Circulation Department

Annual Report 2007-2008

I. Achievements for 2007-2008

❖ Circulation Services Activities

- Provided access to 362,914 patrons in FY 2007-2008, 49,440 more patrons than in FY 2006-2007, which represents a 13.6% increase in traffic.

- Processed 67,585 circulation transactions for all items borrowed (excluding Reserves) in FY 2007-2008, 22,076 fewer transactions than in FY 2006-2007, which represents 24.6% fewer circulation transactions.

- Handled 31,774 staff-assisted transactions at the Circulation Desk in FY 2007-2008, 781 fewer transactions than in FY 2006-2007, which represents 2.4% fewer staff-assisted transactions.

- Extended borrowing privileges to teachers and administrators at the Bradford Elementary School located in Montclair, NJ.

- Improved self-service options for patrons by installing a new 3M model 6412F V-Series Self-Check System unit at the Circulation Desk and relocating the model 3M 6210 Self-Check System unit previously installed at the Circulation Desk to the Upper Level. Maintained the 3M Self Check System units and identified problems arising from patron use of this equipment. Proactively sought solutions to specific problems to improve the delivery of self-service options for patrons.

- Extended Library hours during exam period at the end of Spring 2008

- Updated the content of the following Circulation Department brochures to reflect current Library policies:
  - Borrower Services: Alumni and Retirees
  - Borrower Services: Community Borrowers
  - Borrower Services: Extended-Community Borrowers
- Borrower Services: MSU Faculty, Staff, Graduate Assistants & Doctoral Students
- Borrower Services: MSU Families
- Borrower Services: MSU Students
- Borrower Services: Non-MSU Faculty, Staff and Students
  - Updated the content of the following Web pages to reflect current Library policies:
    - Borrower Services: Alumni and Retirees
      http://library.montclair.edu/circulation/CircAlum.html
    - Borrower Services: Community Borrowers
      http://library.montclair.edu/circulation/Community.html
    - Borrower Services: Extended-Community Borrowers
      http://library.montclair.edu/circulation/CircExtended.html
    - Borrower Services: MSU Faculty, Staff, Graduate Assistants & Doctoral Students
      http://library.montclair.edu/circulation/CircMSUFac.html
    - Borrower Services: MSU Families
      http://library.montclair.edu/circulation/CircMSUFamilies.html
    - Borrower Services: MSU Students
      http://library.montclair.edu/circulation/CircMSUStudents.html
    - Borrower Services: Non-MSU Faculty, Staff and Students
      http://library.montclair.edu/circulation/CircNonMSU.html
    - Copyright & Intellectual Property Resources
      http://library.montclair.edu/circulation/copyright.html
    - Copyright Guidelines, FAQs, and Rules of Thumb
      http://library.montclair.edu/circulation/copyright1.html
  - Responded to numerous patron inquiries:
    - 21 messages were received from patrons via the Sirsi Unicorn System Request Workflows client
• 111 messages were received from patrons responding to Library Book Renewals message via email

• 216 messages were received from patrons responding to Library Notice messages via email

• 96 messages were received from MSU faculty about Reserves via email

  o Prepared for the VALE (Virtual Academic Library Environment – a consortium of NJ academic libraries) Pilot Project permitting reciprocal borrowing for undergraduate students among participating member libraries. (Pilot Project scheduled to be begin in Summer 2008)

  o Assumed responsibility for filling Library photocopiers with paper and for monitoring the condition of the equipment.

❖ Reserves Services Activities

  o Print Reserves

    ▪ Fall 2007

      ➢ 89 instructors placed items on Reserve, a decrease of 134 instructors, which represents 60.1% fewer than in Fall 2006

      ➢ 850 items were placed on Reserve, a decrease of 866 items, which represents 50.5% fewer than in Fall 2006

    ▪ Spring 2008

      ➢ 99 instructors placed items on Reserve, a decrease 41 instructors, which represents 29.3% fewer than in Spring 2007

      ➢ 691 items were placed on Reserve, a decrease of 572 items, which represents 45.3% fewer than in Spring 2007

  o E-Reserves

    ▪ Fall 2007

      ➢ 53 instructors placed items on Reserve, a decrease of 47 instructors, which represents 47.0% fewer than in Fall 2006
552 items were placed on Reserve, a decrease of 361 items, which represents 39.5% fewer than in Fall 2006

- Spring 2008

- 50 instructors placed items on Reserve, a decrease of 18 instructors, which represents 26.5% fewer than in Spring 2007

- 430 items were placed on Reserve, a decrease of 254 items, which represents 37.1% fewer than in Spring 2007

- Prepared for upgrades to the University Blackboard (Bb) Course Management System that will impact E-Reserves Services. (Upgrades scheduled to be implemented in Summer 2008).

