

**Library Self-study
Report from Departments**

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Access Services Department
Cathy Palmini, Acting Access Services Librarian
Andy Pech, Main Circulation and Building Manager
Lin Vogel, Reserve and Laptops
Christine Neidlein, Interlibrary Loan
Colleen Angel, Interlibrary Loan

Name of reporting department
Name of coordinator
Names of other staff involved in
self-study

1) Description of department:

Access Services consists of three units with largely independent functions—Main Circulation, Reserve, and Interlibrary Loan. Service to distance education students also falls under the Access Services Librarian.

Main Circulation, on the first floor, acts as a first stop location for many patrons. In addition to checking out stack books, services include check out of universal borrowing books from other UW system libraries, booking study rooms with computers, checking out laptops, assistance with renewing items, and collecting fines. Main Circulation staff and students field frequent requests for directions to other Library departments and locations. Student employees also assist with check in procedures, shelving in the stacks, and retrieval of universal borrowing books to be lent to other UW campus users. A paging and delivery service offers direct delivery of materials to faculty offices across campus. Opening and closing, security, and building management are also the responsibility of main circulation desk personnel. Materials shelved near the main circulation desk and under their care include UWSP masters theses, a paperback leisure reading collection, the new book shelf, and the ongoing book sale.

Reserve provides students with course-related materials requested by classroom instructors and consists of hard copy and electronic materials. Hard copy items (books, paper journal articles, sample tests, CDs, software, and audiotapes) are located adjacent to the main circulation desk. Relatively short loan periods are set by the instructors, options being 2-hour and 1, 3, and 7-day. Electronic reserve allows students to access their class e-reserve readings and audio materials from remote locations (from personal computers with internet access and Adobe Acrobat Reader). Access to class e-reserve materials is limited to faculty and students enrolled in a specific class using electronic reserve. E-reserve materials include audio (music, classroom lectures, MP3 format materials) and scanned print items (journal articles, book chapters). The copyright policy concerning all reserve items is based on the fair use provisions of the U.S. Copyright Act of 1976.

Interlibrary Loan submits requests for research materials that are not available locally for UWSP users and provides UWSP materials to users of other libraries. Journal articles are the most frequently requested items, with most articles delivered electronically to the user's email. Books and other returnables (not available from UW System libraries via universal borrowing) are borrowed and lent by ILL. An online interlibrary loan form is available on the library homepage.

Distance Education services for students are provided using the distance education webpage of the Library website as the main gateway to communicate and provide access to library services. Maintained by the Access Services Librarian, the page provides instructions for obtaining books from the UWSP library and from other UW System libraries through universal borrowing and interlibrary loan. Delivery to the student is typically by mail, but the statewide van service may be used if

convenient for the student. To find periodical articles, a student can use their UWSP username and password from a remote location, search the Library's licensed indexes, and very often retrieve the full text of articles online. If the student needs an article from our Library's print collection, the article is scanned and emailed to the student (26 were scanned in 2006). In general, the goal is to provide distance education students with the same level of service provided to on-campus students. To reach this goal, services are customized to fit the needs of the individual.

2) Who is served?

Main circulation serves students, faculty, and staff, as well as community users.

Reserve supports faculty and students with class-related materials. Occasionally their scanning equipment is used by others outside the area.

Interlibrary Loan requests material primarily for university students, faculty (including retirees), and staff. ILL lends to other libraries and their patrons nation-wide and internationally as well (they filled requests recently from patrons in France, Denmark, and South Africa). They occasionally serve community users, if their needs can't be met by the public library.

3) Staffing

a. Levels:

Library Faculty: Access Services Librarian (interim until February 2008). FTE: 1

Classified staff: Main Circulation, level : Librarian. FTE: 1	Students: 240 hrs per week
Reserve, level: LSA-Advanced, FTE: 1	Students: 20 hours
Interlibrary Loan, level: LSA-Advanced , FTE: 1 ½	Students: 40 hours

Technical support for Access Services is provided the library technical support team.

