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## Access Services : Annual Report : 2014 - 2015

Nelson Poynter Memorial Library.

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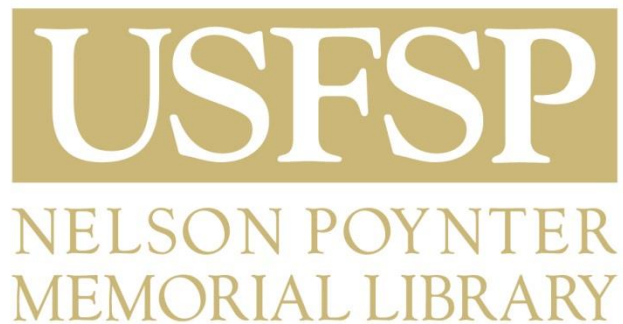
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**Access Services Annual Report**  
**Annual Report**  
**July 1, 2014 – June 30, 2015**

University of South Florida St. Petersburg

*Compiled by Virginia Champion and Kaya van Beynen with input from Deb Henry*

2015



### **Statistical Snapshot:**

	<b>2014/15</b>	<b>2013/14</b>	<b>2012/13</b>	<b>2011/12</b>	<b>2010/11</b>	<b>5 Yr. Change</b>
Door Count	174,162	172,934	171,310	168,773	168,521	+ 3%
Total Reserve Check-outs	19,720	21,694	18,664	15,071	12,986	+52%
Self-Check Transactions	1,002	1,081	831	1,117	35	+2,763%
Total Circulating Items	38,728	45,219	48,708	48,386	48,593	-20%
Interlibrary Loan Total Borrowing Requests	2,884	2,448	2,484	3,095	3,464	-17%
Average ILL Borrowing Delivery Time	9.27 days	6.42 days	6.86 days	6.73 days	7.18 days	+29%
Interlibrary Loan Total Lending Requests	4,408	5,091	5,478	5,772	4,739	-7%
Average ILL Lending Delivery Time	18.73 hrs.	20 hrs.	20 hrs.	1.23 days	1.19 days	+1,474%
Service Desk Total In-person Questions	8,212	6,329	8,091	8,020	11,349	+30%

### **Department Overview**

Comprised of the Circulation, Reserves, Stacks Maintenance, and Interlibrary Loan units of the Nelson Poynter Memorial Library, the Access Services Department is primarily responsible for the smooth flow of library materials to borrowers. The department consists of 5 employees: Virginia Champion, the Head of Access Services along with 4 Library Specialists. During the 2014/15 year, the staff consisted of Cynthia Brown, Lexi Terry, and Samuel Holloway. After an extensive search, Angela Hood was hired to replace Camielle Swenson who moved to a librarian position within the Library. In addition to this staff, the department has 3 student employees working an average of 45 hours a week and an OPS staff who works 30 hours. Part-time staff help with departmental tasks, including staffing the service desk, shelving, shelf reading, installing displays, processing periodicals, and interlibrary loan requests.

### **New Departmental Responsibilities**

In addition to management of the general circulating stacks, Access Services is now working with Technical Services staff to handle daily maintenance of the Audio-Visual and Periodical stacks. This includes shelf-reading as well as pulling items that Collection Development has determined can be withdrawn or replaced.

Samuel Holloway has also taken responsibility for identifying library items with missing, incorrect, or illegible call number labels. He relabels the materials properly and supervises their integration back into the collection.

**Significant Departmental Accomplishments**

- **Visits to the Library:** Total door counts continue to rise, even though it is not possible to keep an accurate count when our antiquated security gate requires recalibration every few months
- **Keep Building Open and Running:** Virginia Champion coordinates the coverage of security guard with USFSP Office of Campus Safety.

**Circulation and Reserves**

- **Stacks Maintenance:** Stacks maintenance is an ongoing departmental responsibility; the Oversized Collection has been shifted.
- **Growing Reserve Circulation:** The circulation of items on reserve continues to be a considerable part of Service Desk responsibilities. These items consist of books on course reserve, but also the library laptops, study room keys, USB drives, whiteboard markers, and calculators. The high demand for library laptops and study room keys continues.

