

**Central Access Services
Unit Annual Report FY14
(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 benefit from reorganization to provide consistent services for patrons. The unit is structured so that each sub-unit has a primary supervisor that reports to the unit head, Cherié Weible. There are four direct reports (Stokes, Duncan, Danner, Krueger). These sub-units are listed below along with the main supervisor and a very brief description of the activities the sub-unit covers.

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

This sub-unit currently has thirteen employees (Hartsell, Becker, Bial, Blankenship, Gouwens, Hayden, Lindstrand, Marcum, J. Miller, L. Miller, Postula, Robinson, and Weatherspoon) who are responsible for a wide range of activities. One of our challenges is for people to understand that although patrons may not be physically present in line to obtain materials there are constant electronic interactions through email and telephone. Additionally there are daily reports to correct errors and problems that have occurred within the larger university library and the CARLI setting. These reports include, but are not limited to billing feed errors, recalled material errors, and items that are missing or not-on-shelf. It is essential for the smooth operation of the unit to address these reports daily and to resolve problems as they occur. This workflow is necessary for the stewardship of approximately five million items in our collection which are housed in the main bookstacks. Additionally, these staff

rotate shifts at the front circulation desk as well as the telephone center to assist patrons, departmental library staff, and library staff at other CARLI institutions with their access needs. This unit also handles all call-slip requests for materials in the main bookstacks and it is not uncommon to have several hundred requests per day that must be located, retrieved, and processed so that they can be made available to our patrons.

Library billing was recently rolled into this sub-unit at the end of the fiscal year and the two employees (L. Miller and Trinkle) are supported by a larger number of staff who assist with the billing processes. This area serves as the Library's collection agency for fines and fees and works with patrons who need to resolve charges on their library account. Staff in this area are highly skilled at working with our most disgruntled and upset patrons on a daily basis. The billing operations of the library are complicated as both Voyager and Banner along with other databases must be checked and triangulated to determine which charges are valid and which are not.

The supervisor of this area, Richard Stokes, has taken the lead to provide training sessions for the rest of the library for circulation, billing, and patron services. He has also led his unit in developing better ways to keep statistics and provide consistent answers to patron questions.

Bookstacks (reports to Duncan)

This sub-unit currently has three employees (McCafferty, Reigler, and Pearson-Davis) who are responsible for the maintenance of the materials housed in the main bookstacks.

This behind-the-scenes group of employees are responsible for all of the shifting, shelving, and transfer processes for the collection. Shelving is a daily need with hundreds or

depending upon the time of year, thousands of returns of materials that have been used. As we are no longer only a Dewey collection, the expertise and management has become more complicated with the addition of LC classifications being housed in the main bookstacks as well as SuDoc classification. The shifting operation is also a daily process as we strive to make room for incoming materials for departmental library transfers. Micro-management of the space is crucial to ensure that our policy of “no items stored on the floor” is enforced to insure access and safety for our patrons as well as stewardship of the collection. This area also interacts with other library units such as preservation and conservation as well as acquisitions and CMS to support the collection’s needs.

Discharging (reports to Duncan)

The discharging sub-unit has three employees (Soule, Lamb, Smith) who are primarily responsible for the materials returned at the stacks as well as the I-Share incoming and returned materials. They check the library book drop daily and process incoming I-Share materials that have been unloaded and pre-sorted by the Interlibrary Loan staff. This unit also handles the NSM materials that are being transferred into stacks after the initial processing by IPM (now CMS).

Interlibrary Loan and Document Delivery

(Lending reports to Krueger; Borrowing reports to Danner)

Interlibrary Loan and Document Delivery is experiencing a period of change as the I-Share system provides most of the easily filled requests while the esoteric and more difficult materials are requested through ILL Borrowing. For patrons affiliated with campus this means that the expertise of the ILL Borrowing office staff (Danner, Lee, Cross) is 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. Many staff are able to function in both the lending and borrowing modules of ILLiad which has been necessary to keep up with the volume and the variable staffing level. Our student staff is focused on the processing and lending areas of the unit while staff have shifted to become cross trained in several areas of the unit's functions.

Summary

CAS has had another year of growth and restructure as civil service employees have retired or resigned to take other jobs. Several former employees are now working in libraries in other states. These staff changes have provided a number of opportunities to re-think how the unit operates and to re-evaluate long standing processes. Our goals for FY15 are to continue to analyze workflow to streamline our processes and provide for a better patron experience, provide support to departmental libraries for circulation services and for collections housed in the stacks, and to support access to the collection for our local as well as our non-affiliated researchers. Supervisors in the unit have addressed a number of personnel issues as well as solved complicated problems for patron difficulties in obtaining the materials and services that they need. CAS and ILL continue to employ staff who want to provide high quality interactions and services for our myriad patrons.

II Statistical Profile

1. Facilities

- Number of hours open to public per week
 - Summer II 2013: 55.5
 - Summer Intersession: 42.5
 - Fall 2013: 83.5
 - Winter Break 13/14: 42.5
 - Spring 2014: 83.5
 - Summer I 2014: 55.5

2. Personnel

FY13 Employees in CAS

<u>Name</u>	<u>Title</u>	<u>Employment Dates</u>
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Cherié Weible	Associate Professor, University Library Head of Central Access Services	February 2000
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Central Circulation, Telephone Center, and Billing

Richard Stokes	Academic Professional	July 2012
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Sara Becker	Library Specialist	September 2013
Sarah Bial	Library Specialist	February 2014
Kristen Blankenship	Library Specialist	March 2014
Magdalena Casper-Shipp	Library Specialist	Left February 2014
Peggy Glatthaar	Library Operations Associate	Left August 2013
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	Library Specialist	November 2011
Elisabeth Potsch	Library Specialist	Left July 2014
Judith Robinson	Library Specialist (75%)	February 1997
Dixie Trinkle	Secretary III	Left July 2014
Shoshana Vegh-Gaynor	Library Specialist	Left March 2014
Fay Weatherspoon	Library Specialist	October 2011

Bookstacks and Discharging

Susie Duncan	Library Operations Associate	September 1990
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Kyle McCafferty	Library Specialist	November 2012
Ben Riegler	Library Specialist	January 2013

Donna Davis-Pearson	Library Assistant	May 1996
Mike Soule	Senior Library Specialist	September 1991
Betty Smith	Library Specialist	Left May 2014
Sharon Lamb	Library Specialist	August 2006

Student Assistant wage budget for Circulation and Bookstacks operations = \$152,527

ILL Lending Operations

Melanie Krueger	Library Operations Associate	December 1982
Marla Crook	Library Specialist	August 2003
Matthew Galardy	Library Specialist	April 2014
Michelle Huls	Library Specialist	Left March 2014
Chris Pawlicki	Library Specialist	October 2013
Gerry Stigberg	Library Assistant	December 1987

ILL Borrowing Operations

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

Student Assistant wage budget for ILL operations = \$116,074

3. User Services

- Gate Count for Main Stacks: 46,680 annual total
- Circulation for Main Stacks:
 - 137,951 charges
 - 168,925 renewals
 - 138,768 discharges
- Reference and information services
 - 2,248 reference (email, telephone, in person); sweeps annual total
 - 1,584 directional; sweeps annual total

4. New titles added = 33,114; total new items = 45,896