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Access Services Annual Report : July 1, 2018 – June 30, 2019

Nelson Poynter Memorial Library.

Access Services Annual Report
July 1, 2018 – June 30, 2019

University of South Florida St. Petersburg

2019

Compiled by Virginia Champion



Access Services Department Statistical Snapshot:

	2018/19	2017/18	2016/17	2015/16	2014/15	1 Yr. Change	5 Yr. Change
Door Count	206,761	220,306	187,381	162,802	174,162	-6.15%	18.7%
Total Reserve Check-outs	29,776	28,591	23,153	19,167	19,720	23.5%	4.1%
Self-Check Transactions	746	756	691	725	1,002	-1.3%	-25.5%
Total Circulating Items	44,723	42,618	39,210	36,592	38,728	4.9%	15.5%
Interlibrary Loan Total Borrowing Requests	1,429	1,863	1,756	2,349	2,884	-23.3%	-50.5%
Average ILL Borrowing Delivery Time	8.7 days	7.4 days	5.52 days	6.4 days	9.27 days	17.6%	-6.1%
Inter library Loan Total Lending Requests	4,032	3,776	3,866	3,875	4,408	6.8%	-8.5%
Average ILL Lending Delivery Time	20.26 hrs.	10.61 hrs.	16.16 hrs.	15.63 hrs.	18.73 hrs.	91%	8.2%
Total In-person Service Desk Questions	5,530	6,046	7,040	6,445	8,212	-8.5%	-32.7%

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 2018/19 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 2 student employees working an average of 30 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 the previous year to staff the Service Desk during the newly extended hours and to assist with departmental responsibilities. The Library, in response to student demand, is 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 assisted the Textbook Affordability Project at NPML by managing the Gen Ed Textbook Reserve Collection.
- Zoghanno Richardson, as the Circulation staff member who opens the library, continues the Reserves processing, including the Gen Ed Textbooks.
- To satisfy the demand for simplified Study Room reservations the department collaborated with Berrie Watson from the Systems Department to implement an online room reservation system from LibGuides called LibCal. All Access Services staff were trained in the new system.
- Andrea McCray worked with Reserves, Digital USFSP, Reference, and other library projects.
- The department hired new student workers for the 2018/2019 year. These students were trained in NPML systems and procedure pertaining to staffing the front desk, shelving materials, shelf reading, night rounds, and more. Cynthia Brown using the USF Careers hiring system takes responsibility for reviewing applications, evaluating them, interviewing, hiring, and supervising students.
- All Access Services staff participated in the Sexual Harassment/Discrimination Training.
- All Access Services staff also attended the retreat to identify and bolster Strengths.

Circulation

	2018/19	2017/18	2016/17	2015/16	2014/15	1 Yr. Change	5 Yr. Change
Door Count	206761	220306	187381	162,802	174,162	-6.1%	18.7%
Total Circulating Items	44,723	42,618	39,210	36,592	38,728	4.9%	15.5%
Reserve Circulation	29,776	28,591	23,153	19,167	19,720	4.1%	51%

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 2018/19. 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.

Questions	2018/19	2017/18	2016/17	2015/16	2014/15	1 Yr. Change	5 Yr. Change
General	4,164	4,585	4,282	3,693	4,677	-9.2%	-11 %
Technology	1,366	1,461	1,571	1,625	2,086	-6.5 %	-34.5%

Separate Categories include:

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

Interlibrary Loan:

	2018/19	2017/18	2016/17	2015/16	2014/15
Interlibrary Loan, Illiad, Borrowing Requests	1,232	1490	1,460	2,101	2,619
ILL, UBorrow, Borrowing Requests	197	373	356	248	265
Interlibrary Loan Borrowing Requests Total	1,429	1,863	1,756	2,349	2,884
Fill Rate for USFSP Patrons	89%	86%	91%	87%	86%
Average Borrowing Turnaround	8.69	7.4 days	5.52 days	6.40 days	9.27 days
ILL, Illiad Lending Requests	2,954	2,745	2,756	2,860	2,873
ILL, UBorrow Lending Requests	1,078	1031	1,110	1,015	1,535
ILL Total Lending Requests	4,032	3776	3,866	3,875	4,408
Fill Rate for USFSP Items	57%	70%	73 %	74.5%	78%
Average Lending Turnaround	20.26 hrs.	10.61 hrs.	16.16 hrs.	15.63 hrs.	18.73 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, Zoghanno Richardson, and Virginia Champion contributed to various Library displays and exhibits.

Significant Personnel Accomplishments

Cynthia Brown

- August 2018 VIP Seminar – Planning for Change and Changing the Plan
- Times Festival of Reading, Volunteer October 2018
- USF System Regional Access Services Meetings, Member
- Library Exhibit Committee, Member
- Completed training and received certification for EHS Golf Cart Safety

Virginia Champion

- Library Leadership Team, Member
- African American History Display
- NPML Space/Environment Committee, Member

Samuel Holloway

- Completed a major shift of the first floor Periodical stacks to allow removal of stacks
- Shifted DVDs and assisted with VHS tape withdrawals.
- Completed a shift of the Juvenile Curriculum Collection to accommodate the requested additions.

Andrea McCray

- Assisted with creating the online study room reservation system
- Worked on the The Weekly Challenger Initiative OCR process and digital archive submissions
- Attended a TBLC workshop on Customer Service
- Worked with Tech Services on the weeding project

Zoghanno Richardson

- Events Committee, Member
- NPML Space/Environment Committee, Member
- Times Festival of Reading, Volunteer October 2018
- Participated in various TBLC and OCLC workshops and webinars for professional development

Lexi Terry

- Suncoast Information Specialists, Member
- Undertook training for the updated version of Banner and trained Virginia
- Updated the Billing Procedures Manual to reflect changes to the various software systems

Future Directions:

- Florida Academic Libraries Services Cooperative (FALSC) Migration from Ex Libris Aleph to another ILS system is still in process. Access Services staff continues to monitor updates from FALSC and will work on this implementation and participate in ongoing workshop and committee activities.
- After the upcoming NPML Strategic Plan, Goals, and Action Items review (August 2019), members of the Access Services department are sure to be busy working on various library strategic planning committees and workgroups.
- The current Access Services Operations Manager is due to retire in February 2020. The future structure of and reporting line of the department is contingent upon the probable changes in store for the Library and the USFSP campus after the 2020 USF Consolidation.