

**Central Access Services
Unit Annual Report FY23
(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, Interlibrary Loan and Document Delivery (ILL/DD).

Central Access Services (CAS) began the fiscal year by continuing to transition back to pre-pandemic, in-person services provided at the main circulation desk. (Please see additional statistics at the end of the report). In addition to providing more robust services, the increased easing of pandemic restrictions enabled staff to make transitions as well. Four staff made changes in their personal lives which meant leaving the Library and CAS; one person moved out of state, one changed career paths, and two retired. These departures from the unit provided an opportunity for restructuring as well as allowing other employees to grow into different areas by taking on new tasks as a realignment of the entire CAS unit began to take place one step at a time.

June 2022 marked the second anniversary of the Alma implementation making this our third year working with the new ILS. The unit to continued training on staff-side Alma tasks as well as working with patrons in-person in conjunction with Alma / Primo more consistently. CAS continued to provide support to other circulation points across the departmental libraries as new staff were hired and more questions arose from increased use of the system.

Statistics across the department indicate a gradual increase in almost all areas from FY22 to FY23 and show the trend of increased patron interactions as the library and the

campus continue to emerge from restrictions imposed by the pandemic and the pivot back to more in-person transactions and use of physical materials. Interlibrary loan experienced a steady return to international activity among libraries both as lenders and as borrowers which supported scholarship locally, nationally, and worldwide.

Significant Changes

This year saw a cautious but steady trend in the reduction of restrictions on personnel meeting in person. Our department is often most effective when working with users or other staff in person for instruction, training, or answering questions around the large number of services the unit provides. Being able to work more often in small groups and in person with staff from other departments was a welcome step to continue teaching others about new workflows within Alma.

Contributions to library wide programs

- Janelle Sander contributed an hour each week to the information desk services in TLAS

Instruction

- CAS staff provided staff-side Alma training for colleagues across the library
- GA training was also provided by CAS staff for Alma and patron services
- Weible and Sander provided GA training for ILL and patron services
- 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.
- Robust support for instructors requesting whole physical items or partially scanned materials on Course Reserves

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 accept incoming new materials being processed by ACS. (Please see statistics).

Digital Content Creation

- CAS and ILL both worked with DRES to provide access to materials in an accessible format

Outreach and Public Engagement

- CAS staff provided tours for prospective and new students to Illinois as well as on the spot orientations to the stacks for new users of the space.
- Circulation staff created various displays at the entrance to the main stacks throughout the year to highlight the collection and promote its use (i.e. “Blind date with a Book” around Valentine’s Day as well as newly acquired books throughout the year).

Goals

- Increase turnaround time for all physical book requests (pick slip queue for main stacks, I-Share incoming holds, and ILL/DD Lending and Borrowing requests. Quick access to physical books remains one of the biggest challenges within access services departments nationwide as it is dependent on highly variable resources, primarily labor and transportation.
- Support as much relevant training as reasonably possible given coverage needs
- Work more efficiently within constraints and limitations of physical workspaces and reduce redundancy in workflows and processes

II Statistical Profile

1. Facilities

- Number of hours open to the public per week
 - Summer II 2022: 55.5 hours / week
 - Summer Intersession 2022: 42.5 hours / week
 - Fall 2022: 76.5 hours / week
 - Winter Break 22/23: 42.5 hours / week
 - Spring 2023: 76.5 hours / week
 - Summer I 2023: 55.5 hours / week

2. Personnel

FY23 Employees in Central Access Services

<u>Name</u>	<u>Title</u>	<u>Employment Dates</u>
Cherié Weible	Associate Professor, University Library Head of Central Access Services	February 2000
Janelle Sander	Academic Professional Patron Services Manager	November 2018

Central Circulation, Telephone Center, and Billing (reports to Sander)

Sara Becker	Library Specialist	September 2013
Kristen Blankenship	Library Operations Associate	March 2014
Nicolette Coleman	Senior Library Specialist	September 2017
Gabi Fisher	Library Specialist	March 2023
Paul Gouwens	Senior Library Specialist	October 2012
<i>Rand Hartsell</i>	<i>Library Operations Associate</i>	<i>December 2008 – Oct 2022</i>
Brian Lindstrand	Library Specialist	November 2011
Joanne Miller	Senior Library Specialist	February 2011
<i>Lisa Miller</i>	<i>Senior Library Specialist</i>	<i>September 1999 – May 2023</i>
Dani Postula	Senior Library Specialist	November 2011
<i>Margo Robinson</i>	<i>Library Specialist</i>	<i>July 2016 – April 2023</i>
Jenna Zeidler	Library Specialist	August 2018
Kristen Zidon	Senior 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
 Fall 2022 = \$115,365; Spring 2023 = \$115,366; Total for FY23 = \$230,731.

