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## Access Services Annual Report : July 1, 2016 – June 30, 2017

Nelson Poynter Memorial Library

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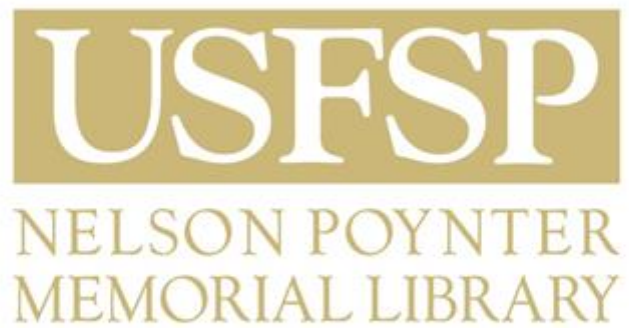
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**Access Services Annual Report**  
**July 1, 2016 – June 30, 2017**

University of South Florida St. Petersburg

2017



**Access Services Department Statistical Snapshot:**

	2016/17	2015/16	2014/15	2013/14	2012/13	1 Yr. Change	5 Yr. Change
Door Count	187,381	162,802	174,162	172,934	171,310	15%	9.4%
Total Reserve Check-outs	23,153	19,167	19,720	21,694	18,664	21%	24%
Self-Check Transactions	691	725	1,002	1,081	831	-4.69%	-16.9%
Total Circulating Items	39,210	36,592	38,728	45,219	48,708	7%	-19.5%
Interlibrary Loan Total Borrowing Requests	1,756	2,349	2,884	2,448	2,484	-25%	-29.3%
Average ILL Borrowing Delivery Time	5.52 days	6.4 days	9.27 days	6.42 days	6.86 days	-13%	-19.5%
Interlibrary Loan Total Lending Requests	3,866	3,875	4,408	5,091	5,478	-0.2%	-29.4%
Average ILL Lending Delivery Time	16.16 hrs.	15.63 hrs.	18.73 hrs.	20 hrs.	20 hrs	3.4%	-19.2%
Service Desk Total In-person Questions	7,040	6,445	8,212	6,329	8,091	9.2%	-13%

**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 2016/17 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.

**Significant Departmental Accomplishments**

- In collaboration with the Research & Instruction and Technical Services and Collection Development departments, the Access Services department implemented a new Textbook Affordability Project at NPML. For more information, please refer to the NPML Textbook Affordability Project 2017 Report.
- A new Sentry WAM security gate was installed late June 2016. Zoghanno Richardson, an Access Services student worker implemented a gate count assessment to verify the accuracy of the new gate. On a few count shifts there was a slight discrepancy, but for the most part, the actual count of patrons leaving the building was an exact match with the gate counter.
- The NPML experienced a change in security companies. This new contract to the Weiser Security Company was managed by the USFSP Police Department. With this change, the Access Services department had to work through new procedures, new guards, and work through a period of adjustment
- The department hired all new student workers for the 2016/2017 year. These students were trained in NPML systems and procedure pertaining to staffing the front desk, shelving materials, shelf reading, interlibrary loan, and more.

**Circulation**

	<b>2016/17</b>	<b>2015/16</b>	<b>2014/15</b>	<b>2013/14</b>	<b>2012/13</b>	<b>1 Yr Change</b>	<b>5 Yr. Change</b>
Door Count	187381	162,802	174,162	172,934	171,310	15%	9.4%
Total Circulating Items	39,210	36,592	38,728	45,219	48,708	7%	-19.5%
Reserve Circulation	13,153	19,167	19,720	21,694	18,664	21%	24%

