

NSU Libraries

# **Access Services Annual Report Fiscal Year 2012 - 2013**

Samantha Clifford-Access Services/Govt. Documents Librarian  
Katie Sharp – Access Services Coordinator  
Natasha Alterici – Circulation  
Donna Graham – Inter-Library Loan/Document Delivery  
Terina Westmoreland – Inter-Library Loan/Document Delivery  
Amanda Yamaguchi – Reserve until October 2012  
Rachel Whitaker-Reserve

## **Access Services Goals**

**Continue and improve the level of customer service that is expected by our patrons and the university.**

**Revise Circulation Manual and make sure it's kept up to date and evaluate current policies.**

**Make sure that we are following copyright laws and be a guide for the university on copyright issues.**

**Smoothly transition to self-hosting Iliad and provide ILL services with the same level of quality.**

I came in as Access Services/Govt. Documents librarian in July, 2012. The nine stacks of periodicals would have to be moved to the atrium wall in preparation for the Indigenous Scholars Center on 2<sup>nd</sup> floor. We measured and re-measured several times, taped the floor and also had to make sure to keep ADA compliant. A total of nine shelves would have to be moved from the east wall. We also condensed the newspaper shelves to one long row in order to make room and two of the hexagonal computer tables were removed from the posts as well. A moving crew came in and disassembled the shelves and moved the periodicals to the taped areas. We then had to put the periodicals back in order after they were moved because the moving crew got a lot of the periodicals out of order. We truly worked as a team one weekend and got most of the project done.

In August 2012, our new Access Services Coordinator Katie Sharp arrived. We were very excited to have a new leader and I was glad to have someone to go a long the new employee journey with me. Katie was thrown right into the busy fall semester and was very ambitious and wanted to get a lot of things done. She started classes in the spring semester and was recognized for her project in the library display case on African Americans. She made great grades and was accepted into the leadership graduate program. During October semester Amanda Yamaguchi left the library to pursue educational opportunities, Rachel began transferring into the Reserves position and officially did so in January 2013. We then had to start a search for a new ILL/DD technician and were delighted to finally hire Terina Westmoreland. Terina had worked at the library as a student and after graduation she applied for the position. Also in the spring it was announced that Stephen Edscorn would be our new director and would be joining us in the summer.

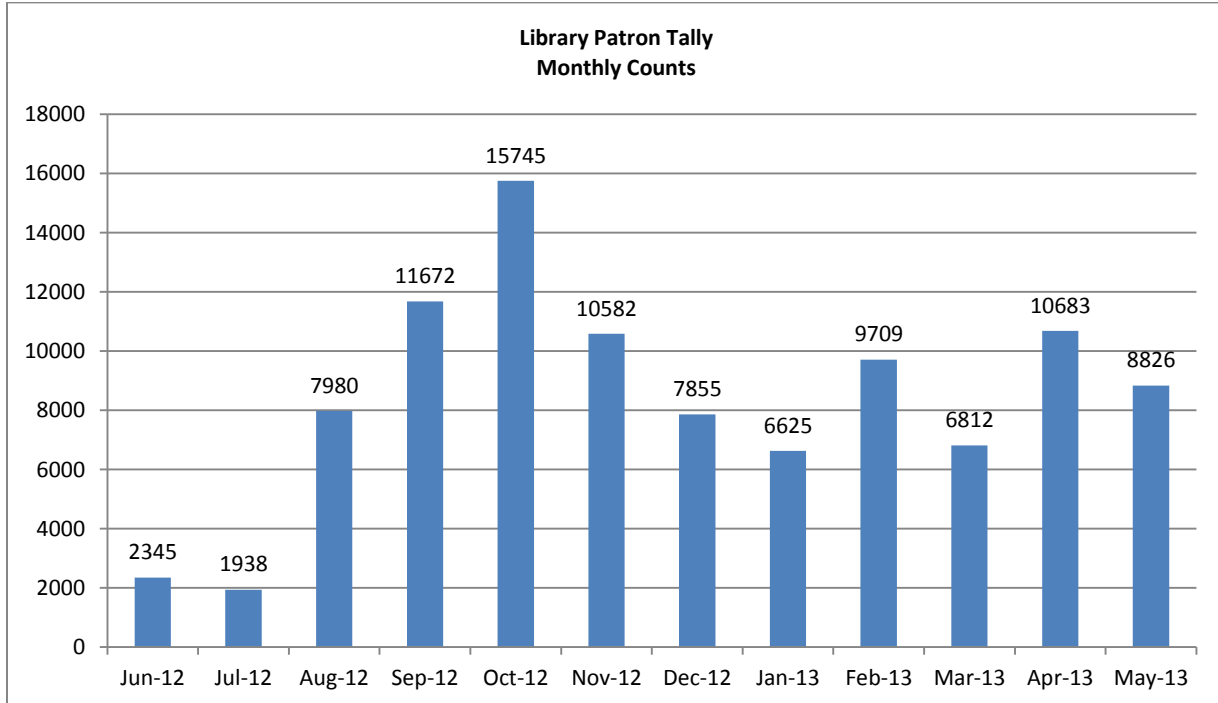
Katie and I both observed the fall orientation as it had been put together and planned by the Access Services team. This gave us some valuable insight into the training process and how the orientation was perceived. For the spring semester we decided to change the orientation and a bit and were able to come with a plan and involve the Resource Coordinators and other staff in the library. We felt that it was beneficial for our students to be able to put names to faces for our employees. This prompted a discussion w/ the reference and instruction department on more thorough reference referral for our students. The spring orientation was very successful for having been changed in a short amount of time.

