New Brunswick Access Services

Annual Report

2005/2006


Introduction
Throughout the fiscal year the department worked on a number of initiatives that enhanced public service to our patrons as well as organized and preserved our collections.

The department has broadened its perspective by including the viewpoints of our colleagues in Camden and Newark in the discussions we hold in our monthly group meetings. Camden and Newark Access staff are now fully integrated into the work of the access groups. We have also developed and conducted in house training that has sharpened the skills of our staff in key areas. The department continued its work with a number of vacancies, but has been fortunate to hire excellent candidates to fill those positions.

As a result of RUL reorganization, Access and Collection Services are no longer a joint department. While the new structure assigns different reporting lines to these two groups, important lines of communication and collaboration have been recognized and affirmed in order to continue best practices in handling library collections.

In spring 2006 the Library of Science and Medicine and Alexander Library conducted a pilot project to extend service hours. During the weekends, both units opened at 9am, and Alexander Library closed at 4am Sunday through Thursday. This project met with marginal success, as patron use during these times did not indicate a significant interest. However, the project was commendable as an effort to respond to patron requests for pilot projects aimed at determining the desirability and feasibility of new services.

Furthermore, in light of the dire forecast for the University and Libraries Budget, the Access Services Department has worked to develop a flexible plan to continue to offer quality customer service with reduced hourly employees and possibly eliminated or curtailed service points.

Collection Development and Management

Seven of thirteen units saw an increase in shelving from the previous year, leading to an overall increase in that statistic across NBL. Starting this year, each unit is tracking hours spent shelving in addition to number of items shelved and will be part of group assessment in the coming year.
In addition, the collection management staff started recording statistics on hours spent searching for items at each unit. Over 19,000 items were searched for in the past fiscal year. Shelf reading statistics were also reorganized and standardized across the campus.

**Collection Management by Unit.**

**Alexander Library**
- Staff worked on revising procedures used to identify, search and ultimately remove missing Alexander Recon items.
- Staff assisted with the recovery efforts in a water emergency that took place in SC/UA.
- Staff dealt with a water emergency on the 3rd floor Stacks Collection where approximately 800 items had to be moved from their shelves and approximately 200 items were water damaged.
- A comprehensive search and assessment was conducted for moldy material in light of the discovery of a large amount of mold contamination possibly stemming from a gift donation.

**Douglass Library**
- The shift of the entire circulating, bound periodicals, current periodicals and newspaper collections was completed. The collection is now presented in a far more orderly fashion, being contained entirely in the East and West Rooms with periodicals located in the Tapestry Room.
- CM staff incorporated seven periodical titles (approximately 170 volumes) from the Music Library into their Bound Periodical Collection as part of a transfer project.

**Kilmer Library**
- The items once stored on the business counters on the first floor were internally relocated to the Reference Collection. The business counters were removed from the first floor.

**Library of Science and Medicine.**
- Staff continue to assist with the LSM Weeding Project by pulling items off of the shelves using annotated reports provided by selectors. Staff are preparing for a comprehensive shift of the circulating collection. Total weeding is nearing the target goal of 35,000 items set at the beginning of the project. The collection is continuously reordered as space opens up.

**Libraries Annex.**
- Annex staff continue to receive and process transfers as part of the LSM Weeding Project and other unit weeding initiatives.
- Annex staff are working on an internal project to verify that information on serial titles currently held in several Kardex file cabinets are also reflected in our catalog.

**Chang Library**
- CM staff updated all of the collections in the library with new range guides, following the standard range guide templates created by the CM group.

**Chemistry Library**
- Staff have completed a project to transfer approximately 1,600 volumes from their Reference Collection to the Libraries Annex. This has opened a great deal of space.
and a comprehensive shift and redistribution of the Chemistry Library Collection is being planned.

**Government Documents [Alexander and LSM]**
- Staff shifted the Document and U.S. Document sections at LSM.
- Staff assisted with a project to internally relocate the Doc Ref Foreign Collection into the Doc Ref Collection at the Alexander Library.

**Mathematical Sciences Library**
- Staff completed the Active Titles portion of the Serials Inventory Project.
- Staff assisted with a transfer project of 880 volumes of the Lecture Notes in Computer Science series to the Libraries Annex.

