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Access Services : Annual Report : 2015 - 2016

Nelson Poynter Memorial Library.

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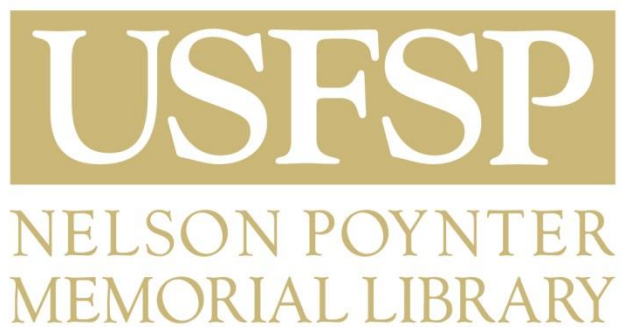
Access Services Annual Report

July 1, 2015 – June 30, 2016

University of South Florida St. Petersburg

Compiled by Virginia Champion based on assistance from Kaya van Beynen

2016



Statistical Snapshot:

	2015/16	2014/15	2013/14	2012/13	2011/12	5 Yr. Change
Door Count	162,802	174,162	172,934	171,310	168,773	- 3.5%
Total Reserve Check-outs	19,167	19,720	21,694	18,664	15,071	+27%
Self-Check Transactions	725	1,002	1,081	831	1,117	-35%
Total Circulating Items	36,592	38,728	45,219	48,708	48,386	-24%
Interlibrary Loan Total Borrowing Requests	2,349	2,884	2,448	2,484	3,095	-24%
Average ILL Borrowing Delivery Time	6.4 days	9.27 days	6.42 days	6.86 days	6.73 days	-4.9%
Interlibrary Loan Total Lending Requests	3,875	4,408	5,091	5,478	5,772	-33%
Average ILL Lending Delivery Time	15.63 hrs.	18.73 hrs.	20 hrs.	20 hrs	1.23 days	-38%
Service Desk Total In-person Questions	6,445	8,212	6,329	8,091	8,020	-19.6%

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 2015/16 year, the staff consisted of Cynthia Brown, Lexi Terry, Samuel Holloway, and Angela Hood. In addition to this staff, the department has 3 student employees working an average of 45 hours a week. Part-time staff help with departmental tasks, including shelving, shelf reading, installing displays, interlibrary loan requests, and special projects.

New Departmental Responsibilities

In addition to management of the general circulating stacks, Access Services works 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 This includes shelf-reading as well as pulling items that Collection Development has determined can be withdrawn or replaced.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:** After a five year record of increasing visits, this year's door count is down 6.5%. It was not possible to keep an accurate count with an antiquated security gate requiring recalibration every few months. A new Sentry WAM security system was installed in late June 2016. It is expected that future gate counts will be more reflective of actual library use.
- **Keep Building Open and Running:** Virginia Champion coordinates the security guard coverage with the USFSP Office of Campus Safety. After a required bidding process, the Campus Safety department has changed the service from Universal Protection to Weiser Security Services. Weiser Security is expected to begin working here with in the Fall 2016 semester.
- **Service Desk Skills Revision:** Virginia Champion and Tina Neville identified areas of concentration for reviewing and updating skills needed to work at the Service Desk. Members of the Access Services and Public Services staff met for a workshop on and dialog about the various responsibilities of the public service desk in the library.
- **Proxy Card Handout and Online Form:** Angela Hood with assistance from Virginia Champion created an informational handout and website with an online form for GA/TAs and their professors to use.

Circulation and Reserves

- **Stacks Maintenance:** Stacks maintenance is an ongoing departmental responsibility; this past year the circulating collection has been shifted so that all shelves emptied by weeding are in use and all shelves have been returned to a uniform height.
- **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.

	2015/16	2014/15	2013/14	2012/13	2011/12	5 Yr. Change
Door Count	162,802	174,162	172,934	171,310	168,773	-3.5%
Total Circulating Items	36,592	38,728	45,219	48,708	48,386	-24%
Reserve Circulation	19,167	19,720	21,694	18,664	15,071	+27%

Reference Services

Reference (in person):	2015/16	2014/15	2013/14	2012/13	2011/12	5 Yr. Change
General	3,693	4,677	4,806	4,643	6,189	-40%
Skill based	884	1,143	1,523	3,448	1,831	-51.7%
Research Questions	243	306	356	313	406	-40%
Technical Questions	1,625	2,086	2,156	3,398	3,788	-57%
Total In-person Service Desk Questions	6,445	8,212	8,841	11,802	12,214	-47%

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

	2015/16	2014/15	2013/14	2012/13	2011/12
Interlibrary Loan, Iliad, Borrowing Requests	2,101	2,619	2,212	2,136	2,706
Interlibrary Loan, UBorrow, Borrowing Requests	248	265	236	348	390
Interlibrary Loan Borrowing Requests Total	2349	2,884	2,448	2,484	3,095
Fill Rate for USFSP Patrons	87%	86%	87%	90%	90%
Average Borrowing Turnaround	6.40 days	9.27 days	6.42 days	6.86 days	6.73 days
Interlibrary Loan, Iliad Lending Requests	2,860	2,873	3,253	3,344	3,944
Interlibrary Loan, UBorrow Lending Requests	1,015	1,535	1,838	2,134	1,828