- b. **Sufficient to meet needs:** Classified and student hours were viewed as satisfactory to meet service needs. Peak times were noted for reserve and ILL, and during those times ILL sometimes borrows students from other departments to meet the demand. It was noted that most new work study students only receive about six work hours a week, making it hard to get the level of training needed for their jobs.
- c. **Well-qualified and trained:** Training of new students is a continuing challenge. The classified staff are well-qualified but noted some areas where training was needed but not available. Those in ILL noted the unavailability of training for ILLiad.

4) Facilities:

The main circulation desk area was viewed as very busy and usable but evolving. One suggestion was to make a small conference room in the available space behind the desk area (a private place to talk to students or among staff). The ILL long-counter workspace and the reserve work area are satisfactory to current staff. Areas for improvement include noise level, temperature control, more air. Also there is no water in the area and the first floor bathrooms are not adequate for this high traffic area.

5) Technology:

Main Circulation: Equipment can be slow. Have good technical support from in-library technical staff.

Reserve: Equipment is up to date. The home-grown system for e-reserve was noted—it sometimes can't do everything faculty request. D2L is under discussion in relation to Reserve.

Interlibrary Loan: Need bigger, better computer and second scanner (possibly off-site). ILLiad software continues to have problems. Need better communication from campus IT, for example, the implications of security changes on Interlibrary Loan services.

In general there needs to a more clearly formulated, prioritized, and stated plan for replacement of computers both office and work area.

6) **Supporting statistics:** (see appendices for general statistics)

Highlights:

Circulation: For 2006-2007, there were 35,082 circulations of all types of resources from the main desk (with 9,450 renewals). Reserve desk circulations: 5,098 (247 renewals). Laptop circulations: 8,983.

Universal borrowing: Loans 1827, borrows 4106.

Reserve: For fall 2007, 204 faculty members are active users of Reserve. Total courses with reserve materials 331, with approximately 100 inactive each semester. Electronic Reserve files total 636.

Interlibrary Loan: In 2006-2007: 770 books (and other returnable items, such as CDs, DVDs, microfilm) were borrowed for UWSP users and 3974 copies of articles were received. In addition, 2136 books (and other returnable items) were lent to patrons at other libraries and 4495 articles were sent.

7) **Results of recent assessments**

The department carried out a point of service survey in December. Please see attachment 1.

Responses to access serves questions on faculty and student February surveys follow.

Student survey:

Question 8: If you visit the Library, how satisfied are you with the help and service you receive? (This question might also include service at the reference desk or other departments).

Students answering this question, 85% indicated satisfied or very satisfied, 15 % were neutral.

Question 10: If your instructor has placed course materials on electronic reserve for your class, how satisfied are you with your access to these e-reserve materials? Of respondents, 83% were satisfied or very satisfied, 11% neutral, and 5% dissatisfied or very satisfied.

Question 11: If our library doesn't have the article you need in print or online full-text, how satisfied are you with the Interlibrary Loan service in meeting your needs? The N/A response received 47%, probably indicating approximately half of students haven't used ILL. Of the others: 59% were satisfied or very satisfied, 37% were neutral (more non-users?), and 3% were dissatisfied or very dissatisfied.

Responses to each of these questions point to possible improvements in service.

Faculty survey:

Question 4: If you visit the Library, how satisfied are you with the help and service you receive? (This question might also include service at the reference desk or other departments). Faculty indicated 66% very satisfied and 28% satisfied for a total 94% satisfaction rate.

Question 10: If journal articles are not available in our periodicals department or online full-text, how satisfied are you with the interlibrary loan service in meeting your needs? N/A response was 19%, probably indicating non users. Total satisfaction rate was 85%, with 13% neutral, and 3% in the dissatisfied categories. The Library could strive to identify problem areas and increase satisfaction.

Question 11: If you use electronic reserve in your classes, how satisfied are you with student access to e-reserve? Nearly half indicated N/A or probable non-e-reserve use. Of the respondents (indicating use) 88% were satisfied or very satisfied with 11% neutral.

8) **Special projects underway or major changes being implemented:**

- Integration of the new Access Services Librarian after February 4.

