

**Central Access Services
Unit Annual Report FY16
(Circulation, Bookstacks, Interlibrary Loan)**

Submitted by Cherié L. Weible, Head of Central Access Services

I Unit Narrative

Central Access Services is comprised of several sub-units which provide access to materials located on and off campus for our researchers. The sub-units are Main Circulation, Telephone Center, Billing, Bookstacks, Discharging, and Interlibrary Loan and Document Delivery (ILL/DD).

Central Access Services (CAS) continues to reorganize work distribution according to evidence provided by data and statistics collected by the unit. The unit restructuring that has occurred in the past few years continues to work well and provide efficiencies. Each sub-unit has a primary supervisor that reports to the unit head, Cherié Weible. There are three direct reports (Stokes, Duncan, and Danner).

Main Circulation, Telephone Center, and Billing (reports to Stokes)

This sub-unit faces challenges in having enough staffing to cover all the hours that we are open to serve patrons. It is often difficult for people to understand that although patrons may not be physically present in line to obtain materials there are constant electronic interactions with patrons.

Please see the additional statistics on page 7 of this report to learn more about this sub-unit of Central Access Services.

Bookstacks; reports to Duncan; (McCafferty and Riegler)

Discharging; reports to Duncan; (Lamb, Schmall, Soule)

- In 2016, coordinated the physical moves and catalog updates of 64 cabinets of microfiche, microcards, and microfilms as well as 5,000 CDroms from Government Documents and Reference

- Moved and processed Government Documents and Reference print materials from room 200 into the Main Stacks
- Absorbed shelving duties for all Government Documents materials
- 20,000 print items were transferred into the Main Stacks; the majority of these materials came from Government Documents and Reference
- Received 36,000 new books
- Updated 50,000 records manually as we processed transfers from Government Documents and Reference and corrected a variety of catalog errors affecting findability and usability (call number, location).
- Discharging processed 30,000 returns from the outside bookdrop (E3 parking lot), and an additional 90,000 returns and items to be held at Stacks or sent via campus mail to fill patron requests
- 5,400 columns were shifted. In addition to making room for transfers, this work also allowed us to give CMS project overflow space, and to provide a better, more visible, footprint for Stacks Reference (Deck 5 Front).
- 174,000 items were shelved
- Prepared reports and worked with CARLI on Shipping Statistics for the Library Shipping discussion (facilities) for the unit head
- Prepared reports for the Billing Suspension Discussion for the unit head
- Provided weekly back up coverage for the Circulation Desk to conduct their one hour team meeting
- Presented on various topics during the Reference Hub Training and RIS GA meetings
- Worked with Library IT to process requests for changes to Voyager profiles related to circulation
- Identified 2,366 items which RBML approved for transfer out of Stacks to RBML or RBOS

The sub-unit of CAS which we refer to as “bookstacks” has done a stellar job in regards to workflow adjustments after a reduction from 12 employees down to six. The unit head continues to be impressed with the leadership provided by Susie Duncan and the teamwork provided by the employees she supervises.

Interlibrary Loan and Document Delivery

(Lending reports to Weible; Borrowing reports to Danner)

This sub-unit is experienced retirements and restructuring of staffing and workflows. Long term employee Gerry Stigberg, Library Assistant, left August 2015. Melanie Krueger, LOA for ILL Lending left in May 2016. Weible is now overseeing the restructure of ILL Lending. This group held a pilot project to assess the feasibility of offering free Document Delivery to faculty, staff, and graduate students. Although unsure of the impact of an increased volume, the unit feels ready to ramp up services as needed to support this initiative.

Patrons affiliated with campus rely on the expertise of the ILL Borrowing office staff (Danner, Lee, Cross) who are all an essential factor in obtaining the more difficult requests. For ILL Lending (Krueger, Stigberg, Crook, Pawlicki, and Galardy) the I-Share system has steadily reduced the number of requests that come in through OCLC within the state, but with a higher percentage from more distant libraries. There is a downward trend in the numbers of requests for the previous years, but work remains steady. Previously, the reduction of staff has been appropriate in relation to the amount of work that the ILL/DD unit processes. However, the additionally reduced staffing is still a work in progress that is being assessed.

Please see additional statistics on page 8 of this report to learn more about the volume of materials being processed by this sub-unit of Central Access Services.

Unit Goals for Central Circulation (2016-2017)

- Focus on G.R.E.A.T customer service standards as outlined by the Library
 - Circulation staff have implemented a G.R.E.A.T. taskforce within the unit and continue to work toward different areas to improve services.

- Cross train all circulation personnel so that they can back up all other Patron Services areas and continue to integrate all areas of Patron Services (Library Telephone Center, Main Circulation Desk, and the Library Billing Office) into a single unit
 - This is an ongoing and productive process across all areas of CAS and takes a vast amount of time, but progress has been made to help ensure coverage during times of reduced staffing

- Identify all unit documentation; vet the information for redundancy, relevance and accuracy; transform relevant into useful reference for the Unit; and archive off out of date materials
 - Main circulation is working through their documentation

II Statistical Profile

1. Facilities

- Number of hours open to public per week
 - Summer II 2015: 55.5
 - Summer Intersession: 42.5
 - Fall 2015: 76.5
 - Winter Break 15/16: 42.5
 - Spring 2016: 76.5
 - Summer I 2016: 55.5