We were sad to see one of our part-time students, Dakota Jones leave in May but he graduated and could no longer work for the library. He was a great asset to our team. Also leaving us was Natasha Alterici, who put in her notice at the end of May that she was leaving to pursue educational opportunities. At this time a plan was developed for our re-arranging of the north desk area. It had been on our minds for a while to change the area but we hadn't a plan worked out yet. We also felt that now would be the best time to re-arrange because of the low traffic in the library and in preparation for the renovations. The new design is more efficient for our patrons and eliminated a lot of clutter in our area. We were able to rid ourselves of the items we no longer used. We were also able to make the poles work in our favor and no longer have to look around them to be to see our patrons.

**June 2012-May 2013 Fiscal Year Statistical Report**  
**By: Katie Sharp**  
**Graphs by: Evan Crosby**  
**June 11, 2013**

**Library Patron Tally Counts**

	1 <sup>st</sup> Floor	2 <sup>nd</sup> Floor	3 <sup>rd</sup> Floor	Total by Month
June 2012	1667	527	151	2345
July 2012	1324	443	171	1938
August 2012	5371	2088	521	7980
September 2012	6842	3612	1218	11672
October 2012	9446	4662	1637	15745
November 2012	6336	3240	1006	10582
December 2012	4315	2597	943	7855
January 2013	4277	1802	546	6625
February 2013	5696	3154	859	9709
March 2013	4037	2128	647	6812
April 2013	6287	3383	1013	10683
May 2013	4994	2791	1041	8826
<b>Total by Floor</b>	<b>60592</b>	<b>30427</b>	<b>9753</b>	<b>100772</b>