- Retirement of the full-time Interlibrary Loan LSA-Advanced and training for new staff.
- Physical changes in the main circulation desk area.
- Shifting and relabeling in the book stacks area.
- New assistant manager program for main circulation. Four students hired for 20 hours a week each with extra managerial responsibilities and training.
- Moving to online submission of articles for e-reserve.
- Improve Interlibrary Loan canned email messages to patrons.

9) **Goals or desired directions of the unit** (to be explored, not formally adopted at this time):

- Explore a more 'team approach' to access services, especially with different busy times for different units during the year.
- Develop online training and more written materials for student workers in areas of commonly needed knowledge.
- Seek out customers. Workshops on how access service related things work.
- Examine with an eye to improve the UB service as related to the Interlibrary Loan service. Not clear to patrons what is what.
- Address the shift to checking out laptops and other hardware from main circulation – what are the implications for the future in time and space needs.

10) **Other information**

11) **SWOT analysis of department** – see attachment 2.

12) **SWOT analysis of Library** – see SWOT appendix.

ATTACHMENT 1

Library Access Services (Point of Service) Survey- Results

The University Library's Access Services Department conducted a point of service survey December 2-15, 2007. Patrons receiving service at the main circulation desk were asked to fill out a brief questionnaire. A total of 161 surveys were completed by unspecified numbers of university faculty, staff and students, and community patrons.

Survey Questions and Results

The questionnaire's design attempted to provide data concerning the following questions:

- What services are patrons who come to the main circulation using?
- What is the degree of satisfaction or dissatisfaction with these services?

The questionnaire also included two open-ended questions, one asking for general comments and the other querying patrons as to what one thing they would like to change about the library.

Services Used:

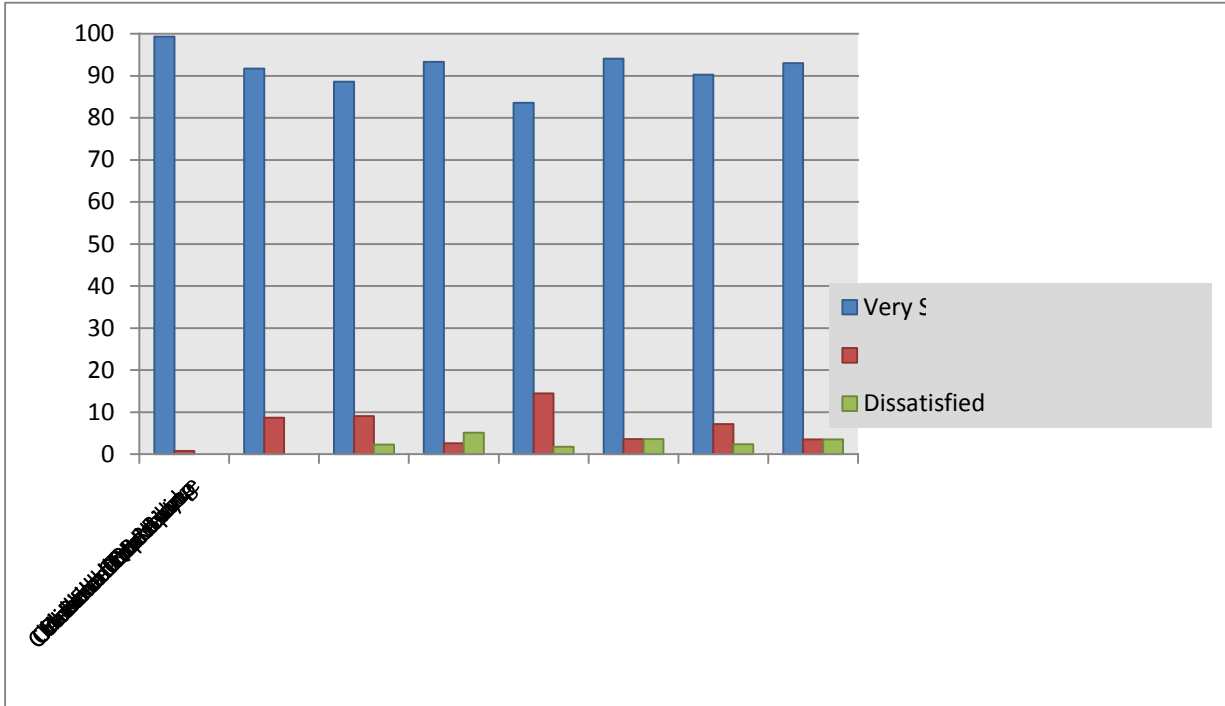
The 161 survey respondents reported 600 uses of services—see breakdown in the left column below.