- Stacks Maintenance Services Activities


  - Shifted circulating books in the following Library of Congress (LC) classifications:

  - Shelf-read circulating books in the following Library of Congress (LC) classifications:
o Began preparations for shelving several thousand gift books donated by the Montclair Art Museum into the Circulating Books Collection. (Gift books slated for accession in FY 2008-2009).

❖ Technical Services Activities

o Worked with the Systems Librarian and IT personnel to load patron data into the SirsiDynix Unicorn ILS patron database.

o Upgraded the SirsiDynix Unicorn ILS Circulation Workflows C client to version GL3.1; tested and approved patron data migration.

o Upgraded the SirsiDynix Unicorn ILS Circulation Workflows C client to the current version of the Java client at the time of the upgrade; tested and approved patron data migration.

o Prepared for the upgrade of the current version of the SirsiDynix Unicorn ILS Circulation Workflows Java client to version GL3.2.1.2.14 of the SirsiDynix Symphony ILS Circulation Workflows Java client. (Upgrade scheduled to be implemented in Summer 2008)

o Became familiar with the SirsiDynix Unicorn ILS Director’s Station module, a customizable tool used to obtain and analyze system data. Served as a member of the Sprague Library Director’s Station Users Group, a venue for sharing information and experiences with colleagues.

o Improved the quality of the SirsiDynix Unicorn ILS patron database:
  ▪ Identified and deleted 372 patron records

o Improved the quality of the SirsiDynix Unicorn ILS bibliographic and item databases:
  ▪ Declared 73 items missing
  ▪ Declared 65 items lost

❖ Other Activities

o Assumed responsibility for collecting monies from the color photocopier located in the Reference Department. Maintained a ledger of color copier monies collected and deposited monies according to established procedures.
o Updated the Library Opening and Closing Procedures documents to reflect current protocols.

o Updated the Guidelines for Library Safety and Security document to reflect current protocols.

o Developed the “Incident Report Form” – a form for Library staff to use to report problem situations to their supervisor, Library administrators and others.

o Updated the generic job descriptions for Senior Library Assistant and Principal Library Assistant positions in the Circulation Department.

o Updated the individual job descriptions of full-time staff during the annual Performance Evaluation System (PES) review period.

o Updated the job description for the Circulation Librarian/Librarian I/Assistant Professor position to reflect current responsibilities.

o Updated the Circulation Librarian Curriculum Vitae.

o Served as liaison to the following academic units:

  ▪ Department of Communication Studies (CART -- College of the Arts)
  ▪ Department of Family and Child Studies (CEHS -- College of Education and Human Services)

o Provided assistance to patrons at the Reference and Information Services Desk several hours per week.

o Conducted “New Student Experience” tour.

o Assisted fellow members of the Web Usability Task Force in tabulating and analyzing the results of the Web Usability Survey instrument administered to selected patrons in FY 2006-2007. Assisted in reporting the results of this research to members of the Library Administrative Council (LAC) and members of the Sprague Library Home Page Committee.

o Assisted fellow members of the Sprague Library VALE Last Copy Group in identifying Library materials published from 1800 to 1849 and from 1850 to 1899.
o Assisted fellow members of the Sprague Library Disaster Response Plan Committee in developing a disaster response plan. Selected as a member of the Sprague Library Disaster Response and Recovery Team.

o Became familiar with the WorldCat Collection Analysis (WCA) Circulation Analysis tool, a usage analysis tool that shows how the Library's collection is being used (or not used) by patrons. This information assists Library administrators and librarians in making informed decisions about purchasing new materials and weeding older infrequently used materials.