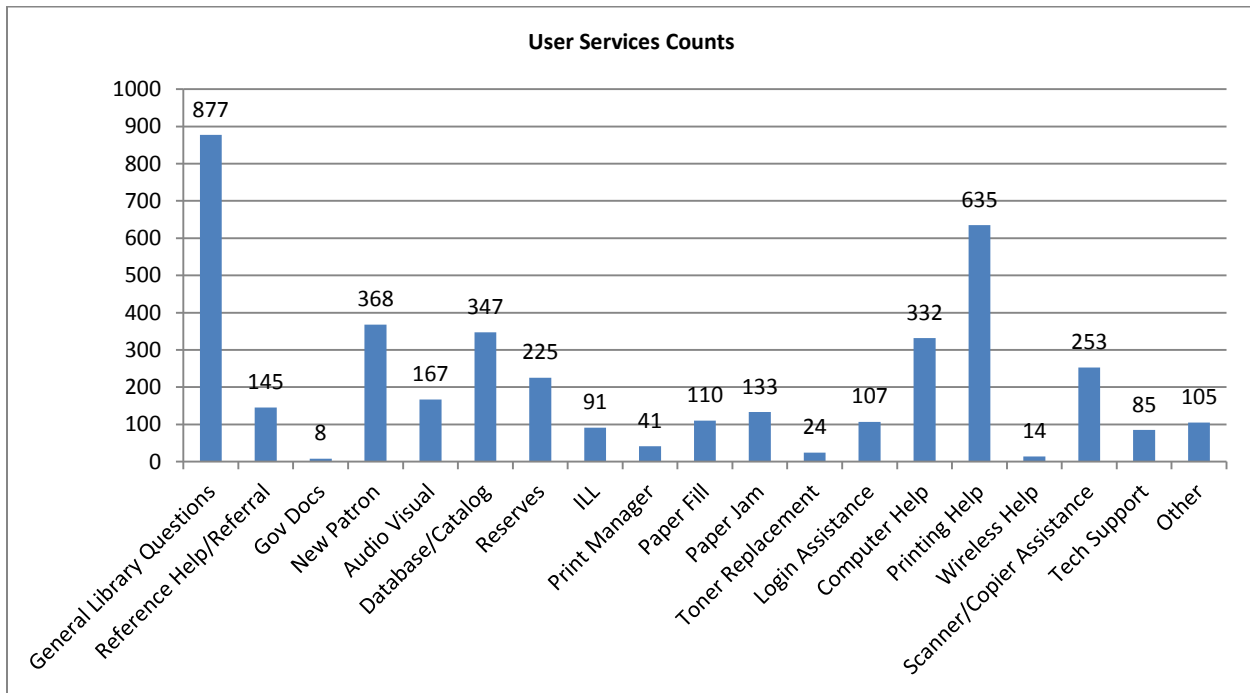


## User Services Counts

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Total
Gen Lib ?'s	100	70	*	119	123	71	49	65	46	46	92	96	877
Ref. Help/Ref.	7	9	*	16	32	12	5	16	14	12	17	5	145
Gov. Docs	0	0	*	0	1	0	0	0	1	3	2	1	8
New Patron	18	9	*	70	41	21	23	84	38	10	28	26	368
Audio Visual	15	26	*	25	33	22	5	12	18	11	**	**	167
Database/Cata.	17	19	*	54	50	36	11	31	33	35	50	11	347
Reserves	8	3	*	29	28	15	29	21	10	16	44	22	225
ILL	5	9	*	4	18	8	2	9	5	7	16	8	91
Print Manager	2	2	*	5	7	4	5	1	5	8	1	1	41
Paper Fill	6	0	*	5	6	1	3	16	9	13	34	17	110
Paper Jam	0	0	*	3	3	0	1	4	56	15	25	26	133
Toner Rep.	1	1	*	2	2	5	0	2	1	4	3	3	24
Login Assistance	4	3	*	20	17	6	11	18	11	17	**	**	107
Computer Help	11	15	*	42	65	32	20	31	34	19	37	26	332
Printing Help	21	15	*	39	52	30	45	149	115	59	57	53	635
Wireless Help	1	1	*	2	3	0	1	3	1	2	**	**	14
Scanner/Copier	17	8	*	17	47	26	14	19	26	21	31	27	253
Tech Support	3	0	*	9	12	3	3	16	16	7	10	6	85
Other	14	14	*	16	15	11	4	11	4	4	8	4	105
<b>Total</b>	<b>250</b>	<b>204</b>	<b>*</b>	<b>477</b>	<b>555</b>	<b>303</b>	<b>231</b>	<b>508</b>	<b>443</b>	<b>309</b>	<b>455</b>	<b>332</b>	<b>4067</b>