	2014/15	2013/14	2012/13	2011/12	2010/11	5 Yr. Change
Door Count	174,162	172,934	171,310	168,773	168,521	+34%
Total Circulating Items	38,728	45,219	48,708	48,386	48,593	-20%
Reserve Circulation	19,720	21,694	18,664	15,071	12,986	+52%

**Reference Services**

Reference (in person):	2014/15	2013/14	2012/13	2011/12	2010/11	5% change
General	4,677	4,806	4,643	6,189	6,103	-23%
Skill based	1,143	1,523	3,448	1,831	5,246	-78%
Research Questions	306	356	313	406	1,222	-75%
Technical Questions	2,086	2,156	3,398	3,788	--	-45%
Total In-person Service Desk Questions	8,212	8,841	11,802	12,214	12,571	-35%

Separate Categories include:

- **General/ Directional:** referrals, library or campus location, supplies, hours, study rooms available, library policies, etc.

- **Basic Skills:** simple catalog search, how to access remotely, how to renew online, how to setup ILL, etc.
- **Library Technology:** General computing issues, printer/copier, local software.

### Interlibrary Loan

	2014/15	2013/14	2012/13	2011/12	2010/11
Interlibrary Loan, ILLiad, Borrowing Requests	2,619	2,212	2,136	2,706	3,464
Interlibrary Loan, UBorrow, Borrowing Requests	265	236	348	390	--
Interlibrary Loan Borrowing Requests Total	2,884	2,448	2,484	3,095	3,464
Fill Rate for USFSP Patrons	86%	87%	90%	90%	87%
Average Borrowing Turnaround	9.27 days	6.42 days	6.86 days	6.73 days	7.18 days
Interlibrary Loan, ILLiad Lending Requests	2,873	3,253	3,344	3,944	4,739
Interlibrary Loan, UBorrow Lending Requests	1,535	1,838	2,134	1,828	--
Interlibrary Loan Total Lending Requests	4,408	5,091	5,478	5,772	4,739
Fill Rate for USFSP Items	78%	77%	74%	76%	75%
Average Lending Turnaround	18.73 hrs.	20 hrs.	20 hrs.	1.23 days	1.19 days

### Definition of terms

- **Fill Rate:** The percentages of materials that are provided out of the total number of interlibrary loan requests received (both borrowers and lenders)
- **Turnaround:** The amount of time from the receipt of the request until the request has been resolved. For borrowing this could be the receipt or cancelation of the ILL request, for lending it could be the shipping or cancelation of the ILL request.

## **Significant Personnel Accomplishments**

### **Service:**

Cynthia Brown

- Times Festival of Reading, Volunteer 2014
- St Petersburg Mainsail Art Festival, Volunteer 2015
- USF System Regional Access Services Meetings, Member

Virginia Champion

- Library Leadership Team, Member
- USF System Regional Access Services Meetings, Member
- Florida Library Association, Member

Angela Hood

- Library Chair Committee, Member
- Library Exhibit Committee, Member
- Library Signage Committee, Member

Lexi Terry

- Suncoast Information Specialists, Member

### **Research and Creative Activities:**

Library Displays -- All members of the Access Services Department contributed to various Library displays and exhibits. Displays from the 2014/15 year:

July	Cookbooks and Food-books
Aug	Career Paths and College Degrees
Sept	Hispanic Heritage Month
Oct	Banned Books Week Vampire History
Nov	Native American Heritage Month Veterans and Military Appreciation Month
Dec	Holiday Books
Jan	Dr. Martin Luther King Jr.
Feb	Black History Month
Mar	Women's History Month
April	Stress Relief
May	Asian Heritage Month
Jun	Sea Life

## **Professional Development:**

Cynthia Brown

### Training

- Who's Using WorldShare ILL Now?
- FWS Supervisor Training
- WorldCat Resource Sharing
- Making the Most of WorldCat Discovery
- AED Training
- TBLC Paraprofessional Conference

### Webinars

- FEL Friday Black History Month
- Escape the Ordinary 2015 Adult Summer Reading Program
- Ask a Librarian Myths, Misconceptions, and Mind Blowers
- Too Much Information! Managing Digital Overload
- What You Don't Know About Body Language
- Angry Customers Suck!
- History Hiding in Plain Sight
- Racial and LGBT Microaggressions : An Introduction for Library Leaders
- Banish Problem Patron From Your Vocabulary
- Tapping Into Your Employees Talent
- Customer Service Institute: Who's To Blame?
- Get Them To Use Your Stuff: Tips and tricks for Helping Customers Use Technology
- Florida Libraries as Information Portals in the Digital Age

