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## Access Services : Annual Report : 2013 - 2014

Nelson Poynter Memorial Library.

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**Access Services Annual Report**  
**Annual Report**  
**July 1, 2013 – June 30, 2014**

University of South Florida St. Petersburg

*Compiled by Virginia Champion and Kaya van Beynen with input from Carol Hixson*

2014



### **Statistical Snapshot:**

	<b>2013/14</b>	<b>2012/13</b>	<b>2011/12</b>	<b>2010/11</b>	<b>2009/10</b>	<b>5 Yr. Change</b>
Door Count	172,934	171,310	168,773	168,521	163,922	+6%
Total Reserve Check-outs	21,694	18,664	15,071	12,986	11,254	+93%
Self-Check Transactions	1,081	831	1,117	35	--	--
Total Circulating Items	45,219	48,708	48,386	48,593	49,271	-8%
Interlibrary Loan Total Borrowing Requests	2,448	2,484	3,095	3,464	3,887	-37%
Average ILL Borrowing Delivery Time	6.42 days	6.86 days	6.73 days	7.18 days	7.01 days	-8%
Interlibrary Loan Total Lending Requests	5,091	5,478	5,772	4,739	4,884	+4%
Average ILL Lending Delivery Time	20 hrs.	20 hrs.	1.23 days	1.19 days	1.5 days	-45%
Service Desk Total In-person Questions	6,329	8,091	8,020	11,349	12,805	-51%

### **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 2014/13 year, the staff consisted of Cynthia Brown, Lexi Terry, and Camielle Swenson. Carissa Santana worked in the department until she resigned for new opportunities and was subsequently replaced 3 months later by Samuel Holloway. In addition to this staff, the department has 2-5 student employees working an average of 64 hours a week, helping with departmental tasks, which include staffing the service desk, shelving, shelf reading, processing periodicals, and interlibrary loan.

### **New Departmental Responsibilities**

- With the relocation of the Juvenile Collections and Media Collections, the Access Services department assumed responsibility for shelving these items in their new locations.
- Extended hours during the exam weeks have now become a routine service funded and provided by the Nelson Poynter Library and the Access Services department. This service is no longer contingent upon the changeable organization and funding from USFSP Student Government

- The Florida Virtual Campus (FLVC) has charged that all Aleph users must cyclically change their passwords and comply with FL state password security conventions to increase their cyber security. Each library is required to identify and train an employee to be responsible for managing that library's Aleph users and their passwords. Virginia Champion has assumed this new position and responsibility.

**Significant Departmental Accomplishments**

- **Visits to the Library:** Daily door count passed 1661 visits to the library on December 9, 2013. The library now averages approximately 1000 visitors a day during the fall and spring semesters.
- **Update of Access Services Library Webpage:** Updated existing and created new departmental web pages for transition to new format
- **Keep Building Open and Running:** Virginia Champion coordinates the coverage of security guard with USFSP Office of Campus Safety.

**Circulation and Reserves**

- **Shifting the Circulating collection:** In Progress: The department has shifted and re-labeled the circulating collection on the second and third floors of the library to ensure easier access and more consistent spacing. While this portion of the project has been completed, stacks maintenance is an ongoing departmental responsibility.
- **Relocation of the Juvenile Collections:** Relocating the Juvenile collections was a major project of the 2013/2014 year. Employees in the Department of Access Service helped plan the move (identifying a new location and determining the best shelving arrangement) and physically moved all of the collections during spring break 2014.
- **Self-Checkout Assessment:** In collaboration with librarian Kaya Van Beynen, the department worked to create, implement, and analyze a self-checkout usage survey. The results of that survey can be found at <http://dspace.nelson.usf.edu/xmlui/handle/10806/6758>
- **Growing Reserve Circulation:** The circulation of items on reserve continues to grow. These items consist of books on course reserve, but also the library laptops, study room keys, USB drives, whiteboard markers, and calculators. The dramatic increase in this type of circulation primarily comes from the high demand for library laptops and study room keys.

	2013/14	2012/13	2011/12	2010/11	2009/10	5 Yr. Change
Door Count	172,934	171,310	168,773	168,521	163,922	+6%
Total Circulating Items	45,219	48,708	48,386	48,593	49,271	-8%
Reserve Circulation	21,694	18,664	15,071	12,986	11,254	+93%

## Reference Services

In the past 5 years, reference and information service at the NPML has dramatically changed. Access Services staff at the service desk serve as the first responders for most questions asked at the library. Assessing the nature of the question, they either directly answer the general information and basic skills question, refer technology questions to the IT Help Desk, and refer research questions to the librarians.

An online service desk form, shared between the LSDT, Access Services, and Research and Instruction Departments, was created in 2011/12. The purpose of this form was to collect data on questions fielded by the library's service desks.

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.

**Research:** help with search strategy, complicated catalog searches, suggest and/or demonstrate database, etc. A continued problem is that student workers at the service desk do not have access to the online service desk form and thus do not enter their information and reference transactions. As such, these numbers underestimate the number of reference help transactions actually provided at the service desk. As the reliance on student workers increases, this gap between actual transactions and reported transactions may increase. This discrepancy needs to be addressed.

Reference (in person):	2013/14	2012/13	2011/12	2010/11	2009/10	% change
General	4806	4643	6189	6103	7726	-38%
Skill based	1523	3448	1831	5246	5079	-70%
Research Questions	356	313	406	1222	2175	-84%
Technical Questions	2156	3398	3788	--	--	--
Total In-person Service Desk Questions	8,841	11,802	12,214	12,571	14,980	-40%

## Interlibrary Loan

Interlibrary loan is a multifaceted service reliant upon various software platforms administered outside the library and the Florida Library Network Statewide Ground Delivery program (also known as DLLI for its previous name: Distance Library Learning Initiative) for shipping of interlibrary loans exchanged inside Florida.