**Physics Library**
- Staff are working on a project to transfer approximately 1,400 items from the Bound Periodical Collection to the Libraries Annex.

**Collection Management Group**
- Developed a comprehensive call number tutorial program for all full- and part-time employees and worked with the Student Coordinator Group to place on WebCT.
- Worked with the Collection Services Office and the Systems Department to incorporate the use of PDA’s with scanners and other such technology into the collection management workflow. This use of technology will greatly reduce the time and manpower needed for such CM projects as inventories, internal relocates, and transfers. Sample inventories were conducted at the Art Library.

**Services and Service Enhancements for Users**
- After an assessment of library use and in response to requests from several students groups, library hours were expanded at Alexander Library and LSM. Alexander library added two hours to early morning hours Sunday through Thursday, staying open until four AM. In addition both Alexander and LSM increased weekend hours, opening 9am on Saturday [formerly 10am] and Sunday [formerly 12 noon]. An assessment was submitted indicated light to moderate use of the hours overall and the recommendation that these hours not be made permanent. Furthermore, our pilot project also included the employment of a CSO [Campus Security Officer] through RUPD. This experience was also a mixed one, with the perception that a uniformed presence discouraged unwanted behavior being made questionable by ongoing issues with intoxicated homeless individuals who found these hours particularly attractive.

- Also in response to patron requests, routine bag checks were suspended at the Alexander and Douglass Libraries. It was determined that the benefits gained from this process did not merit the inconvenience it created for patrons. We are focusing on assuring that 3M tattle tape is inserted and active in as much of the collection as possible. We are also considering plans for better use of the “guard desk” as a welcome/information desk.

- The Access Services Department has developed a training series for all staff members in our department on good Customer Service practices. This is in response to the LIBQUAL, as well as to further develop the experience gained by representative staff.
members at a PALINET session. These sessions are scheduled for July 2006. Follow up sessions focusing on information service is under development.

- Automated notices were reviewed, and a database created listing their content as well as the timing and reasons for their delivery for patrons. Our goal was to assure these messages were clear, and delivered in a manner that allowed the patron the appropriate time to take required action on overdue material, etc.

- Access Services continues to focus on training hourly employees to provide quality customer service. The Resource Sharing Group completed an RDS WebCT quiz for the library student workers, covering key concepts that hourly employees will need working at the circulation desk when helping the users with RDS / PALCI / ILS issues. In addition, quizzes on the LC call number system where improved and standardized, and made available through the WebCT software used to train hourly staff.

- Staff processing course reserves assessed the file size limitations for material placed on electronic reserve. The limit was increased from 1.4mb to 4mb per file, allowing for faster processing of reserves by staff and easier access by patrons as they only need to manage, in most cases, a single file per article. Also, reserve staff established group email accounts to receive files electronically from faculty. This allows for easier submission of material for processing and more efficient management as multiple staff members can access these files as they are sent in.

**Support for Instruction**

- Reserve staff established group email accounts to receive files electronically from faculty and allow for easier submission of documents.

**Communications/Exhibits/Programs**

- The Billing Group developed and delivered a seminar on “New Billing Features in Unicorn”. This served as an excellent review of all billing practice for both new and veteran staff who handle public service at our desks.

- The Resource Sharing group presented a seminar on RDS/ILS/PALCI policies and practices to RUL staff and faculty. It was well received, and over sixty attended. The program highlighted the range of information pertaining to borrowing material remotely that all Access staff should be proficient in when assisting patrons at our service points.

- In November 2005 three members of the Student Coordinator Group attended a workshop at SUNY-Purchase on “Managing Student Assistants”. Those who attended the session were able to share with the group tips on managing a good student workforce; such as writing appropriate job ads for recruitment, the interview process, training tools and retention.
• In January and February seven New Brunswick Access Services staff members participated in the development of a revised Hourly Payroll Policy and Procedure Manual, as well as the delivery of some six training sessions for all Payroll Supervisors. This was necessitated by a new version of the TimeTrak software system, as well as regulatory recommendations made during an internal audit. The work of the manual subgroup is ongoing.

• In February 2006 three Access Services staff members attended the New Jersey Train The Trainer program. They took away a great deal of information on how to structure and conduct training programs, which will prove valuable as we proceed with sessions under development. Alexander Library Supervisor Jeff Teichmann continues to serve as an administrator for the TTT program.

