

**Central Access Services
Unit Annual Report FY22
(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 by transitioning back to pre-pandemic, in-person services provided at the main circulation desk. This change occurred at the end of June 2021 as the Marshall Gallery locker delivery service ended along with some of the restrictions created by the pandemic. (Please see additional statistics at the end of the report).

The remaining staff in all sub-units of CAS who had not returned to work on-site in summer 2020, did so by August 2021, allowing patrons to enter the stacks, ensuring faster turnaround times for requests, and a first step toward normalcy and restoration after the pandemic. Starting the Fall 2021 semester with full time staff all working primarily on site enabled the unit to continue training on staff side Alma tasks as well as work with patrons in-person with the new ILS more consistently. This was the first real opportunity to work as a cohesive unit in a near pre-pandemic setting with Alma / Primo. Much of the year was spent in training and re-training to stabilize services and provide consistency across our unit as well to support other circulation points across the departmental libraries.

Statistics across the department indicate the significant change from FY21 and FY22 and show the trend of increased patron interactions as the library and the campus continue to emerge from restrictions imposed by the pandemic.

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 in the previous fiscal year. Being able to work more in small groups and in person with staff from other departments was a welcome step to continue learning new workflows within Alma. In a nutshell, the issues with providing patron services in the midst of an ongoing pandemic with constantly shifting metrics proved challenging. All CAS staff and students worked to balance their physical and mental health while working in difficult conditions that required masking, social distancing, plexi-glass barriers, and new the new ILS.

Contributions to library wide programs

- Janelle Sander contributed two hours each week to the information desk services in RIS (now 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
- 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 take in new materials being processed by ACS. (Please see statistics).
- Cleared out the UGL physical collections for the building project during the entire reporting year and shelved them into their new locations within the main stacks

Digital Content Creation

- ILL/DD worked with DSS to identify thesis and dissertations where requests have been received, but the item is only available as a physical copy.

Diversity, equality, inclusion, and accessibility

- CAS and ILL both worked with DRES to provide access to materials for those needing accessibility.

Outreach and Public Engagement

- CAS staff provide tours for prospective and new students to Illinois.
- Circulation staff create various displays at the entrance to the main stacks throughout the year to highlight the collection and promote its use.

II Statistical Profile

1. Facilities

- Number of hours open to public per week
 - Summer II 2021: 35 hours / week
 - Summer Intersession 2021: 35 hours / week
 - Fall 2021: 76.5 hours / week
 - Winter Break 21/22: 42.5 hours / week
 - Spring 2022: 76.5 hours / week
 - Summer I 2022: 54.5 hours / week

2. Personnel

FY22 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

Fall 2021 = \$106,865

Spring 2022 = \$116,580

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, ILL Retrieval	Left July 2022
Alissa Marcum	Library Operations Associate, ILL Borrowing	July 2016

Student Assistant wage budget for ILL operations

Fall 2021 = \$45,493

Spring 2022 = \$49,629

3. User Services

Gate Count for Main Stacks:

- 46,504 (from sweeps week)
 - 14,138 (actual gate count for main stacks)

 - Circulation for Main Stacks:
 - 32,864 charges
 - 29,834 renewals of items from collection; 13,474 performed by main circulation desk location

 - Reference and information services
 - 304
4. Other statistics. Please see the following pages for statistics specific to ILL/DD and Circulation / Bookstacks.

FY2022 (July 1, 2021 – June 30, 2022)

BORROWING

Overall total Borrowing filled articles = **5,673**

(1,577 in-state; 4,096 out-of-state)

(BIG10 filled 2,230 articles = 39%)

(CRL filled 33 articles = .5%)

(INTL filled 127 articles = 2.2%)

Overall total Borrowing filled loans = **2,750**

(136 in-state; 2,610 out-of-state)

(BIG10 filled 1,263 loans = 46%)

(CRL filled 26 loans = 0.9%)

(INTL filled 28 loans = 1%) (note, due to pandemic, not requesting INTL)

All Filled Requests = 8,423

Requests submitted = 6,899 Articles

4,168 Loans

Total submitted = 11,067 All Requests

GRAND TOTAL Filled = **8,423** = 76% **fill rate**

Canceled 3,467 total; canceled as available from UIU (908) or I-Share (211)

I-Share (Incoming) Total Filled = 3,826

LENDING

Overall total Lending filled articles = **5,754**

(883 in-state; 4,871 out-of-state)

Filled for BIG10 articles = 2,099 at 36%

Filled for INTL articles = 599 at 10%

Overall total Lending filled loans = **15,484**

(3,722 in-state; 11,762 out-of-state)

Filled for BIG10 loans = 7,735 at 50%

Filled for INTL loans = 5 at .03% (note, due to pandemic, not shipping to INTL)

Total submitted articles = 11,488

Total submitted loans = 20,479

GRAND Total submitted = 31,967 All Requests

Total Filled = 21,238 = 66% **fill rate**

I-Share (Outgoing) Total Filled = 11,659

Circulation / Telephone Center / Billing / Discharging / Bookstacks Statistics

Circulation/Telephone Center			
Stat	FY20	FY21	FY22
Emails		18,209	8,215
Phone Calls		108	1,075
Campus Mail		0	1,918
Stacks Entrance		80	14,138
Courtesy Cards and Proxies Issued		54	180
Carrel Transactions		18	62
Stacks Orientations		0	842
Recalls Placed		0	0
Locker Incidents		25	53
Billing Office			
Stat	FY20	FY21	FY22
Emails		821	923
Phone Calls		208	239
Walk-ins		109	58
Patron Account Holds		1	1
Billing Transactions	4834	53	4,020
Search/Claims Returned		20	205
Discharging Office			
Stat	FY20	FY21	FY22
Main Stacks Items discharged		25,852	29,135
Departmental Items discharged		29,021	25,566
I-Share Items discharged		4,129	1,348
Bookstacks Office			
Stat	FY20	FY21	FY22
Items shelved	NA	NA	168,117
New books processed	NA	NA	35,360
Transfers In	NA	NA	131,828