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## Access Services Annual Report : July 1, 2017 – June 30, 2018

Nelson Poynter Memorial Library.

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**Access Services Annual Report**  
**July 1, 2017 – June 30, 2018**

University of South Florida St. Petersburg

2018



**Access Services Department Statistical Snapshot:**

	<b>2017/18</b>	<b>2016/17</b>	<b>2015/16</b>	<b>2014/15</b>	<b>2013/14</b>	<b>1 Yr. Change</b>	<b>5 Yr. Change</b>
Door Count	220306	187,381	162,802	174,162	172,934	17.6%	27.4%
Total Reserve Check-outs	28,591	23,153	19,167	19,720	21,694	23.5%	31.8%
Self-Check Transactions	756	691	725	1,002	1,081	9.4%	-30%
Total Circulating Items	42,618	39,210	36,592	38,728	45,219	8.7%	-5.8%
Interlibrary Loan Total Borrowing Requests	1,863	1,756	2,349	2,884	2,448	6.1%	-23.9%
Average ILL Borrowing Delivery Time	7.4 days	5.52 days	6.4 days	9.27 days	6.42 days	34%	15%
Interlibrary Loan Total Lending Requests	3776	3,866	3,875	4,408	5,091	-2.3%	-25.8%
Average ILL Lending Delivery Time	10.61 hrs.	16.16 hrs.	15.63 hrs.	18.73 hrs.	20 hrs.	-36%	-46.9%
Service Desk Total In-person Questions		7,040	6,445	8,212	6,329		

**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 2017/18 year, the staff consisted of Cynthia Brown, Lexi Terry, Samuel Holloway, and Zoghanno Richardson. In addition to this staff, the department has 2 OPS employees working 69 hours and 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. The two OPS staff, Andrea McCray and Amber

Thomas, were brought on board in order to staff the Service Desk during the newly extended hours and to assist with departmental responsibilities. The Library, in response to student demand, is now open a total of 99 hours a week: Monday through Thursday, 8am to 2am; Friday, 8am to 6pm; Saturday, 9am to 5pm; and Sunday, 1pm to 9pm.

**Significant Departmental Accomplishments**

- In collaboration with the Research & Instruction and Technical Services and Collection Development departments, the Access Services department maintained the Textbook Affordability Project at NPML. For more information, please refer to the NPML Textbook Affordability Project 2017 Report.
- Zoghanno Richardson, previous an Access Services student worker was hired in a full-time August 2017 position to replace Angela Couch as the Circulation staff member who opens the library and handles the Reserves processing, including the Gen Ed Textbooks.
- To satisfy the demand for increased hours, the NPML (after a local public personnel search) hired two experienced library workers to allow current staff to attend to the other responsibilities of their positions. Amber Thomas, 40 hours a week, was trained to work with Interlibrary Loan lending and borrowing, and Andrea McCray, 29 hours, has worked with Reserves, the Digitization Project, and other library projects.
- The department hired new student workers for the 2017/2018 year. These students were trained in NPML systems and procedure pertaining to staffing the front desk, shelving materials, shelf reading, interlibrary loan, and more.
- All Access Services staff were training in the Sierra/Innovative software in anticipation of the statewide change from Aleph to Sierra.

**Circulation**

	2017/18	2016/17	2015/16	2014/15	2013/14	1 Yr. Change	5 Yr. Change
Door Count	220306	187381	162,802	174,162	172,934	17.6%	27.4%
Total Circulating Items	42,618	39,210	36,592	38,728	45,219	8.7%	-5.8%
Reserve Circulation	28,591	23,153	19,167	19,720	21,694	23.5%	31.8%

**Reference Services**

With the creation of the Student Technology Center charged with answering student technology software and hardware questions, it is no surprise that Access Services showed a decline in the number of technical questions that they answered in 2017/18. That said, front desk staff still report answering many questions but it was unclear whether they were referring students to the STC or whether they were answering the questions for the STC. As such, the service desk statistics form was altered for the 2018/19 year for front desk to better track this question.

Questions	2017/18	2016/17	2015/16	2014/15	2013/14	1 Yr. Change	5 Yr. Change
General	4,585	4,282	3,693	4,677	4,806	7%	-25 %
Tech/Online	1,461	1,571	1,625	2,086	2,156	-7 %	-32%

Separate Categories include:

- **General/ Directional:** referrals, supplies, hours, study rooms available, library policies, etc.
- **Technical / Online:** General computing issues, printer/copier, local software; Canvas, google apps, email, portal login issues, etc.

**Interlibrary Loan:**

	2017/18	2016/17	2015/16	2014/15	2013/14
Interlibrary Loan, Illiad, Borrowing Requests	1490	1,460	2,101	2,619	2,212
ILL, UBorrow, Borrowing Requests	373	356	248	265	236
Interlibrary Loan Borrowing Requests Total	1,863	1,756	2,349	2,884	2,448
Fill Rate for USFSP Patrons	86%	91%	87%	86%	87%
Average Borrowing Turnaround	7.4 days	5.52 days	6.40 days	9.27 days	6.42 days
ILL, Illiad Lending Requests	2,745	2,756	2,860	2,873	3,253
ILL, UBorrow Lending Requests	1031	1,110	1,015	1,535	1,838
ILL Total Lending Requests	3776	3,866	3,875	4,408	5,091
Fill Rate for USFSP Items	70%	73 %	74.5%	78%	77%
Average Lending Turnaround	10.61 hrs.	16.16 hrs.	15.63 hrs.	18.73 hrs.	20 hrs.

Interlibrary Loan 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 cancellation of the ILL request, for lending it could be the shipping or cancellation of the ILL request.

### **Library Displays:**

Members of the Access Services Department primarily Cynthia Brown and Zoghanno Richardson, contributed to various Library displays and exhibits.

### **Significant Personnel Accomplishments**

#### **Service:**

Cynthia Brown

- Times Festival of Reading, Volunteer October 2017
- St Petersburg Mainsail Art Festival, Volunteer 2017
- USF System Regional Access Services Meetings, Member
- Library Exhibit Committee, Member

Virginia Champion

- Library Leadership Team, Member
- USF Next Gen ILS Committee
- NPML Space/Environment Committee, Member

Zoghanno Richardson

- Library Exhibit Committee, Member
- Events Committee, Member
- Library Space/Environment Member
- Times Festival of Reading, Volunteer October 2017

Lexi Terry

- Suncoast Information Specialists, Member

### **Future Directions:**

- Florida Academic Libraries Services Cooperative Migration from Ex Libris Aleph to Sierra Cloud Service Solutions: This implementation of the next-Gen ILS system was expected to 'go live' in July 2017, however FALSC announced a delayed start to the 2018 calendar year. Access Services staff continue to work on this implementation and participate in ongoing workshop and committee activities.
- The Access Services staff will work with the IT/Systems department to study and select an online room reservation system in order to make reservations easier for both users and staff.

- With a new NPML Strategic Plan, Goals, and Action Items, members of the Access Services department are sure to be busy working on various library strategic planning committees and workgroups.