• In February 2006 four Access staff members from New Brunswick, along with three colleagues from Camden and Newark attended the Ivies+ Access Services Symposium at Yale University. A wide range of topics were discussed and all who attended look forward to sharing ideas with the staff in our department. We also look forward to hosting the conference next spring. A planning committee has been formed and have begun the process of planning next year’s symposium.

• New Brunswick Access staff are exploring the use of RU-Link Calendars to better track staff activities/absences, and to send email reminders of department events. We will implement this during the next fiscal year.

• We are also exploring the use of threaded message boards to better facilitate communication between group members, especially in light of the inclusion of staff from Camden and Newark. We hope to implement this in the summer/fall of 2006.

• This year both full time and hourly staff in Access Services began wearing name tags identifying them as employees so that patrons are encouraged to approach and ask for assistance.

Facilities

• Shaundree Davis from REHS hosted an Ergonomics workshop emphasizing all aspects of ergonomics in the workplace as well as practicing safe lifting skills. The workshop was co-sponsored by the Security & Facilities group and the Training & Learning Committee.

• The RDS/PALCI work area was redesigned at Alexander Library to improve workflow and storage. Lockers were added to safely secure the belongings of hourly employees during their shifts.

• Requested by Security and Facilities Group initiative, the Acting New Brunswick Director wrote a letter to the Captain of the RU fire department regarding a policy that requires fire personnel to alert library staff about when it is safe for staff and
patrons to re-enter a building after an alarm. Also requested in this communication was the need for more and regulated fire drills.

- In late October, a student security meeting was held and presented by RUPD Officer Swannetta Pitt. Officer Pitt educated student staff on safety issues while at work and on campus. Upon discussion with Officer Pitt, it was decided that next academic year, our Student Coordinator Group Coordinator would include this workshop in the new student orientation, which is a mandatory event. Media Services taped one of the sessions in order to make the information presented available for viewing by those who could not attend.

- The Security and Facilities Group reviewed, revised, updated and distributed the emergency calling chain booklet.

**Personnel**

**Staff Departures**
- Myriam Alami, Library Associate II, Kilmer Library
- Rita Post, Library Assistant II, Kilmer Library.
- Matthew Spaventa, Library Assistant II, Douglass Library
- Don Wilson, Library Assistant II, Alexander Library.

**New Hires**
- Kevin Connover, Library Assistant II, LSM.
- William Lynch, Library Assistant II, Douglass Library
- Shawn Moriarty, Library Associate II, Kilmer Library.
- Alfreda Richardson, Library Assistant II, SERC/LSM.
- Adam Wolfson, Library Assistant II, Chang Library.
- Rae Wong, Library Associate II, Chang Library.

**Promotions**
- Nicole Warren, Library Associate II, Alexander Library.
- Priscilla Lee, Library Associate II, Kilmer Library

**Transfers**

**Staff Structure**
- This year we have added membership from Newark Dana and Camden Robeson Libraries Access Services Staff to our Functional Groups. In doing so, we have explored the use of video conferencing to facilitate meetings. The groups reassessed
their titles, and purpose statements and have been able to successfully integrate a wider viewpoint into their monthly meetings.

**Budget**

The New Brunswick Access Service completed the fiscal year approximately 5% or $15,848 under spent on a budget of $285,465. This included expenditures to fund the pilot project hours at Alexander and LSM. This also include expenditures to fund the CSO [Campus Security Officer] for a period of approximately 6 weeks during the spring semester. Currently the department is making plans to continue operations with a budget shortfall of 35% or $100,000 for the 2006/2007 year.

**Librarian and Staff Publications/Presentations/Awards**

- This year three of our Hourly Employee Supervisors were nominated for “Supervisor of the Year” awards through UHR.

- The Circulation Group created a PowerPoint slide show of how to register a patron, specifically a new undergraduate user, for this year’s State of the Libraries program. The slide show focused on all the steps used to register a new user and how staff provide good customer service during registration.

**Goals for 2006/2007**

**Collection Management**

- Continue weeding and shifting projects as necessary across the RUL units to address areas of space concerns. Work closely with selectors and Distributed Technical Services (DTS) staff to keep the weeding process moving smoothly.

- Continue training for group members in all areas of Collection Management. Schedule presentations by guest speakers and site visits that will increase the knowledge base for all CMG members.

