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Access Services Annual Report: July 1, 2019 - June 30, 2020

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Nelson Poynter Memorial Library.

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Access Services Department

Annual Report

Nelson Poynter Memorial Library
University of South Florida St. Petersburg

July 1, 2019 – June 30, 2020

Compiled by Natalie Polson
July 2020

Access Services Statistical Snapshot:

	2019/20	2018/19	2017/18	2016/17	2015/16	1 Yr. Change	5 Yr. Change
Door Count	143,112	206,761	220,306	187,381	162,802	-30.8%	-12%
Total Reserve Checkouts	16,248	29,776	28,591	23,153	19,167	-45%	-15%
Self-Check Transactions	390	746	756	691	725	-47%	-46%
Total Circulating Items	26,407	44,723	42,618	39,210	36,592	-41%	-28%
Interlibrary Loan Total Borrowing Requests	1,112	1,429	1,863	1,756	2,349	-22%	-53%
Average ILL Borrowing Delivery Time	6.9 days	8.7 days	7.4 days	5.5 days	6.4 days	-20%	7.8%
Inter library Loan Total Lending Requests	2,858	4,032	3,776	3,866	3,875	-29%	-26%
Average ILL Lending Delivery Time	24.4 hrs.	20.26 hrs.	10.61 hrs.	16.16 hrs.	15.63 hrs.	20%	56%
Total In-person Service Desk Questions	4,697	5,530	6,046	7,040	6,445	-15%	-27%

*Department stats affected by COVID building closure, starting 03/17

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 6 employees: Natalie Polson, the Head of Access Services, along with 5 Library Specialists. During the 2019/20 year, the staff consisted of Cynthia Brown, Samuel Holloway, Zoghanno Richardson, Lexi Terry, and 2 part time OPS staff members. After a national search, Natalie Polson was hired to replace Virginia Champion who retired at the end of February. Prior to March 17th, the department had 3 student employees, 2 Federal Work Study student employees, and 1 OPS student worker, working an average of 20 hours a week. For most of the year, OPS staff were Andrea McCray and Amber Thomas were part of the department but left for new opportunities and professional growth. In a combined full-time OPS position, Carolyn Kirch was hired and started working in the library on March 16th.

On March 17th, 2020, the state of Florida went into a shelter-in-place mode and the majority of the university transitioned to remote work in response to the global Coronavirus pandemic. The Access Services Department quickly transitioned as well. Most departmental staff moved to remote work, while Samuel and Carolyn continued to work as on-site personnel in the closed library to ensure continued access to library print collections (scanning and mailing) and to distribute laptops to students in need.

Significant Departmental Accomplishments:

Response to the Coronavirus and Remote Work
- Due to the COVID pandemic, Access Services maintained core services during the library building closure. To ensure health and safety of staff and patrons, the building was closed to the public from March 17th. Access Services department operated with reduced hours, 8am to 5pm, Monday thru Friday, and is staffed by Carolyn Kirch and Samuel Holloway on site. Cynthia Brown, Alexis Terry and Zoghanno Richardson provide additional support to maintain department activities while working remotely.
- Sanitization procedures were developed for cleaning shared staff workspaces and quarantining returned materials.
- Dedicated staff members remained nimble and flexible to changing Access Services procedures. New lending services were introduced to serve USF student and faculty work in their remote locations
- During COVID building closure, Zoghanno Richardson staffed virtual Student Technology Center helpdesk

Major library Circulation Collection Weeding Project
- In collaboration with the Research & Instruction and Collection Development & Tech Services departments, the Access Services Department assisted with the Weeding project. This involved pulling de-selected titles, scanning, packing and moving boxes to loading dock for outgoing shipment.

Renovations of Staff Access Services Space
- A thorough spring cleaning of the staff work areas was completed, with older, broken, and unused furniture and materials removed.
- The textbook reserves ranges were consolidated to open up additional workspace for increased spatial efficiency and staff social distancing
- The work space for the department was repainted, new glass walls were added to partition and socially distance staff workstations.