Library Access Services Questionnaire						
We welcome your input. Please check the services you have used this semester and mark your level of satisfaction with each. Comments (especially on areas needing improvement) are appreciated. Thank you!						
Have you used this service?	Question	Very Satisfied	Satisfied	Neither Satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied
133	Checked out a UWSP book	92	40	1		
46	Picked up a Universal Borrowing (UB) Book	32	10	4		
44	Picked up a an Interlibrary Loan article or book	24	15	4	1	
39	Received an ILL article electronically	23	13	1	2	
55	Checked out a course reserve item	39	16	8	1	
84	Used electronic reserve	44	35	3	2	1
83	Checked out a laptop	49	26	6	2	
115	Asked a question at this desk	74	33	4	3	1

Customer Satisfaction

Responses trended strongly toward the "very satisfied" (61.4%) and the "satisfied" (31.4%) responses. Other responses: "neither satisfied nor dissatisfied" (5.2%), "dissatisfied" (1.8%), and "very dissatisfied" (.3%).

All services received a strong majority of responses falling into the "very satisfied" and "satisfied" range, each falling somewhere between 83 to 99 percent of customers being either "satisfied" or "very satisfied."



Conclusions

What services are patrons who come to the Main Circulation Desk using?

Survey results indicate patrons using the main circulation desk are most likely checking-out UWSP library books or asking questions/seeking information. Results also indicate a large number of patrons have checked-out laptops and/or utilized electronic reserves.

What is the degree of satisfaction or dissatisfaction with these services?

The results of this survey point to a high degree of customer satisfaction among the majority of those polled. Every service had the majority of respondents listing their degree of satisfaction as “very satisfied” while the second most popular answer for all services was “satisfied.” There were no significant numbers suggesting customer dissatisfaction.

Responses in Space for Comments:

Positive Comments:

- Great references! Thank you so much!
- Great service and resources.
- The staff is like really nice.
- Thank you for the helpfulness every time!
- Very good
- Very helpful and respectful.
- Quick and easy. Helpful staff.
- Everything is always very available
- Very good job. Reference desk very helpful.
- I love the library and those who work in it.
- Keep up the good work ☺
- I love the access to sources all over the country – thanks!
- No change – great!

Libraries scare me, but this one isn't too bad.
Did an excellent job answering my questions.
Overall, I believe the library staff does a good job.
I love the library! 😊
Everyone was very friendly and informative.
(Staff) was awesome by finding a book I needed!
Nothing, more than satisfied.
Very knowledgeable.
Library services have always seemed very helpful and terrific!
Everyone was very helpful and I found I got what I needed.
Everything is easy to find.

Negative comments:

Reserve items need to be returned so soon.
I am dissatisfied with the ILL electronic articles. I should have been notified. It ended up being two weeks before I got all of the material.
Some electronic articles are of poor quality.
The reserved CDs need to be organized more clearly.
There should be more laptops.
Need more laptops or provide them in tuition like Stout.
More laptop availability would be nice.
Staff at Main Circ need to be attentive – they seem too focused on homework instead of who's standing there and waiting to be helped.
The IMC would not let me get the movie!
Sometimes it's a little loud.
Some staff are not welcoming or are a bit condescending.
A little noisy.
A couple of times I've asked questions and the worker has said, "check the 3rd floor maybe" then that 3rd floor says, "that's on the first." So I run around in a goose chase. Information workers should send me to the right place.
Desk staff should be able to help with laptop questions. ie. logging in on campus!
Took a long time for article to get added to E-Reserve.