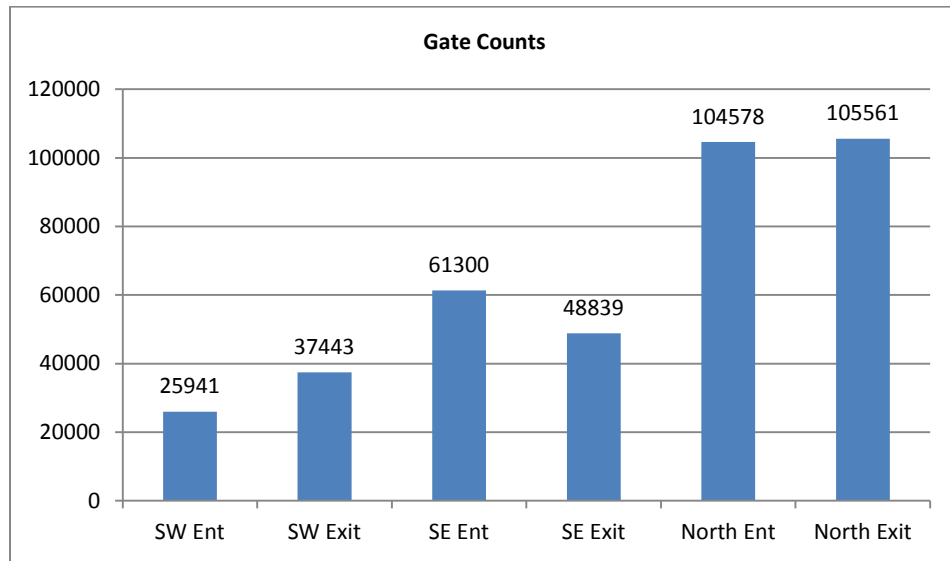
\*No data recorded

\*\*Removed A/V and combined Login Assistance and Wireless with Computer Help



## Gate Counts

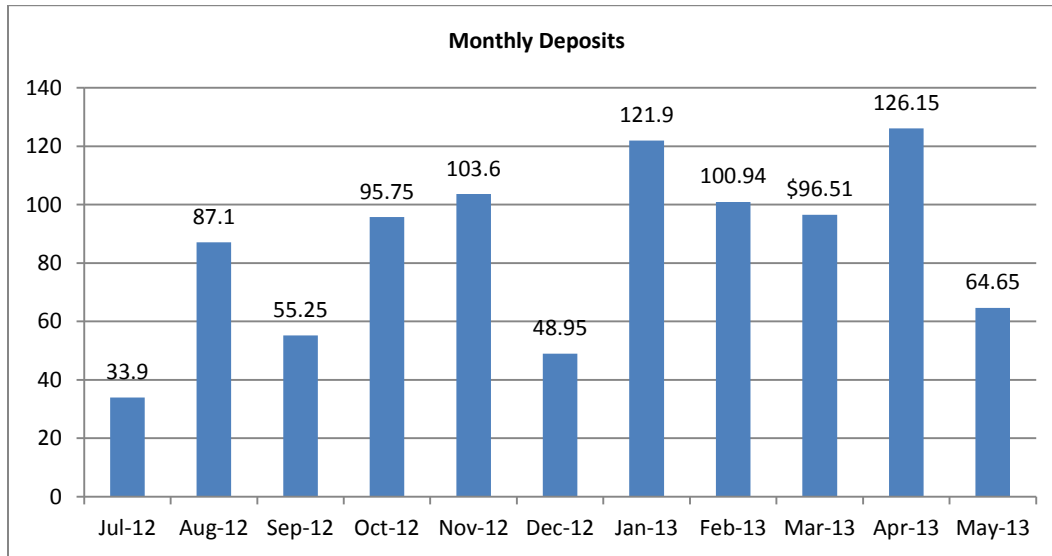
	Jan	Feb	Mar	Apr	May	Total
SW Ent	12898	2343	2264	5940	2496	25941
SW Exit	19065	3408	3117	8077	3776	37443
SE Ent	30400	5689	8477	10297	6437	61300
SE Exit	23251	4472	7301	8417	5398	48839
North Ent	43706	12170	13690	22504	12508	104578
North Exit	44899	12390	13641	22573	12058	105561
<b>Total Enter</b>	<b>87004</b>	<b>20202</b>	<b>24431</b>	<b>38741</b>	<b>21441</b>	<b>191819</b>
<b>Total Exit</b>	<b>87215</b>	<b>20270</b>	<b>24059</b>	<b>39067</b>	<b>21232</b>	<b>191843</b>



## Deposits

	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Total
<b>Print Mgr</b>	3.25	5.75	0	10.00	28.00	10.65	1.55	27.00	34.90	26.50	0	<b>147.60</b>
<b>Copier</b>	10.65	11.35	17.25	18.25	11.10	6.80	30.40	17.85	25.11	39.40	30.15	<b>218.31</b>
<b>Book Sale</b>	20.00	70.00	38.00	67.50	64.50	31.50	89.95	56.09	36.50	60.25	34.50	<b>568.79</b>
<b>Total</b>	<b>33.90</b>	<b>87.10</b>	<b>55.25</b>	<b>95.75</b>	<b>103.60</b>	<b>48.95</b>	<b>121.90</b>	<b>100.94</b>	<b>96.51</b>	<b>126.15</b>	<b>64.65</b>	<b>\$934.7</b>