A Change in Leadership
- After working at the Nelson Poynter Memorial Library for close to 30 years, Virginia Champion, the long-time Head of the Access Services department retired in February 2020. Much work was done ahead of her retirement to ensure a smooth transition. We wish her a wonderful retirement and applaud Virginia for all of her thoughtful contributions to the department, the library, and the university.
- After a competitive national search, Natalie Polson, an internal candidate formerly from the Collection Development & Technical Services, was hired as the new Department Head. Natalie started in this role just 2 weeks before the university closed and all departmental work procedures had to be completely rethought for remote operations, to ensure the safety of departmental staff, while continuing to support the instruction and research of USF St. Petersburg students and faculty alike.

Circulation:

	2019/20	2018/19	2017/18	2016/17	2015/16	1 year change	5 year change
Door count	143,112	206,761	220,306	187,381	162,802	-30.8%	-12%
Total circulating items	26,407	44,723	42,618	39,210	36,592	-41%	-28%
Reserve Circulation	16,248	29,776	28,591	23,153	19,167	-45%	-15%

Circulation in Response to Coronavirus
- A global change in due dates initially to the end of the summer semester, was made to all outstanding materials borrowed from the collection
- Returned materials were quarantined for 24 hours before further handling by staff wearing PPE equipment
- The USF St. Petersburg Student Government purchased 100 laptops for students without computers in order to complete their Spring courses. These laptops were given to the library to manage the lending process in collaboration with the Student Success Advocacy Group. Initially, lending priority went to students who were near graduation or those who were part of important cohorts for performance based metrics, but after these students' needs were met, the laptop program was expanded to other students in need. After the end of the Spring semester, laptops were redistributed to students taking summer courses.
- Additionally, the library purchased headphone/microphone sets to lend to students and support remote student learning
- A no-contact, laptop and headphone lending procedures were set up to ensure the safety of the library staff and USF St. Petersburg students. Students who did not reside in Pinellas were mailed their laptops via UPS Tracked delivery service.
- The department launched a Pull Service and collaborated with Systems to create an online intake form during building closure. Requests are routed to USFSP-Circulation@usf.edu. The service ensured patrons could continue to have access to print materials from Circulating Collections with options for pickup and mailing to residences
- Natalie worked with Berrie Watson, Head of Library Systems to migrate former library listserv to USFSP-Circulaton@usf.edu and USFSP-ILL@usf.edu. This enabled various Circulation staff to monitor patron inquiries while working remotely

Reference Services:

During 2019/2020: Complex software questions were referred to the STC via the Systems and STC virtual chat. Due to the building closure, patron inquiries were funneled to the CIRC phone or and a newly created circulation group email account.

Questions	2019/20	2018/19	2017/18	2016/17	2015/16	1 Yr. Change	5 Yr. Change
General	3,514	4,164	4,585	4,282	3,693	-15%	-5%
Technology	1,183	1,366	1,461	1,571	1,625	-13%	-27%

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:

	2019/20	2018/19	2017/18	2016/17	2015/16
Interlibrary Loan, Illiad, Borrowing Requests	948	1,232	1490	1460	2101
ILL, UBorrow, Borrowing Requests	164	197	373	356	248
Interlibrary Loan Borrowing Requests Total	1,112	1,429	1,863	1,756	2,349
Fill Rate for USFSP Patrons	78%	89%	86%	91%	87%
Average Borrowing Turnaround	6.89 days	8.69 days	7.4 days	5.52 days	6.40 days
ILL, Illiad Lending Requests	2,193	2,954	2,745	2,756	2,860
ILL, UBorrow Lending Requests	665	1,078	1,031	1,110	1,015
ILL Total Lending Requests	2,858	4,032	3,776	3,866	3,875
Fill Rate for USFSP Items	56%	57%	70%	73%	74.5%
Average Lending Turnaround	24 hours	20.26 hours	10.61 hours	16.16 hours	15.63 hours

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.