II. Trends

❖ Introduction

FY 2007-2008 was an eventful and productive year and Department operations continued to run smoothly, as always, thanks to the competence, energy and dedication of Circulation Department staff: full-time employees -- Lillian Allen, Barbara Fingerhut, Arthur Hudson, Christine Mims, Paul Nauer, Paul Stec, and John Zieleniewski, and Temporary Service Employees (TSE) -- Jeffrey Cole, Aron Nemeth, and Amelia Teo. Their efforts warrant recognition and I would like to take this opportunity to commend them and say how much I appreciate their hard work.

The following narrative provides some context for the achievements and events of FY 2007-2008 and offers a brief discussion of some concerns and plans for the year ahead.

❖ Circulation Services Activities

The increase in the number of patrons using Sprague Library may be explained in part by the increased enrollment of undergraduate and graduate students at Montclair State University, the response of members of the academic community to the broad range of materials and services offered by the Library and the presence of Café Diem.

The reduced number of circulation transactions may be explained in part by the increased use of Library materials in electronic formats (e.g., items in the netLibrary collection, e-journals, and online databases) and Internet resources by patrons.
The drop in the number of staff-assisted transactions at the Circulation Desk may be explained in part by the increased use of self-service options (i.e., use of the new 3M 6412F V-Series Self-Check System unit at the Circulation Desk and the relocation of the 3M 6210 Self-Check System unit to the Upper Level) as well as patron awareness and use of online services. Patrons, however, continue to report that they appreciate the prompt service provided by Circulation Department staff. The Department continues to provide a high quality of service, as indicated by the appreciation expressed by our patrons while continuing to process a large number of transactions.

- **Reserves Services Activities**

The decrease in the number of instructors submitting Reserves requests for Print Reserves in Fall 2007 over that in Fall 2006 and the subsequent decrease in the number of instructors submitting Reserves requests for Print Reserves in Spring 2008 over that in Spring 2007 should not lead to the conclusion that Print Reserves is not an important and valued service. Patrons continue to report that they appreciate this service.

The decrease in the number of instructors submitting Reserves requests for E-Reserves in Fall 2007 over that in Fall 2006 and the subsequent decrease in the number of instructors submitting Reserves requests for E-Reserves in Spring 2008 over that in Spring 2007 should not lead, however, to the conclusion that E-Reserves is not an important and valued service. Rather, the decrease in the number of instructors submitting Reserves requests for E-Reserves in Fall 2007 and Spring 2008 may indicate that some faculty members are posting course-related materials to their own Course Web pages via the Blackboard (Bb) Course Management System directly -- completely bypassing Library E-Reserves Services.

- **Stacks Maintenance Services Activities**

The decrease in the number of books shelved may be explained in part by the increased use of Library materials in electronic formats (e.g., items in the netLibrary collection, e-journals, and online databases) and Internet resources by patrons.

The drop in the number of books collected during Stacks Area Pick-Ups may be explained in part by the increased use of Library materials in electronic formats (e.g., items in the netLibrary collection, e-journals, and online databases) and Internet resources by patrons.
Personnel

During FY 2007-2008, the Circulation Department experienced several periods of mild to moderate staffing shortages. These shortages occurred from January 2008 to February 2008, when Lillian Allen requested time off to care for her ailing father and from mid April 2008 to June 2008, when Arthur Hudson and John Zieleniewski were promoted to their respective new positions in the ILL Unit of the Reference Department and the Periodicals Department. Coping with these staffing shortages was somewhat difficult because they occurred at normally hectic times of the academic year. Despite the challenges posed by the need to juggle staff work schedules during this period, Department operations hummed along. The fact that the Department survived this somewhat chaotic period is due in large measure to the competence, energy and perseverance of Circulation Department staff. Their efforts and hard work are recognized and appreciated.

Budget

In FY 2007-2008, the Library continued to face the financial realities of a less than generous budget, necessitating the careful and diligent spending of resources. On a Department level, this situation continued to limit the number of Temporary Service Employees (TSE) to two (2) for most of the year. Furthermore, the number of hours TSEs worked over the course of the year continued at a reduced level. For the Circulation Department, this situation has adversely affected our ability to provide adequate coverage at the Circulation Desk during evenings and on weekends. Over time, this unfortunate state of affairs cannot help but have a deleterious effect on the ability of the Library to fulfill its mission. Hopefully, sufficient financial resources will be provided in FY 2008-2009 to fully restore the Library’s capability to provide appropriate levels of service commensurate with its stated mission, vision, and core values.