Responses to "What would you change?" Question:

Satisfaction expressed:

(Change) Nothing (7 responses).
I'm pretty satisfied with the library!
Everything is fine!
Every thing is very good. People are friendly and helpful.
Good as it is!

Collections:

More books.
Add more books to the pleasure reading area.
Library needs more contemporary plays.
I would update certain areas, such as your recent Middle East History.

Laptops: More laptops (3 responses).

Have better instruction @ check out regarding how to use the laptop would be helpful!
I think there should be at least an hour grace period when returning laptops. Thanks.

Give a ½ hour leeway time for laptop return.

Computers:

- More computers in the lab.
- More computers (2 responses).
- More computers in the reference room.
- Faster computers in Reference room.
- More computers on upper levels and add printers to those computers.
- More smaller computer labs.

Quiet study:

- More quiet study places.
- Maybe make all of second floor (or another) a “loud” floor for people to talk in groups. Then have other as strict no talking quiet study areas.

Hours:

- Add more hours during breaks.
- Extended hours on Saturday.
- 24 hour 365 days/year

Misc:

- Don't know.
- Free candy on Fridays.
- No 24 hour check out (reserve).
- Easier access to private rooms.
- That you could reserve books online and just come into pick them up.
- Remind staff to be alert!
- A better museum. It's crappy kinda.
- More professional service, especially at circulation desk.
- More clearly stated rules regarding fines – stated at checkout.
- Food for Thought should use Debot Dollars.
- You should have a nap room with couches or cots to lay on.
- Grace period for overdue dates.
- Nicer study areas on the 5th floor.
- Make it easier to search for books the system is hard to find the location of the books you need.
- Warmer please.
- Hold programs to get students to come to the library.
- More campus information when needed.
- Charges but I guess you need them.
- I haven't used enough of the library to find anything to change.

ATTACHMENT 2



Department: **Access Services**

Participants: **Colleen Angel, Christine Neidlein, Andy Pech, Lin Vogel, Terri Muraski, Cathy Palmini**

S.W.O.T. Analysis of Department

<p>STRENGTHS (Internal)</p> <ul style="list-style-type: none"> • Responsive, effective service: including expanding electronic 24/7 services and campus information service provided • Quality, experienced, service-oriented staff; well-trained student staff • Physical location—space with flexibility • UW System support (for UB, ILL) 	<p>WEAKNESSES (Internal)</p> <ul style="list-style-type: none"> • Multiple circulation desks not coordinated • Student staff turn-over, few hours, and lack of uniformity of training • Lack of communication building-wide, unit doesn't hear about changes • Unresolved confusion of some patrons on UB/ILL relationship. • Lack of assessment
<p>OPPORTUNITIES (External)</p> <ul style="list-style-type: none"> • Campus collaboration (D2L, e-reserve, laptops) and increase service outreach • Access services high visibility area for implemented changes • New technology, digitizing, open source developments • Staff changes – new idea 	<p>THREATS (External)</p> <ul style="list-style-type: none"> • Budget cuts, increasing costs, and potential loss of positions • UW system mandates (lack of training for ILLiad; Voyager updates lack support for all programs) • Perception of students and other potential users—fading belief in the library • Depersonalization of service due to 24/7 electronic services • Difficulty of supporting two worlds—digital and physical/print

Strengths: Important strengths were expressed as the services provided and the spirit in which they are provided. Electronic services related to access services include UB, e-reserve, online renewals, and ILL online form. The main circulation desk increasing serves to field both in-the-building and across-campus questions. ILL has a quick turn-around time and UB is heavily used. The staff are qualified, students used effectively, and the space conducive to carry out access services functions.

Weaknesses: The lack of coordination of circulation desks has implications building wide, as does our dependence on student employees. We need to ask users and non-users what they would like the library to provide, what we are doing well or not so well.

Opportunities: We have expanding chances for collaboration across campus. New technology may expand what and how we provide services. New staff will bring new ideas and views.

Threats: Shrinking dollars impact the department with diminishing collections for ILL to draw on locally and statewide, aging computers in some units, and the potential for lost positions. System mandated computer systems and programs are not always supported or training provided. We are also fighting a de-valuing of the library as an information source.