ILL Response to the Coronavirus:
ILL statistics during March 17th to June 30th were impacted by COVID pandemic. Only local lending / borrowing services within the USF system continued, while Uborrow requests were turned off in the Mango catalog. Tampa Bay Library Consortium (TBLC) suspended Florida Library Network Statewide Ground Delivery between FL universities and FL colleges. Immediately, when the closure happened and

these services were suspended, 55 borrowing ILL requests and 8 lending ILL requests were cancelled. After this, new requests for external USF borrowing or lending, ended.

ILLiad services continues to be a challenge with two paraprofessional staff members managing the process, with one staff on site and one working remotely. During COVID, staff members are not able to process requests via Article Exchange while working remotely. In response, Carolyn and Natalie received training in ILL in order to build departmental capacity and skill redundancy and support this important service. Additionally, Cynthia, the staff member primarily responsible for ILLiad services has been working to update the ILL training and procedure manual.

Stacks Maintenance: Stacks maintenance is an ongoing departmental responsibility; the Media: DVDs and VHS Collection, OVERSIZE newspaper collection, Print Periodicals, A to Z monographs, has been shifted. A total of 53 ranges and 108 rows were affected. Samuel also created new signage for all the shifted collections.

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, calculators and anatomy kits. The high demand for laptops and request for print materials continues during COVID.

Significant Professional Accomplishments

Service
Zoghanno Richardson
- Summer FTIC/student transfer orientation virtual sessions
- Member of Libfest 2020 Committee
- Member of Exhibit Committee
- Member of Space / Committee
- Chair of Party Committee

Cynthia Brown
- Summer FTIC/student transfer orientation virtual sessions
- Member of Diversity Committee
- Member of Exhibit Committee
- Mainsail Art Festival volunteer
- Family Promise volunteer
- Times Festival of Reading volunteer
- Marine Quest Science Festival volunteer
- TBLC Paraprofessional Conference
- TBLC Tech Conference

Natalie Polson
- Member of Library Emergency Committee
- Member of Library Leadership Team
- Member of Library Exhibit Committee
- Chair of the Patricia Pettijohn, Librarian Retirement Party Planning Committee

Carolyn Kirch
- Coordinated Employee Morale Boosting Activities on Microsoft Teams

Samuel Holloway
- Completed a major shift of the entire GEN Circulating Collection, A to Z, in one month
- Shifted DVDs and VHS from 1st floor to 2nd floor and reset shelving to accommodate DVDs/VHS
- Shifted print periodicals and print newspapers to 3rd floor
- Shifted OVERSIZE collection
- Pulled, scanned and packed 3,300 volumes from 5/27 to 6/30 and shipped out ~200 boxes

Lexi Terry
- Member of the NPML Goal 1 Committee (User Experience)
- Member of the Suncoast Information Specialists

Creative Activities:
Library Displays -- All members of the Access Services Department contributed to various Library displays and exhibits. Displays from the 2019/20 year:

Jan	Dr. Martin Luther King Jr.
Feb	Black History month
Mar	Women's History Month
Sept	Veteran's Display
Nov	Native American Month
Dec	Christmas Display

Professional Development:

Zoghanno Richardson
Training
- Libguide training to update Access Services webpages
- HTML Tutorials and practice for LibGuide modification

Webinars
- TBLC Webinar: Time to Re-open. Now What? – Preparing Library Space for Community Use after Covid 19
- Library Works Webinar: How to Keep Library Projects on Track
- USFSP Virtual Campus Forum Attended Diversity & Inclusion Training
- Tech-Talk Webinar - Four and a Half Advanced Techniques in Excel
- TBLC Webinar: Why and How to Promote Your Online Services During the Quarantine
- TBLC Webinar: Overcoming the Challenges of Working at Home for the Employee and the Manager
- Tech-Talk Webinar: Creating VIDEO, on the Run

Cynthia Brown
Training
- Completed training and received certification for EHS Golf Cart Safety
- FWS Supervisor training

- AED/defibrillator certified
- Atlas ILL training
- Title IX training 10/19
- ALMA next GEN ILS training: Getting to Know Alma, Alma Essentials