- Work with CMG staff at each unit/branch to incorporate “In Process” statistics into space management procedures. Through the use of manual statistics and systems generated reports, growth areas in the collections will be identified and highlighted during shifts.

- Work with the Collection Services Office and the Systems Department to incorporate the use of PDA’s with scanners and other such technology into the collection management workflow.

- Identify and incorporate additional systems generated reports into the collection management workflow. The use of system generated reports to identify and correct collection management problems will increase the impact of the CMG in RUL.

- Work with the Distributed Technical Services (DTS) and Library Administration to develop procedures and policies for dealing with non-circulating items in our Stacks Collection. Use system-generated reports to identify titles that meet the criteria and ensure that they are properly cataloged.
Security
- Organize RUPD Security presentations each semester for staff as well as student workers. Meeting the challenge of more robust attendance will be worked on with the Student Coordinator group.
- Complete the work of the floor maps sub-group to develop standardized unit handouts “How to locate a book in the ____Library” identifying stacks/collections locations and provide basic information on how to read LC call numbers.
- Review ways and means of ensuring the collections are consistently tattletaped by working with the Collection Management Group.
- Revise the guard desk manual to include public service directional information.
- Work with System’s staff in developing best practices for personal PC security.
- Seek out and attend relevant workshops.
- Explore possible topics that may prompt training initiatives for the group as well as to share with system wide library staff.

Student Coordination
- Upcoming group orientation sessions and orientation packets will comply with budget office audit to include Hourly Employee Policy and Procedure handouts, ClockTrak training and paycheck distribution information. The orientation session will also include more extensive security awareness training as well as over view of hourly employee evaluation and warning process.
- The SCG will update current job descriptions for the Annex, Collection Management, Circulation, Reserves, Extended Hours, RDS and branch libraries to include new pay scales which comply with minimum wage increases (October 2006) and remain competitive with work-study pay scale steps and ranges.
- The SCG group will look into designing an online application and a library student human resources website. This website would provide a list of available hourly positions, job descriptions and a link to the online job application.
- The SCG will collaborate with the Circulation functional group to include a WebCT circulation quiz. The group will also continue to update individual unit WebCT material, training tools and hourly employee information.

Reserves
- Work with E-RES Committee to explore future formats of ereserve Services, to best address the changing needs of teaching faculty.
- Re-evaluate the need of Permanent Reserves at some locations.
- Explore potential of ERES survey for faculty.
- Standardize overnight loan procedures. Statistics gathered for assessing the continued need and relevance of loaning material overnight at several units.
- Conduct training for J Client reserve processing.
- House Cleaning - Clear old records created with wrong format in the past years.
Circulation
- Effectively work with a two-part group structure, allowing staff to focus on particular group goals in smaller subgroup environments.
- Create a circulation quiz for staff and students using WebCt or Sakai. A sample quiz is available on the LSM T drive under common under Circulation Group “Questions for Web CT.”
- Create a document that defines the use of PUB notes (already created in part by the Billing Group), give examples of PUB notes and provide templates for PUB notes.
- Review and update the Circulation Training Guidelines for new staff
- Review the Welcome Notebook for new staff and make updates and changes as necessary.
- Research automating claims returns.
- Create an electronic template of the RA form that can be filled out online.

Billing
- Introduce delinquent accounts and collections processes with University Delinquent Accounts.
- Offer users an online credit card payment option.
- Do a systematic inventory of the 029 Report, adding it to the Access Services and Systems Academic Calendar.
- Automate the claims returned process.
- Establish procedures for handling LONGOVRDUE items and update training documentation.

Resource Sharing
- Develop new RDS and ILS toolbar and set wizard properties in J-Client.
- Create a training outline for Circulation staff, RDS staff, and student workers.
- Review and update documentation as necessary.
- Consolidate all Resource Sharing Group related documentation in one central area.
- Educate RDS staff about Inter Library Loan Services and Imaging Services activities and issues.
- Test and help to implement GL3.1 J-CLIENT.
- Develop a strategy for using the Director’s Station and assessing the needs for the RS Group.
- Use and implement SAKAI to communicate with the Resource Sharing Group.
- Streamline RDS processing to maximum efficiency while educating patrons.
- Develop a procedure for handling damaged PALCI or Inter Library Loan materials.