

**Central Access Services
Unit Annual Report FY21
(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) began the fiscal year providing curbside pickup services for materials ordered from the various libraries around the campus (April through July 2020). Services transitioned into a staffed locker-based service for the fall semester in late August 2020. (Please see additional statistics at the end of the report).

Numerous staff in all areas of CAS returned to on-site work as early as April 2020, and most were on site by June 2020. However, without the full staff providing on site services, the gaps were felt on a daily basis. These factors in addition to the migration to the new ILS, Alma, in June 2020, created a stressful environment on a daily basis for all employees in the unit.

CAS staff all stepped to adapt daily with the ongoing changes due to the pandemic work environment. Without their dedication to their jobs and their loyalty to the University Library, there wouldn't have been as robust services available to the campus.

Major Activities

Providing one of two primary service points for access to physical materials through the Marshall Gallery locker service due to the pandemic

Major Challenges

Limited staff on site to move physical materials and work with the new ILS in person

Hathi Trust ETAS access created a situation where staff had to learn processes in the new ILS that were not intuitive and that would not be used going forward. Staff also had to explain these laborious processes to other departmental library staff.

Teaching and providing backup to staff in departmental libraries was difficult in the remote and socially distanced setting. This had to happen in conjunction with the patron services that were provided in person and through virtual means.

Significant Changes

The service profile changed completely and dramatically due to the pandemic. The need to rethink services and transitioning into them as well as back out were challenging. Restrictions on personnel meeting in person and how our department needs to work with other libraries for training caused difficulties and required additional time on a weekly basis.

Contributions to library wide programs

Janelle Sander contributed two hours each week to the information desk services in RIS

Instruction

CAS staff provided internal facing Alma training

GA training was also provided by CAS staff

Staff revised workflow documentation for Alma that was used library-wide

Communication through the listserv libcirc to alert library-wide staff about local and I-Share best practices within the Alma environment

Assessment

Janelle worked with worked with Jen Yu, Michael Norman, and others in the library to begin addressing questions regarding statistics, data, and reports in Alma.

Collection Management

Continued to take in new materials being processed by ACS.

Worked to clear out the UGL physical collections for the building project during the entire reporting year.

Digital Content Creation

Janelle and Cherié came up with the process in Alma to support the digitization process with the new ILS.

Organizational Development and Training

Janelle consulted on and provided clarification for one of the Alma training events and concluded three years of service on the committee.

Diversity, equality, inclusion, and accessibility

CAS and ILL both worked with DRES to create access to materials for those needing accessibility. Despite the pandemic, staff continued to work with students and with DRES to provide services in a timely manner.

Outreach and Public Engagement; none during pandemic

II Statistical Profile

1. Facilities

- Number of hours open to public per week
 - Summer II 2020: Marshall Gallery lockers 20 hours / week
 - Summer Intersession: Marshall Gallery lockers 35 hours / week
 - Fall 2020: Marshall Gallery lockers 35 hours / week
 - Winter Break 20/21: Marshall Gallery lockers 35 hours / week
 - Spring 2021: Marshall Gallery lockers 35 hours / week
 - Summer I 2021: Marshall Gallery lockers 35 hours / week

2. Personnel

FY21 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 (reports to Sander)

Janelle Sander	Academic Professional	November 2018
Sara Becker	Library Specialist	September 2013
Kristen Blankenship	Senior Library Specialist	March 2014
Nicolette Coleman	Library Specialist	September 2017
Paul Gouwens	Library Specialist	October 2012
Rand Hartsell	Library Operations Associate	December 2008
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
Margo Robinson	Library Specialist	July 2016
Jenna Zeidler	Library Specialist	August 2018
Kristen Zidon	Library Specialist	January 2017

Bookstacks and Discharging (reports to Sander)

Mathew Green	Library Specialist	July 2018
Kyle McCafferty	Senior Library Specialist	November 2012
Ben Riegler	Senior Library Specialist	January 2013
Mike Soule	Senior Library Specialist	September 1991

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

Interlibrary Loan and Document Delivery Operations (reports to Weible)

Quinita Balderson	Library Specialist, ILL Borrowing	July 2019
Marla Crook	Senior Library Specialist, ILL Lending	August 2003
Paul Hollmann	Library Specialist, Lending and Distribution	July 2018
Alissa Marcum	Library Operations Associate, ILL Borrowing	July 2016

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

3. User Services

Gate Count for Main Stacks:

- N/A; Main Stacks closed during pandemic
 - Circulation for Main Stacks:
 - 13,408 charges
 - 5,816 renewals
 - Reference and information services
 - 240
 - New titles added
 - 30,720
4. Other statistics. Please see the following pages for statistics specific to ILL/DD and Circulation / Bookstacks.

FY2020 (July 1, 2020 – June 30, 2021)

Note that many libraries
worldwide were not providing
services during the pandemic

BORROWING

Overall total Borrowing filled articles = **5,787**

(356 in-state; 5,431 out-of-state)

(BIG10 filled 2,931 articles = 51%)

(CRL filled 34 articles = .5%)

Overall total Borrowing filled loans = **2,335**

(87 in-state; 2,248 out-of-state)

(BIG10 filled 67 loans = 2.9%)

(CRL filled 14 loans = .6%)

All Filled Requests = **8,122**

Requests submitted = 7,376 Articles

3,507 Loans

Total submitted = 10,883 All Requests

GRAND TOTAL Filled = **8,122 = 75% fill rate**

Canceled 5,197 total; canceled as available from UIU (1,451) or I-Share (88)

I-Share (Incoming) Total Filled = 2,559

LENDING

Overall total Lending filled articles = **4,711**

(843 in-state; 3,868 out-of-state)

Filled for BIG10 articles = 1,411 at 30%

Overall total Lending filled loans = **6,857**

(1,068 in-state; 5,789 out-of-state)

Filled for BIG10 loans = 3,877 at 57%

Total submitted articles = 18,350

Total submitted loans = 18,429

GRAND Total submitted = 36,779 All Requests

Total Filled = 11,568 = **31% fill rate**

I-Share (Outgoing) Total Filled = 5,680

Pandemic/Locker Delivery Stats FY 21*

Circulation/Telephone Center	
Stat	FY21
Patrons who requested items	6855
Patrons who picked up items	4537
Patrons who didn't pick up items in allotted time	2632
Patrons who came after allotted time	119
Patrons who cancelled holds	134
Patron Interactions	1179
Locker Incidents	25
Circulation Emails	18209
Billing Office**	
	FY21
Billing Phone Calls	208
Billing Walk-Ins	109
Billing Emails	821

*From July 2020 - June 28, 2021, items were provided to patrons through locker delivery. Until mid-June, each request was reviewed to see if the item could be provided digitally to the patron. Patrons picked up items in lockers through contactless delivery.

**The Billing Office was closed to patrons through the entirety of FY21. Walk-Ins indicate the number of people who asked for help through the locker delivery service. Similarly, phones were not answered during this time.