Webinars
- Mitigation COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections
- Time to Re-open. Now What? - Preparing Library Space for Community Use after COVID-19
- Mental Health and Libraries
- A Guide to Understanding the Body Language of Others
- Personnel Skills for Library Managers and Supervisors
- Introduction loc.gov: Orientation and research strategies
- Why OCLC's WorldShare Management Services are a revolutionary approach to library management
- FLW: Open Education Resources in libraries
- "At-risk for University and college Faculty and Staff"

Natalie Polson
Training
- Atlas ILLIAD training
- ALMA next GEN ILS training: Getting to Know Alma, Alma Essentials
- ALA Course: RUSA Basics of ILL for a new millennium
- USF Managerial training
- USF: OASIS / BANNER & FST training for posting library fines
- USF P-Card Reconciliation
- USF essential personnel training & FEMA ICS 100

Webinars
- Chronicle of Higher Education: Colleges and the Coronavirus virtual forum
- OCLC webinar on managing ILL services during COVID
- Mitigation COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections

Samuel Holloway
Training
- Atlas ILLIAD training
- Collection Development & Tech Services Weeding project

Webinars
- What is the new Normal: Guidance for Re-opening and returning to campus
- Strategic Diversity Leadership and Culturally Relevant Decision Making during COVID 19

Carolyn Kirch
Training
- Atlas ILLIAD training
- ALA Course: RUSA Basics of ILL for a new millennium
- Aleph v.23 webinar
- Collection Development & Tech Services Weeding project

Webinars
- Customer Service AMA (Ask Me Anything)
- Better Libraries & Stronger Communities through Kindness, Empathy & Love
- Employee Engagement and Employee Morale
- Invisible Disabilities and Bias Mental and Cognitive Disabilities
- Self-Care During a Crisis: Breathe, Think and Grow
- Copyright for Digital Libraries
- Mitigation COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections
- Managing Your Library's ILL Services During the COVID-19 Crisis
- Racial Equality During & After COVID

Lexi Terry
Training
- Getting to Know ALMA training
- USF: Sexual Harassment on campus for staff

Webinars
- Time to Re-open. Now What? – Preparing Library Space for Community Use after COVID 19
- Tech-Talk: Be a Tech Hero
- Tech-Talk: Tips for Dealing with Difficult People
- Tech-Talk: Become a Power Communicator

Future Directions:

Keeping up with Software Program Changes
- In 12 months, ALMA/PRIMO version 2.0 will be implemented. All members of Access Services are in the process of watching training videos and preparing to revise workflows for the new ILS.
- During building closure and preparation of COVID, all members of Access Services learned how to scan Course Textbooks and had email accounts transition from GMAIL to MS Outlook. Staff members learned how to revise and edit pdfs using Adobe Acrobat Pro and submit timesheets using Docusign. In addition, Head of Systems migrated department files from x:/ into BOX to support remote work activities. Staff also used Microsoft Teams for department updates and one on one check-in sessions.
- In the future, ILL is preparing for upgrade to ILLIAD 9.0

Next Generation Integrated Library System (ILS)
FALSC has selected ALMA/PRIMO VE as the next 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. Natalie Polson continues to monitor the FLVC-ALL Libraries listserv and the FLVC's progress to ensure that the NPML is prepared for this switch. Access Services will work closely with colleagues from USF Tampa to ensure a successful switch over.

Planning for a Safe Library Reopening
Looking ahead, measures will continue to be taken to ensure the health and safety of staff and patrons as we prepare for the Fall Semester. "Sani Kits" including hand sanitizer and gaiter masks will be distributed to staff as they return back to on site work. Cleaning supplies will be re-stocked. Plexiglass shields are being installed at the front desk to ensure safety of staff working on site. Staff desks in

Access Services and ILL have been separated by 6' feet to maintain social distancing and glass dividers have been installed. In addition, checkout periods for Course Reserve equipment and Course textbooks will be re-adjusted. Revisions of Access Services workflows is necessary for the optimal delivery of ILL Services, Pull Services, and Laptop Distribution for the Fall. In conclusion, the department will remain nimble, adjusting core services as need to prioritize the health of our staff and the continued delivery of library materials to USF faculty and students.