Most USFSP interlibrary loan requests, both borrowing and lending, are recorded and tracked through the ILLiad program (USF's ILLiad software is hosted on a server at Atlas Systems, Inc., which is the primary developer for OCLC ILLiad). In 2012, the interlibrary loan module of the Aleph ILS known as UBBorrow was activated. This additional avenue for patron requests did not have a significant impact upon ILL borrowing, but is likely responsible for the 4% increase in Lending transactions.

In 2014, in order to retain the current respectable turnaround time for interlibrary loans possible by a 5-day delivery schedule, NPML accepted the increase in fees for the statewide delivery service (subsidized by a state grant) and shares the cost with the USF Tampa Library.

	2013/14	2012/13	2011/12	2010/11	2009/10
Interlibrary Loan, Iliad, Borrowing Requests	2,212	2,136	2,706	3,464	3,887
Interlibrary Loan, UBorrow, Borrowing Requests	236	348	390	--	--
Interlibrary Loan Borrowing Requests Total	2,448	2,484	3,095	3,464	3,887
Fill Rate for USFSP Patrons	87%	90%	90%	87%	82%
Average Borrowing Turnaround	6.42 days	6.86 days	6.73 days	7.18 days	7.01 days
Interlibrary Loan, Iliad Lending Requests	3,253	3,344	3,944	4,739	4,884
Interlibrary Loan, UBorrow Lending Requests	1,838	2,134	1,828	--	--
Interlibrary Loan Total Lending Requests	5,091	5,478	5,772	4,739	4,884
Fill Rate for USFSP Items	77%	74%	76%	75%	74%
Average Lending Turnaround	20 hrs.	20 hrs.	1.23 days	1.19 days	1.5 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 cancellation of the ILL request, for lending it could be the shipping or cancellation of the ILL request.

#### Significant Personnel Accomplishments

##### Awards and Honors:

Cynthia Brown

- Cynthia Brown won the 2012 USFSP Outstanding Employee Award. Faculty from the College of Arts and Sciences nominated her for this award as recognition for her valued work on Interlibrary Loan.

Carissa Santana

- Carissa Santana won the 2013 USFSP Outstanding Employee Award based on her dedicated efforts in the library and for the University on Course Reserves and Multicultural and Diversity Issues.

**Service:**

Cynthia Brown

- Times Festival of Reading, Volunteer 2012-2014
- St Petersburg Mainsail Art Festival, Volunteer 2012-2013
- USF System Regional Access Services Meetings, Member

Virginia Champion

- Library Leadership Team, Member
- Library Space Allocation Committee, Member
- USF System Regional Access Services Meetings, Member

Carissa Santana

- Times Festival of Reading, Volunteer 2012-2014

Camielle Swenson

- Student Research Colloquium Planning Committee, Member
- Library Space Allocation 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 2013/14 year in alphabetical order:
  - Asian Heritage Month
  - Banned Books Week
  - Black History Month
  - December Holiday Books
  - Gaming
  - Harry Potter
  - Hispanic Heritage Month
  - National Aviation Week
  - History Month
  - National Comedy Month
  - National Fruit and Veggie Month  
Cookbooks and Food-books
  - National Hobby Month
  - Summer Leisure Reading
  - Tribute to Maya Angelou
  - International Law
  - Women's

Carissa Santana:

Invited Speaker

- Dr. Cassill's course BSC 2035: Sex and Today's World, Panel Speaker

Panel Discussion Organizer

- For International Business Week, Carissa organized a public panel of Stetson Univ international law students to speak in the Poynter Corner

Camielle Swenson & Virginia Champion:

Conference Presentation

- Swenson, C., Champion, V., van Beynen, K., (2013) *Self-Checkout Assessment*. Florida Library Association Conference. Orlando, Florida.

### **Professional Development:**

All Access Services staff completed the USFSP Armed Intruder Training.

Cynthia Brown

Training

- Hiring Department Role for Student Workers
- FWS Supervisor Training
- WorldCat Resource Sharing
- WorldShare ILL Start Here
- Making the Most of WorldCat Discovery

Webinars

- WorldShare Interlibrary Loan
- Customer KISS
- What You Don't Know About Body Language
- Angry Customers Suck!

Virginia Champion

Training

- Hiring Department Role for Student Workers
- FST102: P-Card Reconciliation

Camielle Swenson:

Completed requirements for and was granted her Masters of Library & Information Science degree

Campus Training



- Suicide Prevention Training
- Tag Galaxy: Finding Creative Commons Images

#### Conferences

- Moving on Up: A Job Seekers Mini Conference
- ALA Annual Conference in Las Vegas, 2014
- FLA Annual Conference

#### Webinars

- Finding and Training Volunteers
- Break it Down: A Practical Approach to Assessment Planning
- Mobile Devices: Gateway to Your Library
- Using Social Media Tools to Facilitate Learning in Libraries
- Digital Preservation: Fundamentals
- Digital Preservation: Text and Image Formats
- Using Digital Collections for Reference and Information Services
- Booklist- Celebrating Civil Rights in Books for Youth
- Pinterest for Children's Programming

#### Lexi Terry

##### Webinars

- Serving DIY Patrons

#### **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 a challenge 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 learning how to perform basic library circulation procedures, but also includes customer service training, as well as 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.

#### Online Study Room Reservation System

- Various options for an online Study Room Reservation system will be considered. The provision of this new service should reduce the staff’s efforts to manage the students’ high demand for study rooms and hopefully enable better tracking of statistics.

#### 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, will explore the possibility of doing a circulating collection inventory. The NPML has never had an inventory, thus a goal for the 2014/15 year is to investigate whether this is a viable and valuable option.