**\*No Data for June 2012**



# Circulation Annual Report 2012-2013

Prepared by Natasha Alterici

## Statistical Overview:

### CIRCULATION

Total.....	53,335
• John Vaughan Library.....	44,347
• Broken Arrow.....	8,355
• Muskogee.....	118

### IN-HOUSE USAGE

Total.....	14,109
• John Vaughan Library.....	13,213
• Broken Arrow.....	896
• Muskogee.....	0

## Check out by Location

Location	Checkouts
BA – Audio Visual	371
BA – Curriculum Materials	97
BA – ILL	323
BA – Main Collection	961
BA – Reserve	1208
BA – Y Collection	1506
BA – Other	60
JVL – Audio Visual	3837
JVL – Curriculum Materials	958
JVL – Gov Docs	71
JVL – ILL	2433
JVL – Main Collection	9181
JVL – Reserve	3984
JVL – Y Collection	5257
JVL – Other	87
M – Audio Visual	16
M – Main Collection	4
M - Reserve	3
M – Y Collection	0
M – Other	0

## Detailed – Audio Visual Circulation at JVL

DVD	3322
VHS	223
CDisk	169
Book on CD	98
Book on Cassette	23



## In House Usage by Location

Location	Usage Counts
BA – Audio Visual	14
BA – Curriculum Materials	97
BA – Main Collection	135
BA – Other Areas	50
BA – Periodicals	9
BA – Reference	351
BA – Y Collection	240
JVL – Audio Visual	150
JVL – Curriculum Materials	819
JVL – Gov Docs	188
JVL – Main Collection	3743
JVL – Other Areas	42
JVL – Periodicals	2450
JVL – Reference	1086
JVL – Special Collections	761
JVL – Y Collection	3974
Muskogee – All	2

## Detailed – Periodicals Usage Statistics

Browsing Area	698
Current Newspapers	256
Periodicals – 2 <sup>nd</sup> floor	1385
Newspaper Files – 2 <sup>nd</sup> Floor	57
Periodicals Microfilm/Microfiche	35
Newspaper Microfilm	14

### Circulation by Patron Type

Patron Type	Checkouts
Faculty/Staff	5932
Family of Faculty/Staff	326
Graduate	1543
ILL	1688
Library Staff	2636
Professional Courtesy	42
Special Borrower	3463
Undergraduate	14722

### PATRON RECORDS

Added .....	1,457
Deleted.....	58
Updated.....	3,845
Total Patron Count.....	43,472

## Interlibrary Loan/Document Delivery FY 2012-2013

### Year at a glance:

- June 2012—Illiad failed
- December 2012—Student worker, Terina, graduated.
- January 2013—Rachel moved to reserves.
- January 2013—Evonne Taylor hired in ILL as a student worker.
- February 2013—Terina promoted to Co-coordinator ILL/DD.
- Trainings attended—Worldshare Training (Rachel and Donna)

### Numbers at a glance:

- ILL Borrowing Requests Filled – 1370
- ILL Lending Requests Filled – 1755
- **Total ILL Requests Filled – 3118**
- Doc Delivery Holds/Loans – 684
- Doc Delivery Articles – 248
- **Total DD Loans/Copies – 932**
- Check-out by Material Type (ILL) – 2433
- Check-out by Patron Type (ILL) – 1688

### IFM Report

IFM or Internal Fee Management is OCLC's billing system which manages the automatic borrowing fees and electronic pay between libraries. OCLC applies a credit to the lending library and a debit to the requesting library if charges are necessary.