Virginia Champion

### Training

- Copyright SeminarFST102: P-Card Reconciliation
- FLVC: New requirements for creating user accounts and passwords for Privileges
- AED Training

### Webinars

- NEFLIN Copyright Webinar
- Fair Use for Libraries
- Detect, Diffuse, and Delight Difficult Patrons
- Becoming Open Educators

Samuel Holloway

### Training

- Articles Database Searching

### Webinars

- How To Deal With Angry Customers
- Too Much Information! Managing Digital Overload

Angela Hood

#### Training

- Armed Intruder Training
- Title IX
- TBLC Paraprofessional Conference

#### Webinars

- Customer Service Institute: Who's To Blame Here?
- Detect, Diffuse, and Delight Difficult Patrons
- Customer Service Institute: Your Library – Third Place?
- Digital Literacy for Everyone
- Apps for Librarians
- A Look into the Future of Libraries with Futurist Gary Golden and Tech Guru Al Carlson

Lexi Terry

#### Training

- AED Training

#### Webinars

- A Look into the Future of Libraries with Futurist Gary Golden and Tech Guru Al Carlson

### **Continuous Challenges:**

#### Staffing the Service Desk

- Because the department is staffed at the most bare-bones level, providing coverage for the Service Desk is a continual challenge. It is particularly challenging to schedule staff annual leave time and still provide adequate coverage. When one individual is out sick, other staff must be pulled from their other work assignment to provide Service Desk coverage. If more than one person is out sick at the same time, staff from other areas of the Library must be pulled from their work assignments and brought in to assist.
- Additionally, the Access Services Department relies on student workers funded by Federal Work Study money rather than having a consistent, dedicated line or OPS funding. Thus, the number of student workers, who do critical but low-level library duties, can significantly vary semester to semester.
- As new staff and student workers are hired, training new employees is a continuous effort and responsibility of the Access Service Department. Training consists of basic library circulation procedures, but also includes customer services, and learning general library policies and procedures so that the new employees can best refer library visitors to the appropriate people, services, and resources.



- All new departmental workers require extensive initial training in the various library software, library guidelines, university policies, departmental practices, and library and university information. For new student workers, this training regularly takes 1 month before they are adequately prepared to work with minimum supervision. Student worker turnover occurs every semester, thus this training time is amplified by relying on a very transient student workforce.

#### Managing and Transferring Reference Questions across Departments

- Access Services staff, particularly the student workers, continue to have trouble distinguishing between questions best answered by themselves and those that are best handled by the on-call Reference Librarians. Student workers are particularly prone to inappropriately, and potentially incorrectly, answering research-based questions.

#### Keeping up with Software Program Changes

- OCLC has changed its software platform from WorldCat to WorldShare. As such, Access Services staff needed to learn the new software systems and login conventions. This is particularly an issue for interlibrary loan staff.
- Other software programs utilized in the day to day Access Services work also are regularly updated, requiring the staff to continually learn new systems and tools.

#### Keeping up with Student Supply and Technology Demands

- Student use of laptops, calculators, and whiteboard markers is increasing and keep staff at the Service Desk steadily busy.

### **Future Directions:**

#### Next Generation Integrated Library System (ILS)

- A FLVC task force has been charged with identifying and selecting a new ILS for use by all the Florida state public colleges and universities. This new “next generation” ILS will integrate all the libraries’ catalogs, discovery tool, acquisitions, inventory, circulation, ILL, etc. systems. Virginia Champion is monitoring the FLVC listserv and the FLVC’s progress to ensure that the NPML is prepared for this switch.

#### Separate Tracking of Circulating Library Technology

- Circulating Library laptops are currently tracked as part of the general reserve items such as course books, study room keys, markers, and calculators. In the future, the Access Services will explore the possibility of having a separate category to track circulating library technology (laptops and calculators).

#### Circulating Collection Inventory

- Access Services, in collaboration with the Collection Development and Technical Services Department, is investigating a circulating collection inventory.