

**Central Access Services  
Unit Annual Report FY17  
(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) has reorganized 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 and the unit continues to capitalize on opportunities. 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)

Please see the additional statistics on page 6 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; (Schmall and Soule)

Staff

Bookstacks staff served on USAC, LSSC, Diversity, WebContent and Voysys, and as Creative Connection host, facilitator for 2017 Library Retreat, mentor in the university's C-U One-to-One mentoring program and as AFSCME union representative. Trained Ben, Kyle, Rand and Kristen on Voyager queries in MSAccess

Sub-Basement (Basement East)

Received 4 Cabinets of microfiche (approx. 65,000 pieces) from ACES  
Received Gov Doc Serials Card Catalog from CAM  
Received 5 pallets of boxes of newspapers  
Received 2 cabinets of glass architectural slides  
Received 1 cabinet of IAS serials file and shelflist

- Ran vacuuming pilot test in conjunction with Preservation and completed folio section (approx.. 12 shelves/hour). Continuing project with quartos for the summer to break up the day for student shelvees and shifters.
- Reviewed/corrected as needed 2,387 call number signs
- Reviewed and corrected 3,705 green and pink streamered items throughout the Stacks (all that could be found).
- 184 missing items found during shelfreading.
- 14,778 print items were transferred into the Main Stacks, 430 transferred out through Bookstacks.
- Received 24,894 new books
- Updated 58,880 records manually.
- Discharging processed 26,912 returns from the outside bookdrop (E3 parking lot), and an additional 79,196 returns and items to be held at Stacks or sent via campus mail to fill patron requests
- 6,592 columns were shifted. Main project is unification of quartos by desegregating those in Q.000-Q.340. 11,103 items processed items, Q.340-Q.999 now unified.
- 165,097 items were shelved, including 9,000 Google returns.
- Provided weekly back up coverage for the Circulation Desk to conduct their one hour team meeting
- Identified 1,448 items which RBML approved for transfer out of Stacks to RBML or RBOS
- Workflows adjusted for CAM and CMS moves.
- The Circulation Desk successfully took over maintenance of the 2West bookdrop during Commencement Weekend
- Unstable shelving outside room 231 has been stabilized to the extent possible.
- Prepared Fall 2016 Main Stacks Space Study for the unit head.
- Prepared Annual Item Loss Rate report for Jennifer Hain Teper

#### Interlibrary Loan and Document Delivery

(Lending reports to Weible; Borrowing reports to Danner)

This sub-unit experienced further retirements and restructuring of staffing and workflows. Long term employee Chris Pawlicki, Library Specialist, retired in June 2017. Matt Galardy, Library Specialist, resigned in June 2017. Chris had worked for most of his career in MPAL and was an asset to ILL retrieval where he supervised students and ensured that each library was visited every day for stellar turnaround times for lending. Matt had been in the ILL processing (cage) area for three years. Weible continues to oversee the restructure

of ILL Lending given these opportunities to realign staffing levels with changes in volume of work within the unit.

Patrons affiliated with campus rely on the expertise of the ILL Borrowing office staff (Danner, Cross) who are all an essential factor in obtaining the more difficult requests. For ILL Lending (Crook, Marcum, 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 7 of this report to learn more about the volume of materials being processed by this sub-unit of Central Access Services.

## 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

#### FY17 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

#### Central Circulation, Telephone Center, and Billing

Richard Stokes	Academic Professional	July 2012
Sara Becker	Library Specialist	September 2013
Sarah Bial	Library Specialist	Transferred July 2017
Kristen Blankenship	Senior 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
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
Margo Robinson	Library Specialist	July 2016
Kristen Zidon	Library Specialist	2017

#### Bookstacks and Discharging

Susie Duncan	Library Operations Associate	September 1990
Sharon Lamb	Library Assistant	Retired May 2017
Kyle McCafferty	Senior Library Specialist	November 2012
Ben Riegler	Senior Library Specialist	January 2013
Mike Soule	Senior Library Specialist	September 1991
Gail Schmall	Library Specialist	December 2014

Student Assistant wage budget for Circulation and Bookstacks operations = \$150,027

**ILL Lending Operations**

Marla Crook	Senior Library Specialist	August 2003
Alissa Marcum	Senior Library Specialist	July 2016
Matthew Galardy	Library Specialist	Resigned June 2017
Chris Pawlicki	Library Specialist	Retired June 2017

**ILL Borrowing Operations**

Kathy Danner	Library Operations Associate	November 1995
Julia 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:

- 14,332 stacks entrance statistics from swipe card entry (39,200 sweeps extrapolation)
- Circulation for Main Stacks:
  - 117,801 charges
  - 147,709 renewals
  - 120,152 discharges
- Reference and information services
  - 5,152 reference (email, telephone, in person) and directional; sweeps annual total = 355

4. New titles added = 29,150; total new items = 42,732

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

Fiscal Year	2014-2015	2015-2016	2016-2017
<b>Stat</b>			
<b>Circulation</b>			
Correspondence Emails	12567	13066	12525
Phone Calls	3766	3508	2946
Stacks Entrance	20375	17279	14332
Campus Mail	10919	10144	9289
Carrel Transactions	170	168	124
Notices Processed (email and print)*	188163	179876	163682
Stacks Orientation	1533	1526	1381
Hold Room Transactions	49954	45998	42839
Courtesy Cards, Dept. Cards, Proxies Issued	526	459	405
Recalls Placed	788	767	592
Locker Incidents	334	262	183
Callslips Generated	46984	44640	40322
Patron Interactions**		5064	5578
<b>Billing Office</b>			
Email/Letters	2311	2884	2522
Phone Calls	1410	1925	1698
Walk-Ins	1122	1894	1643
Patron Account Holds	344	313	250
Billing Transactions	9624	9031	8064
Claim Returns Received	164	160	141
Claim Return Searches	110	123	105
Claim Returned/Billed	54	39	36

\*\* Patron Interactions stat begins Nov 2015

Table 1. Main Circulation statistics. Three year comparison for FY15, FY16, FY17.

**ILL/DD FY2017 annual statistics**

**BORROWING**

Overall total Borrowing filled articles = **6,893**

*(1,181 in-state; 5,712 out-of-state)*

(CIC filled 2,086 articles = 30%)

(CRL filled 47 articles = .7%)

Overall total Borrowing filled loans = **4,930**

*(208 in-state; 4,722 out-of-state)*

(CIC filled 1,751 loans = 36%)

(CRL filled 65 loans = 1.3%)

All Filled Requests = 11,823

*Requests submitted = 9,532 Articles*

*6,784 Loans*

*Total submitted = 16,316 All Requests*

GRAND TOTAL Filled = **11,823 = 72% fill rate**

Canceled 5,053 total; canceled as available from UIU (1,954) or I-Share (312)

Canceled "other" (2,787)

**I-Share (Incoming) Total Filled = 34,011**

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**LENDING**

Overall total Lending filled articles = **10,492**

*(3,315 in-state; 7,177 out-of-state)*

BigTen filled articles = 2,738 (26%)

Overall total Lending filled loans = **24,063**

*(3,741 in-state; 20,322 out-of-state)*

BigTen filled loans = 14,862 (62%)

Total submitted articles = 18,263

Total submitted loans = 34,802

GRAND Total submitted = 53,065 All Requests

Total Filled = 34,555 = **65% fill rate**

**I-Share (Outgoing) Total Filled = 37,049**