Month	Lending	Borrowing	Total
Jun-12	\$10.00	\$30.00	\$20.00
Jul-12	\$85.00	\$28.00	\$57.00
Aug-12	\$35.00	\$67.00	\$32.00
Sep-12	\$0.00	\$45.00	\$45.00
Oct-12	\$0.00	\$30.00	\$30.00
Nov-12	\$0.00	\$63.00	\$63.00
Dec-12	\$0.00	\$31.00	\$31.00
Jan-13	\$0.00	\$58.00	\$58.00
Feb-13	\$70.00	\$40.00	\$30.00
Mar-13	\$10.00	\$74.00	\$64.00
Apr-13	\$117.00	\$56.00	\$61.00
May-13	\$85.00	\$158.00	\$73.00
<b>Total</b>	<b>\$412.00</b>	<b>\$680.00</b>	<b>\$268.00</b>

### Lending Statistics

Month	Loan	Copy	Total
Jun-12	53	7	60
Jul-12	53	12	65
Aug-12	124	25	149
Sep-12	154	54	208
Oct-12	184	58	242
Nov-12	135	41	176
Dec-12	56	1	57
Jan-13	151	0	151
Feb-13	159	32	191
Mar-13	124	22	146
Apr-13	159	34	193
May-13	92	14	106
<b>Total</b>	<b>1444</b>	<b>300</b>	<b>1744</b>

*11 ALA Requests via Mail/Fax*

### Borrowing Statistics

Month	Loan	Copy	Total
Jun-12	60	37	97
Jul-12	102	24	126
Aug-12	90	25	115
Sep-12	111	32	143
Oct-12	98	31	129
Nov-12	46	24	70
Dec-12	39	11	50
Jan-13	83	24	107
Feb-13	96	39	135
Mar-13	85	41	126
Apr-13	83	40	123
May-13	99	43	142
<b>Total</b>	<b>992</b>	<b>371</b>	<b>1363</b>

*7 ALA Requests via Mail/Fax*

Due to ILLiad's system failure, statistics may be inconsistent with previous annual reports.

ILL Lending Filled	Loans	Copies	TOTAL
<b>2012 – 2013</b>	<b>1455</b>	<b>300</b>	<b>1755</b>
<b>2011 – 2012</b>	981	464	<b>1445</b>
<b>2010 – 2011</b>	1226	352	<b>1578</b>

## Document Delivery Statistics

Month	BA	JVL/M	BA	JVL/M	Total
Jun-12	9	18	0	25	52
Jul-12	15	10	0	20	45
Aug-12	43	62	1	4	110
Sep-12	14	65	5	9	93
Oct-12	19	47	0	23	89
Nov-12	21	98	0	30	149
Dec-12	2	16	0	4	22
Jan-13	24	30	6	12	72
Feb-13	22	34	7	22	85
Mar-13	11	33	16	22	82
Apr-13	45	34	0	24	103
May-13	2	10	1	17	30
<b>Total</b>	<b>227</b>	<b>457</b>	<b>36</b>	<b>212</b>	<b>932</b>

DD Filled	BA	JVL/M	TOTAL
<b>2012 – 2013</b>	<b>263</b>	<b>669</b>	<b>932</b>
<b>2011 – 2012</b>	258	799	<b>1057</b>
<b>2010 – 2011</b>	386	651	<b>1037</b>

# Course Reserves Annual Report

## John Vaughan Library

Rachel Whitaker

### Major Events:

- May/June 2012 – Amanda Yamaguchi hired as Reserve Supervisor
- October 2012 – Amanda Yamaguchi resigns as Reserve Supervisor
- December 2012 & January 2013 – Course Reserves cleaned up, compliance with copyright and new policy (effective 1 January 2013)
- January 2013 – Rachel Whitaker officially transferred as Reserve Supervisor

### Major Users:

- Denis Vovchenko
- James Lindroth
- Suzanne Dovel
- Brad Montgomery-Anderson
- Roxanne Fillmore

### Collaborative Efforts/Achievements:

#### Community Outreach/Recruitment

- During the fall semester, I assisted Sarah Burkhead Whittle when 80 second grade students from Cherokee Elementary visited for a research day on cowboys.
- During the spring semester, I assisted SophiaBeverley Threatt with a book display, presentation and library information for students from Kansas High School who were here to research banned books.
- During the spring semester, I conducted 5 tours of 40 second grade students (total of 200) and 5-10 adults per group. This project was organized through the Media Studies Department on the Tahlequah campus.