Conclusion

The Circulation Department accomplished a great deal during FY 2007-2008. There’s a lot more work to do next year. One thing that the statistics don’t reveal is the level of complexity of Circulation Department operations. The work of the Circulation Department is never done; we are continually trying to improve service to patrons and perpetually fine-tuning Department operations. One thing is certain at Sprague Library, change is the new constant.
III. Objectives for 2008-2009

- **Circulation Services Activities**
  - Continue to provide Circulation Services to members of the academic community and guest borrowers.
  - Continue to provide Print and E-Reserves Services to students, faculty and other members of the academic community.
  - Improve current and develop new marketing strategies to promote Circulation Department services.
  - Redesign Borrower Services brochures to publicize Circulation Department services.
  - Continue to revise documented Circulation Department procedures.
  - Upgrade the current version of the SirsiDynix Unicorn ILS Circulation Workflows Java client to version GL3.2.1.2.14 of the SirsiDynix Symphony ILS Circulation Workflows Java client. (Upgrade scheduled to be implemented in Summer 2008)
  - Continue to improve the quality of the SirsiDynix Symphony ILS patron database.
  - Continue to improve the quality of the SirsiDynix Symphony ILS bibliographic and item databases.
  - Investigate the feasibility of purchasing a new Public Address System.
  - Investigate the feasibility of purchasing a new Library perimeter security system.
  - Investigate the feasibility of implementing the Blackboard OneCard (BbOne) System that serves as a Montclair State University ID and Sprague Library card, an electronic “key” for access to campus buildings and a debit card for on campus spending.
IV. PERSONNEL / ACTIVITIES

✓ PERSONNEL

Laura N. Levy                  Circulation Librarian

Lillian Allen                  Senior Library Assistant
Barbara Fingerhut              Principal Library Assistant
Arthur C. Hudson¹              Senior Library Assistant
Christine E. Mims              Principal Library Assistant
Paul Nauer                     Library Guard
Paul C. Stec                   Senior Library Assistant
John Zieleniewski²             Senior Library Assistant

Jeffrey Cole                   Temporary Service Employee
Aron Nemeth                    Temporary Service Employee
Amelia Teo³                    Temporary Service Employee

1. Promoted to Technical Library Assistant in the ILL Unit of the Reference Department (announced April 17, 2008); continued to work in the Circulation Department until June, 2008.

2. Promoted to Principal Library Assistant in the Periodicals Department (announced April 28, 2008); continued to work in the Circulation Department until June, 2008.


✓ ACTIVITIES

Lillian Allen

Meetings/Workshops:

NJALA 22nd Annual Conference, June 9-10, 2008;

Library Activities:


University-Wide Activities:

Shop steward for CWA (Local 1031).
Barbara Fingerhut

Library Activities:


Arthur Hudson

Library Activities:


Christine E. Mims

Library Activities:


Paul Nauer

Library Activities:


University-Wide Activities:

Employee Safety Subcommittee of the University Committee on Campus Safety.

Paul Stec

Library Activities:


John Zieleniewski

Library Activities:

Sprague Library Customer Service Group
ListSers

LibraryLine;
SpragueSpeak.

SirsiDynix Circulation Listserv;
SirsiDynix Circulation Web Forum;
VALE Listserv.

Revised 8/7/08
Laura N. Levy
Head, Circulation Department, Technical Services
Professional Activities, 2007-2008

Memberships

American Library Association (ALA)
Association of College & Research Libraries (ACRL)

New Jersey Library Association (NJLA)
College & University Section (CUS)

Conferences, Seminars, Webinars, Workshops

Director’s Station Overview Webinar (8/30/07)
Director’s Station End User Webinar (9/04/07)
WorldCat Collection Analysis Circulation Analysis Webinar (12/10/07)

Library Committees

Library Administrative Council (LAC)
Sprague Library Director’s Station Users Group
Sprague Library Disaster Response and Recovery Team
Sprague Library Disaster Response Plan Committee
Sprague Library Homepage Committee
Sprague Library VALE Last Copy Group
Sprague Library Web Usability Task Force

Liaison Activities

Department of Communication Studies (CART -- College of the Arts).

Department of Family and Child Studies (CEHS -- College of Education and Human Services)