

**Central Access Services
Unit Annual Report FY13
(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).

Several changes occurred in FY13 for Central Access Services (CAS) to make the unit more stable and better equipped to provide consistent services. Associate Professor Cherié L. Weible, was appointed to the position of Head of Central Access Services in November 2012. The unit is structured so that each sub-unit has a primary supervisor that reports to Weible who has four direct reports (Stokes, Duncan, Danner, Krueger). 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 has twelve employees (Glatthaar, Hartsell, Casper-Shipp, Gouwens, Lindstrand, Marcum, J. Miller, Postula, Robinson, Vegh-Gaynor, Weatherspoon, and a vacant position) 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 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 has two employees (L. Miller and Trinkle). 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.

Bookstacks (reports to Duncan)

This sub-unit went through a restructure from April 2012 through January 2013 and had four employees (Hill, McCafferty, Reigler, and Pearson-Davis) who were responsible for the maintenance of the materials housed in the main bookstacks. Diana Eynon and Ida Vineyard transferred to CAM in January 2013 so that their cataloging skills and focus could better support the library as a whole. However, Dan Hill, who was the supervisor for FY13, resigned in July 2013 and this area of CAS now reports to Duncan.

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. 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, Lariviere) is an essential factor in obtaining the more difficult requests. For ILL Lending (Krueger, Stigberg, Crook, Huls) 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. We have been waiting for over a year to use the fax capabilities of our new copier as we have moved to the Lync communication system.

Summary

CAS has had a year of growth and restructure as civil service employees have transferred to other units. This has provided a number of opportunities to re-think how the unit operates and to re-evaluate long standing processes. Our goals for FY14 are similar to FY13: 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.

II Statistical Profile

1. Facilities
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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Peggy Glatthaar	Library Operations Associate	November 1995
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Rand Hartsell	Senior Library Specialist	December 2008
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Lisa Miller	Senior Library Specialist	September 1999
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Magdalena Casper-Shipp	Library Specialist	November 2012
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Paul Gouwens	Library Specialist	October 2012
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Amanda Johnson	Library Specialist	Left February 2013
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Brian Lindstrand	Library Specialist	November 2011
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Allisa Marcum	Library Specialist	June 2013
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Joanne Miller	Library Specialist	February 2011
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Dani Postula	Library Specialist	November 2011
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Elisabeth Potsch	Library Specialist	August 2009
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Judith Robinson	Library Specialist (75%)	February 1997
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Dixie Trinkle	Secretary	March 2007
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Shoshana Vegh-Gaynor	Library Specialist	October 2012
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Fay Weatherspoon	Library Specialist	October 2011
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Bookstacks and Discharging

Susie Duncan	Library Operations Associate	September 1990
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Dan Hill	Senior Library Specialist	Left July 2013
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Kyle McCafferty	Library Specialist	November 2012
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Ben Riegler	Library Specialist	January 2013
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Donna Davis-Pearson	Library Assistant	May 1996
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Diana Eynon	Senior Library Specialist	Transferred to CAM Jan 2013
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Ida Vineyard	Senior Library Specialist	Transferred to CAM Jan 2013
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Mike Soule	Senior Library Specialist	September 1991
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Betty Smith	Library Specialist	August 2005
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Sharon Lamb	Library Specialist	August 2006
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Student Assistant wage budget for Circulation and Bookstacks operations = \$152,527

ILL Lending Operations

Melanie Krueger	Library Operations Associate	December 1982
Kori Boyer	Library Specialist	Left January 2013
Marla Crook	Library Specialist	August 2003
Michelle Huls	Library Specialist	April 2012
Bonnie Oliff	Library Clerk	June 2001 (on disability since Oct 2011)
Gerry Stigberg	Library Assistant	December 1987

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
Sarah Bial	Extra Help .5 FTE	August 2012

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

3. User Services

- Gate Count for Main Stacks: Fall sweeps = 1,580 / Spring sweeps = 1,510
- Circulation for Main Stacks:
 - 147,235 charges
 - 176,199 renewals
 - 148,427 discharges
- Reference and information services
 - 1,797 reference (email, telephone, in person)
 - 89 directional
- Number of hours open to public per week
 - Summer II 2012: 55.5
 - Summer Intersession: 42.5
 - Fall 2012: 83.5
 - Winter Break: 42.5
 - Spring 2013: 83.5
 - Summer I 2013: 55.5

4. New titles added = 32,889; total new items = 46,982