#### Library Displays

- Banned Books display created with Amanda Yamaguchi (October)



- Halloween Fun Read display created with Amanda Yamaguchi



- National Election Display (November)

- December – Stress-free tips and job hunting guides
- March Display

### Library Projects

- Completed Y Collection Inventory (Access Services Staff/Faculty Project)
- Built and rebuilt shelving in periodicals, shifted eight ranges of books when Indigenous Scholars were moved into the building (along with Samantha Clifford, Amanda Yamaguchi, Amy Mattingly, Natasha Alterici, Dakota Jones, Darren Tobey and Donna Graham)

### Reserve Statistics

Month	Physical +	Electronic +	Physical -	Electronic -
June 2012	3	15	2	<b>311</b>
July 2012	13	0	1	0
August 2012	13	14	0	0
September 2012	10	33	2	0
October 2012	2	7	0	0
November 2012	7	3	0	0
December 2012	2	14	<b>252</b>	<b>627</b>
January 2013	<b>50</b>	<b>70</b>	1	<b>90</b>
February 2013	18	4	0	0
March 2013	2	2	2	2
April 2013	4	3	0	0
May 2013	0	5	<b>48</b>	<b>70</b>
<b>TOTAL</b>	<b>124</b>	<b>170</b>	<b>308</b>	<b>1100</b>

### Reserve Item Usage Statistics:

Item	Check-Out/Access	In-House Use
Physical Reserve	1965	9
E-Reserve	42401	N/A
Permanent Reserve	1194	21
Laptop/Library Commons	825	1

**Samantha Clifford**  
**Faculty Activity Report**

Faculty Review

**A. Effective Academic Librarianship**

Provided instruction about Copyright and Fair Use to sections of LIBM 4023, Fall and Spring semesters.

**Provide assistance in answering questions and provide guidance in identifying, locating, and using resources and services.**

Answered questions and provided assistance at the library's circulation desk approximately 6 hours a week.

Collaborated with other library faculty to provide government resources to students and faculty.

Assisted NSU and community members with meeting their government information needs – mostly through email inquiries.

**Create tutorials, guides, workbooks, web pages, documentation, displays, exhibits, finding aids, bibliographies, inventories, and other materials for instruction, promotion, or use of library materials, resources, collections and services.**

Promoted the library at a table in the University Center lobby – Monday through Thursday during the first week of classes in the fall of 2012.

Co-presented Federal American Indian Art Resources Workshop in Norman, Ok at Bizzell library w/ Steve Beleu Nov. 13

Helped w/ school visit Oct. 2 & 4, students from local elementary school came to do research on the old west.

*Cobell vs. Salazar/Indian Land Consolidation Program: What Happens in the Next 9 Years?*

Samantha Clifford, NESU and Steve Beleu, Oklahoma Dept. of Libraries, April 11, 2013

**Attend workshops, continuing education classes, webinars, or online lectures on librarianship.**



Hosted and arranged American Indian Health Resources Workshop, Oct. 25 conducted by Karen Vargas

Attended What's Around the Next Bend: Future Currents in Resource Sharing webinar on Nov. 15, 2012 from Amigos

Attended NSU Human Resources General Communication webinar on Dec. 5, 2012

Attended a meeting of Oklahoma Depository Librarians on Dec. 11, 2012– this is a wonderful group of people who meet twice a year in person. The organization members communicate often by email and a listerv as well. This year I have agreed to run for the OLA GODORT chair for 2014.

Attended GPO Federal Digital System webinar on Dec. 19, 2012

Countdown to WorldShare Interlibrary Loan: Preparing your library for OCLC's new ILL service webinar, Wednesday, February 27, 2013

Attended Amigos Webinar Conference May 15 & 16, 2013

## **C. Contributions to the Institution and Profession**

### **Institutional/University**

Arranged and hosted guest speaker for a workshop in Tahlequah. Workshop included: helping patrons with health issues, federal websites about Native American topics.

Currently serving as a library delegate to the NSU Faculty Council.

Drug Free Workplace Policy Biennial (employee) Review Team (BERT) in October and November, fall 2012

### **Professional**

Member of Oklahoma Library Association.

## **D. Performance of non-teaching semi-administrative or administrative duties**

Maintained Government Information web site – includes government information search engines, statistical sources, subject guides, documents in the news, often used sites and information about using documents for research.

Managed small supply and book budget for Government Information Department.

Led Access Services team and hired new InterLibrary Loan technician.