**Central Access Services**

**Unit Annual Report FY20**

**(Circulation, Bookstacks, Interlibrary Loan)**

**Pandemic Edition**

**Submitted by Cherié L. Weible, Head of Central Access Services**

**AUL for User 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) primarily reported to Janelle Sander with the exception of ILL/DD, while unit head Cherié Weible completed her third year as AUL for User Services at the close of the academic year on August 15, 2020.

In fall 2019, Janelle Sander was highly involved in the planning stages for the upcoming migration of the ILS to Alma from Voyager which took place as scheduled on June 24, 2020, in the midst of the pandemic closures. The entire year leading up to the migration consisted of working with the departmental libraries to clean up data for their materials to ensure that items would circulate as intended post migration. Sander and Weible met with every departmental library at least once and engaged in the post meeting discussions. Sander took responsibility for setting up item policies and structuring the loanable and requestable rules and terms of use. Countless hours were spent on this activity as departmental library staff worked to understand the differences in the structure of Alma vs. Voyager.

CAS staff were instrumental in assisting with learning various pieces of the new ILS and were asked to create training and documentation to lead the rest of the library through the new processes. All these trainings were held in May through virtual conferencing services since the Library remained closed to staff and in person meetings. The migration and implementation of the new ILS would not have happened as smoothly without the leadership, skills, and work of Janelle Sander. CAS staff were also highly instrumental in learning different functions within the new ILS and should be commended for working through most of these pieces on their own as well as remotely as off-site work was still being performed through early June.

Beginning in March 2020, CAS was forced by the pandemic conditions and closures to recreate delivery services through a pickup system out the north door of the main library while trying to keep patrons and staff safe. ILL services were largely at a standstill as other libraries across the nation and around the world were also closed due to the pandemic. These conditions and constraints were handled in the ways mentioned above through the end of the fiscal year. A limited number of CAS and ILL staff were working on site from mid-April through the end of June in order to provide the circulation of print materials to patrons.

Staff in all areas of CAS should be commended for continuing to work under stressful conditions created by the pandemic as well as the migration of the ILS. The unit strives to fulfill the research needs of our local users by providing access to our collections.

**II Statistical Profile**

1. Facilities
   * + Number of hours open to public per week
   * Summer II 2019: 55.5
   * Summer Intersession: 42.5
   * Fall 2019: 76.5
   * Winter Break 19/20: 42.5
   * Spring 2019: 76.5; until week of Spring Break and pandemic closure
   * Summer I 2020: closed for pandemic
2. Personnel

**FY20 Employees in CAS**

**Name Title Employment Dates**

Cherié Weible Associate Professor, University Library February 2000

Head of Central Access Services

AUL for User Services

**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 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 2017

Kristen Zidon Library Specialist 2017

**Bookstacks and Discharging** (reports to Sander)

Mathew Green Library Specialist 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 2018

Marla Crook Senior Library Specialist, ILL Lending August 2003

Paul Hollmann Library Specialist, Lending and Distribution 2017

Alissa Marcum Library Operations Associate, ILL Borrowing July 2016

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

1. User Services

Gate Count for Main Stacks:

* + - 33,240
    - Circulation for Main Stacks:
      * 51,548 charges
      * 74,698 renewals
      * 50,716 discharges
    - Reference and information services
      * 2,480

1. New titles added = Not available