and must be **INVENTORIED** during POC changeovers and **ANNUALLY** thereafter (Usually in October).
- Inventories are done on the **HONOR SYSTEM**. Once completed, notify the Library of any discrepancies. **Missing items are dropped from your inventory one year after notification is received.**
- The Library will provide you a list of items issued to your unit through FY02. Items issued in FY03 and beyond are entered into our Online catalog and must be inventoried and renewed each year as well.
- **DO NOT** dispose of obsolete or un-needed materials. Return them to the Library to be removed from your inventory.

OFFICE ACCOUNTS TRAINING

Our Mission is to Support Your Mission!

This presentation provides **BASIC** information about obtaining Office Reference Materials from the Hickam Library. Please contact us if you have questions or need further assistance.

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