Interlibrary Loan Total Lending Requests	3,875	4,408	5,091	5,478	5,772
Fill Rate for USFSP Items	74.5%	78%	77%	74%	76%
Average Lending Turnaround	15.63 hrs.	18.73 hrs.	20 hrs.	20 hrs.	1.23 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 October 2015
- St Petersburg Mainsail Art Festival, Volunteer 2015
- USF System Regional Access Services Meetings, Member

Virginia Champion

- Library Leadership Team, Member
- Library Committee to update Library Emergency Plan, Member
- Florida Library Association, Member
- USF Next Gen ILS Committee

Angela Hood

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

Lexi Terry

- Suncoast Information Specialists, Member

Research and Creative Activities:

Library Displays -- Members of the Access Services Department (primarily Angela Hood and Cynthia Brown) contributed to various Library displays and exhibits. Displays from the 2015/16 year:

July	Jurassic Park
Aug	College Success and College Degrees
Sept	Immigration (Hispanic Heritage Month), Alice in Wonderland
Oct	Banned Books Week, Science Education, October Causes Awareness, Halloween
Nov	Native American Heritage Month, Book Awards, Veterans and Military Appreciation Month, Star Wars
Dec	Star Wars, Holiday Books
Jan	Dr. Martin Luther King Jr., Winnie the Pooh Day, Civil Rights, Hats
Feb	Black History Month, Blind Date with a Book, Chocolate Display
Mar	Coffee Book Display, Irish American Heritage
April	National Poetry Month, Earth Day
May	Asian Pacific Islander Month, Gardening, Spring Recreational Reading
Jun	LGBT Rights and Issues

Professional Development:

Cynthia Brown

Training

- USFSP Student Employment for Supervisors Seminar – July 2015
- FWS Supervisor Training
 - Recruiting & Hiring Students - August 2015
 - Teaching Soft Skills : Passport to Professionalism - October 2015
 - Evaluating Student Employees - November 2015
- TBLC Paraprofessional Conference - September 2015
- OCLC Member Forum - October 2015
- FLVS Regional Meeting – Introduction to Innovative/Sierra

Webinars

- Where there's a Web, there's a Way – July 2015
- WorldCat Discovery Best Practices (OCLC)

Virginia Champion

Training

- Copyright Seminar

Webinars

- Ways to Spot (and Hopefully Keep) an Exceptional Employee

Samuel Holloway

Training

- Articles Database Searching

Webinars

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

Angela Hood

Training

- Finding Free Photos and ClipArt Online
- Mobile Services for Your Library
- Evernote for Library Staff
- Engaging Learners : Connected Learning for Library Staff and Library Users
- Building a Library Website in WordPress
- FLVS Regional Meeting – Introduction to Innovative/Sierra
- TBLC Paraprofessional Conference – September 2015

Webinars

- Social Media for Customer Connections
- Championing the User Experience
- Connecting with Pop Culture : Viral Media – What’s the Buzz About
- Apps for Students
- The Accidental Data Scientist : A New Role for Librarians
- Revisiting the Classics : Social Media and Top Apps
- Customer Complaints : Better Than Gold
- Helping Customers (and Staff) Who Have Little Technology Literacy
- The Springshare Model-Putting UX into Customer Service
- Crafting Library Websites with Design Triggers
- Learn the Basics of Computer Code and Work Smarter
- Social Awareness in Customer Service : 20+ Phrases You Shouldn’t Be Using in Your Conversations
- Web Writing with the User in Mind
- Holiday Special : Technology of 2015 and What’s Ahead

- Customer Service Institute : Practicing Patience with our Patrons – How to Get It. How to Keep It.
- Technologies and Innovation Worth Watching in 2016
- Anticipatory Design

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

- While OCLC recently changed its software platform from WorldCat to WorldShare, requiring Access Services staff to learn the new software systems and login conventions, a new release indicates that they are now working to blend the ILLiad software into the WorldShare program. This will, once again, require mastering new software, and 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 USF Next-Gen ILS Implementation team has been pulled together to ensure the least disruptive transition to the new system, which is expected to 'go live' in July 2017. The transition work includes cleaning up stray data and records in the current ALEPH system rather than importing them into the new Innovative Sierra program. The move also necessitates training and familiarity with the Innovative/Sierra program.

Reserve Collection Project

- As part of the state-wide Textbook Affordability Project, Poynter Library is beginning a pilot project placing library owned books that are used as course texts on Reserve. These books will be entered into the ILS course Reserve system and be available for 3 hour check-outs.

Determining Gate Count Accuracy

- The Sentry WAM security gates were installed late June 2016. If two people walk through the gate simultaneously, it is probable that the gate will only register one patron. We plan to collect data to enable us to develop a formula to correct inaccuracies in the gate count.