

**Central Access Services
Unit Annual Report FY12
(Circulation, Bookstacks, Interlibrary Loan)**

Submitted by Cherié L. Weible, Interim Unit Head

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 and Telephone Center, Bookstacks, Discharging, Billing, and Interlibrary Loan and Document Delivery (ILL/DD).

Several changes occurred in FY12 for Central Access Services (CAS). Mary Burkee, who had been the Interim Head of Central Access Services since November of 2007, resigned her position in November 2011, to take a position at CARLI. Associate Professor Cherié L. Weible, Head of Interlibrary Loan and Document Delivery, returned from a nine month sabbatical in May 2011, and was internally appointed to the position of Interim Head of Central Access Services on November 16, 2011.

Main Circulation and Telephone Center (reported to Weible in FY12)

This sub-unit has nine employees who are responsible for a wide range of activities. One of our challenges is for people to understand that although there may not be patrons physically in line to obtain materials, there are many daily reports to correct errors and problems that have occurred within the larger university library and CARLI setting. These reports include, but are not limited to billing feed errors, recalled material errors, and 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 5 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.

Bookstacks (reports to Weible)

This sub-unit has seven employees (S. Hill, Albert, Bailot, D. Hill, Pearson-Davis, Vineyard, and Eynon) who are responsible for the maintenance of the collection and records 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. Approximately 83,154 items were reshelved after use this fiscal year.

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.

Discharging (reports to Duncan)

The discharging sub-unit has three employees (Soule, Lamb, Smith) who are primarily responsible for the returned materials as well as the I-Share incoming and returned materials. They check the book drop daily and process incoming I-Share materials that have been unbagged 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).

Billing (reports to Duncan)

This sub-unit has two employees (L. Miller and Trinkle). This unit serves as the Library's collection agency and works with patrons who need to resolve charges on their library account. Staff in this area highly skilled at working with our most disgruntled and upset patrons on a daily basis. The billing operations of the library are extremely 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.

Interlibrary Loan and Document Delivery (reports to Weible)

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. For patrons affiliated with campus this means that the expertise of the ILL Borrowing office staff (Danner, Purnell, Coleman, Schaal) is an essential factor in obtaining the more difficult requests. For ILL Lending (Krueger, Boyer, Stigberg, Crook, Huls) the I-Share system has steadily reduced the number of requests that come in through OCLC within the state. 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 has now been 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. This year we shut down the Ariel software for electronic document delivery and we now use a combination of Odyssey/ILLiad and .pdf documents along with our new photocopier. We are still waiting to use the fax capabilities of our new copier as we move through the implementation of Lync. We are working with IT to complete this process.

II Statistical Profile

1. Facilities
2. Personnel

FY12 Employees in CAS

| <u>Name</u> | <u>Title</u> | <u>Employment Dates</u> |
|-------------|--------------|-------------------------|
|-------------|--------------|-------------------------|

Academic Staff

| | | |
|---------------|--|---------------|
| Cherié Weible | Associate Professor of Library Admin. Head of ILL/DD Interim Head of Central Access Services | February 2000 |
|---------------|--|---------------|

ILL Lending Operations

| | | |
|-----------------|---------------------------|--|
| Kori Boyer | Library Specialist | February 2008 |
| Marla Crook | Library Specialist | August 2003 |
| Michelle Huls | Library Specialist | April 2012 |
| Melanie Krueger | Senior Library Specialist | December 1982 |
| Bonnie Oliff | Library Clerk | June 2001 (on disability since Oct 2011) |
| Gerry Stigberg | Library Assistant | December 1987 |
| Dan Stimeling | Library Specialist | Left September 2011 |

ILL Borrowing Operations

| | | |
|-----------------|------------------------------|---|
| Kathy Danner | Library Operations Associate | November 1995 |
| Karen Coleman | Library Specialist | June 2006 (on disability since June 2012) |
| Lesley Purnell | Library Specialist | April 2011 |
| Samantha Schaal | Library Specialist | January 2012 |
| Joshua Newport | Academic Hourly .5 FTE | July 2011 |

Bookstacks

| | | |
|----------------|------------------------------|-------------------------|
| Susan Hill | Library Operations Associate | Retired April 2012 |
| Stuart Albert | Senior Library Specialist | Transferred August 2012 |
| Diana Eynon | Senior Library Specialist | June 2011 |
| Ida Vineyard | Senior Library Specialist | August 1989 |
| Michele Bailot | Senior Library Specialist | Transferred August 2012 |
| Dan Hill | Senior Library Specialist | January 2008 |

| | | |
|--------------|------------------------------|----------------|
| Susie Duncan | Library Operations Associate | September 1990 |
|--------------|------------------------------|----------------|

Central Billing

| | | |
|---------------|--------------------|----------------|
| Lisa Miller | Library Specialist | September 1999 |
| Dixie Trinkle | Library Assistant | March 2007 |

Central Discharging

| | | |
|------------|---------------------------|----------------|
| Mike Soule | Senior Library Specialist | September 1991 |
|------------|---------------------------|----------------|

| | | |
|-------------|--------------------|-------------|
| Betty Smith | Library Specialist | August 2005 |
| Sharon Lamb | Library Specialist | August 2006 |

Central Circulation

| | | |
|------------------|------------------------------|---------------------------|
| Peggy Glatthaar | Library Operations Associate | November 1995 |
| Erik Chapman | Library Specialist | Transferred August 2012 |
| Rand Hartsell | Senior Library Specialist | December 2008 |
| Amanda Johnson | Library Specialist | November 2008 |
| Kim Lerch | Senior Library Specialist | Transferred June 30, 2012 |
| Brian Lindstrand | Library Specialist | November 2011 |
| Joanne Miller | Library Specialist | February 2011 |
| Dani Postula | Library Specialist | November 2011 |
| Liz Potsch | Library Specialist | August 2009 |
| Judith Robinson | Library Specialist (75%) | February 1997 |
| Chad Stevens | Library Specialist | Left July 2012 |
| Fay Weatherspoon | Library Assistant | October 2011 |

3. User Services

The following data will be provided by the Office of Services for individual Library units, as well as Library-wide:

- Gate Count and/or Head Count
- Circulation
- Reference and information services
- number of hours open to public per week

4. Collection Management (24,923 New Titles added to Bookstacks).