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
<i>Paul Hollmann</i>	<i>Library Specialist, ILL processing</i>	<i>July 2018-July 2022</i>
Alissa Marcum	Library Operations Associate, ILL Borrowing	July 2016
Elisabeth Paulus	Senior Library Specialist, ILL processing	November 2022

Student Assistant wage budget for ILL operations

Fall 2022 = \$49,109; Spring 2023 = \$49,109; Total for FY23 = \$98,218.

3. User Services

Gate Count for Main Stacks:

- 59,120 (from sweeps week)
 - 2,374 (head count for Room 204; included in above)
- 18,961 (actual annual gate count for main stacks)
- Circulation for Main Stacks:
 - 34,312 charges / initial circulation
 - 38,428 renewals of items from collection
 - 10,881 performed by main circulation desk location
 - 59,822 items from main stacks collection circulated total
- Reference and information services transactions
 - 1,136

4. Other statistics. Please see the following pages for statistics specific to ILL/DD and Circulation / Bookstacks.

FY2023 (July 1, 2022 – June 30, 2023)

BORROWING

Overall total Borrowing filled articles = **5,166**

(1,209 in-state; 3,957 out-of-state)

(BIG10 filled 2,459 articles = 48%)

(CRL filled 28 articles = .5%)

(INTL filled 138 articles = 2.8%)

Overall total Borrowing filled loans = 2,590

(131 in-state; 2,459 out-of-state)

(BIG10 filled 950 loans = 37%)

(CRL filled 24 loans = 0.9%)

(INTL filled 43 loans = 1.6%) (note, due to pandemic, INTL requesting reduced)

All Filled Requests = 7,625

Requests submitted = 6,424 Articles

4,390 Loans

Total submitted = 10,814 All Requests

GRAND TOTAL Filled = **7,625 = 71% fill rate**

Canceled 3,294 total; canceled as available from UIU (176) or I-Share (301)

I-Share (Incoming) Total Filled = 6,379

LENDING

Overall total Lending filled articles = 4,439

(806 in-state; 3,633 out-of-state)

Filled for BIG10 articles = 1,690 at 38%

Filled for INTL articles = 303 at 6.8%

Overall total Lending filled loans = **14,873**

(3,898 in-state; 10,975 out-of-state)

Filled for BIG10 loans = 6,688 at 45%

Filled for INTL loans = 275 at 1.8% (note, due to pandemic, limited shipping to INTL)

Total submitted articles = 10,402

Total submitted loans = 18,557

GRAND Total submitted = 28,959 All Requests

Total Filled = 19,312 = **67% fill rate**

I-Share (Outgoing) Total Filled = 13,452

Circulation / Telephone Center / Billing / Discharging / Bookstacks Statistics
 **Note that in FY21 we were still operating in a partial “pandemic mode”

Circulation/Telephone Center

Stat	FY21	FY22	FY23
Emails	18,209	8,215	8,384
Phone Calls	108	1,075	1,026
Campus Mail	0	1,918	2,651
Stacks Entrance	80	14,138	18,961
Courtesy Cards and Proxies Issued	54	180	258
Carrel Transactions	18	62	39
Stacks Orientations	0	842	1,009
Recalls Placed	0	0	0
Locker Incidents	25	53	95

Billing Office

Stat	FY21	FY22	FY23
Emails	821	923	1,009
Phone Calls	208	239	314
Walk-ins	109	58	40
Patron Account Holds	1	3	31
Billing Transactions	53	4,020	4,097
Search/Claims Returned	20	205	122

Discharging Office

Stat	FY21	FY22	FY23
Main Stacks Items discharged	25,852	29,135	33,293
Departmental Items discharged	29,021	25,566	25,419
I-Share Items discharged	4,129	1,348	1,055

Bookstacks Office

Stat	FY21	FY22	FY23
Items shelved	NA	168,117	129,211
New books processed	NA	35,360	26,947
Transfers In	NA	131,828	12,346