**Reference Services**

<b>Questions (in person):</b>	<b>2016/17</b>	<b>2015/16</b>	<b>2014/15</b>	<b>2013/14</b>	<b>2012/13</b>	<b>1 Yr Change</b>	<b>5 Yr. Change</b>
General	4,282	3,693	4,677	4,806	4,643	16 %	-8 %
Skill based	888	884	1,143	1,523	3,448	-1%	-75%
Research	256	243	306	356	313	5 %	-18 %
Tech/Online	1,571	1,625	2,086	2,156	3,398	-3 %	-54 %
<b>Total</b>	<b>7,040</b>	<b>6,445</b>	<b>8,212</b>	<b>8,841</b>	<b>11,802</b>	<b>9 %</b>	<b>-40 %</b>

Separate Categories include:

- **General/ Directional:** referrals, supplies, hours, study rooms available, library policies, etc.
- **Basic Skills:** simple catalog search, how to access remotely, renew online, setup ILL, etc.
- **Research:** Search strategies, complicated catalog searches, suggest and/or demonstrate database, etc.
- **Technical / Online :** General computing issues, printer/copier, local software; Canvas, google apps, email, portal login issues, etc.

**Interlibrary Loan:**

	2016/17	2015/16	2014/15	2013/14	2012/13
Interlibrary Loan, Illiad, Borrowing Requests	1,460	2,101	2,619	2,212	2,136
ILL, UBorrow, Borrowing Requests	356	248	265	236	348
Interlibrary Loan Borrowing Requests Total	1,756	2,349	2,884	2,448	2,484
Fill Rate for USFSP Patrons	91%	87%	86%	87%	90%
Average Borrowing Turnaround	5.52 days	6.40 days	9.27 days	6.42 days	6.86 days
ILL, Illiad Lending Requests	2,756	2,860	2,873	3,253	3,344
ILL, UBorrow Lending Requests	1,110	1,015	1,535	1,838	2,134
ILL Total Lending Requests	3,866	3,875	4,408	5,091	5,478
Fill Rate for USFSP Items	73 %	74.5%	78%	77%	74%
Average Lending Turnaround	16.16 hrs.	15.63 hrs.	18.73 hrs.	20 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 Angela Hood, Cynthia Brown, and Zoghanno Richardson, contributed to various Library displays and exhibits.

Displays from the 2016/17 year include:

July	Olympics, Rec Reading
August	Literary Word Clouds, John Hart Insect Watercolors
September	9/11 Remembrance, Banned Books, NLM Harry Potter, The Two St. Petersburgs
October	Science Education, Open Access Week
November	Weekly Challenger
November	Native American History Books, National Book Awards
December	Holiday Recreational Reading
January	Martin Luther King Jr., Career Closet and tips for dressing for interviews, National Tea Month, Chinese New Year, Data Privacy – Best Practices
February	African American Comic and Graphic Novel Artists, Coretta Scott King Winners, Black History Month People Wordclouds, Blind Date with a Book, Data Privacy, Career Center
March	Frida Kahlo, PEERS & Spring Break Safety, Women’s History: Scientists & Mathematicians, Project Sting Ray, Creative Clay
April	Creative Clay Artwork, WWI Centennial, National Poetry Month, College of Marine Science 50 <sup>th</sup> Anniversary, Suncoast Center Display, Motivational Wall Whiteboard with Sticky Notes, Faculty Staff Campaign Library Awards
May	LGBTQ Authors, LGBTQ 6 Degrees of Separation, #nolabels, Jazz Display

## **Significant Personnel Accomplishments**

### **Service:**

Cynthia Brown

- Times Festival of Reading, Volunteer October 2016
- St Petersburg Mainsail Art Festival, Volunteer 2016
- USF System Regional Access Services Meetings, Member
- Library Exhibit Committee, Member

Virginia Champion

- Library Leadership Team, Member
- Florida Library Association, Member
- USF Next Gen ILS Committee

Angela Hood

- Library Exhibit Committee, Member

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.
- USFSP students have long asked for extended library hours. In the upcoming academic year, new extended hours will be implemented in the NPML library. This change will require extra staffing for the Access Services Department and extended hours for the security guard.
- 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.