2. Personnel

FY16 Employees in CAS

<u>Name</u>	<u>Title</u>	<u>Employment Dates</u>
Cherié Weible	Associate Professor, University Library Head of Central Access Services	February 2000
<u>Central Circulation, Telephone Center, and Billing</u>		
Richard Stokes	Academic Professional	July 2012
Sara Becker	Library Specialist	September 2013
Sarah Bial	Library Specialist	February 2014
Kristen Blankenship	Library Specialist	March 2014
Paul Gouwens	Library Specialist	October 2012
Rand Hartsell	Senior Library Specialist	December 2008
Timothy Hayden	Library Specialist	March 2014
Brian Lindstrand	Library Specialist	November 2011
Alissa Marcum	Library Specialist	June 2013
Joanne Miller	Library Specialist	February 2011
Lisa Miller	Senior Library Specialist	September 1999
Dani Postula	Senior Library Specialist	November 2011
Judith Robinson	Library Specialist (75%)	February 1997
Sally van der Graaff	Library Specialist	Resigned July 2016
Fay Weatherspoon	Library Specialist	Retired Dec 2015
<u>Bookstacks and Discharging</u>		
Susie Duncan	Library Operations Associate	September 1990
Sharon Lamb	Library Specialist	August 2006
Kyle McCafferty	Library Specialist	November 2012
Ben Riegler	Library Specialist	January 2013
Mike Soule	Senior Library Specialist	September 1991
Sharon Lamb	Library Assistant	August 2006
Gail Schmall	Library Specialist	December 2014
Student Assistant wage budget for Circulation and Bookstacks operations = \$150,027		

ILL Lending Operations

Melanie Krueger	Library Operations Associate	Retired May 2016
Marla Crook	Library Specialist	August 2003
Matthew Galardy	Library Specialist	April 2014
Chris Pawlicki	Library Specialist	October 2013
Gerry Stigberg	Library Assistant	Retired April 2016

ILL Borrowing Operations

Kathy Danner	Library Operations Associate	November 1995
Julia Keener Cross	Library Specialist	April 2014
Lesley Lee	Library Specialist	April 2011
Sarah Harris	Graduate Hourly	June 2014

Student Assistant wage budget for ILL operations = \$105,574

3. User Services

Gate Count for Main Stacks: Sweeps week total is incorrect due to malfunction of gate for a number of weeks this year.

- 17,279 stacks entrance statistics from swipe card entry
- Circulation for Main Stacks:
 - 128,077 charges
 - 156,368 renewals
 - 128,580 discharges
- Reference and information services
 - 5,152 reference (email, telephone, in person) and directional; sweeps annual total

4. New titles added = 36,486; total new items = 47,972

Please see additional statistics specific to this unit on the following pages.

Central Access Services Cumulat						
Fiscal Year	2013-2014	2014-2015	2015-2016			
Stat						
Circulation						
Correspondence Emails	16041	12567	13066			
Phone Calls	3880	3766	3508			
Stacks Entrance	21907	20264	17279			
Campus Mail	11131	10890	10144			
Carrel Transactions	195	154	168			
Notices Processed (email and print)*	183069	177200	179876			
Stacks Orientation	1137	1530	1526			
Hold Room Transactions	55060	49954	45998			
Courtesy Cards, Dept. Cards, Proxies Issued	542	522	456			
Recalls Placed	829	788	767			
Locker Incidents	385	334	262			
Callslips Generated	47215	46974	44640			
Billing Office						
Email/Letters	1538	2311	2884			
Phone Calls	2193	1410	1925			
Walk-Ins	1227	1122	1894			
Patron Account Holds	1128	344	313			
Billing Transactions	11111	9624	9031			
Claim Returns Received	203	164	159			
Claim Return Searches	105	108	116			
Claim Returned/Billed	82	54	39			

* One month missing from FY 2013-2014

** Patron Interactions stat begins Nov 2015

*** FY 2012-13 Billing Office closed a lot due to staffing issues. For example the Billing Office was closed 11.25 days in July 10.5 days in August :

**** Numbers were unavalible for FY 2012-13 for total Billing Transactions

Table 1. Main Circulation statistics. Three year comparison for FY14, FY15, FY16.

ILL/DD FY2016 annual statistics

Overall total Borrowing filled articles = **7,153**
(1,242 in-state; 5,911 out-of-state)
(CIC filled 1,972 articles = 28%)
(CRL filled 28 articles = 0.3%)

Overall total Borrowing filled loans = **5,969**
(211 in-state; 5,758 out-of-state)
(CIC filled 2,242 loans = 38%)
(CRL filled 67 loans = 1%)

All Filled Requests = 13,122

Requests submitted = 10,021 Articles
7,589 Loans

Total submitted = 17,610 All Requests

GRAND TOTAL Filled = **13,122 = 75% fill rate**
Canceled 4,488 total; canceled as available from UIU (3,061) or I-Share (378)
canceled "other" (1049)

I-Share (Incoming) Total Filled = 40,210

Overall total Lending filled articles = **11,369**
(3,678 in-state; 7,691 out-of-state)

Overall total Lending filled loans = **24,232**
(3,694 in-state; 20,538 out-of-state)

Total submitted articles = 18,224
Total submitted loans = 34,206

Total submitted = 52,430 All Requests
Total Filled = 35,601 = **68% fill rate**

I-Share (Outgoing) Total Filled = 43,878