

Services Provided by Emerson Library's Access Services Department to Users at Webster University's Extended Campuses

The Access Services Department of Emerson Library supports the teaching, research, and intellectual pursuits of faculty, students, and staff in Webster University's worldwide network by providing access to information in a variety of formats both within Emerson Library and remotely. To achieve these ends, Access Services staff collaborate with other staff to continuously review and revise their policies and procedures so that we can effectively use all of the tools at our disposal to meet or exceed our users' changing needs and expectations.

Users who are either employed by or taking courses from one of Webster University's extended campuses frequently don't have access to the same level of library service as our home campus users so Access Services staff do their best to creatively help meet the needs of these users. The Head of Access Services and at least one other full-time member of the Access Services department have participated in the Eden-Webster Library System's Web Design Committee since 2004 in order to help ensure that our website accurately and effectively describes and provides easy access to our services. Access Services staff also contribute content to the *Passports Skills* video series which we update annually and make available via Passports and sets of CD-Rom's which we distribute to our extended campuses. The Head of Access Services, Document Delivery/AV specialist, and Electronic Reserves Coordinator also make presentations about the services we provide to Webster faculty and staff from our extended campuses at events such as the Regional Faculty Conferences and New Director Orientations.

Audiovisual Services

The Eden Webster Library system owns an excellent and popular collection of audiovisual materials which Access Services staff circulate to our extended campus users. The Document Delivery/AV Specialist and the Head of Access Services use campus e-mail lists, Passports, and one-on-one contact to remind extended campus faculty and staff that they improve the chances of using a particular AV item exactly when they want to by submitting a request to reserve the use of that item as far in advance as possible over the phone, via e-mail, or by using our online DVD and Videotape Reservation Form. Each day that they work the Document Delivery/AV specialist or his backup check the AV e-mail inbox, voice mail inboxes, and the III Millennium "Bookings Maintenance" module for items that they need to pull, package and send to our extended campus faculty.¹ Emerson Library has used United Parcel Service to ship materials from our collections to our extended campus users in the continental United States since 1998.² UPS picks up and delivers packages to Emerson Library Monday through Friday and any package which we ship via standard ground shipping to a user in the continental United States should arrive within one to four days depending on the destination. Access Services staff can also easily use UPS software to track these packages. While we provide this service to our extended campus faculty in order to provide equitable service they must return

each requested item on time for the system to work fairly and smoothly. In order to help achieve this either the Document Delivery AV/Assistant or another Access Services staff checks out each DVD or video an extended campus faculty member requests to his or her account before shipping it. Our III Millennium Circulation Software will automatically generate overdue notices to that faculty member when that item becomes overdue. The Head of Access Services and the Assistant Circulation Coordinator forward these notices to the Document Delivery/AV specialist when a notice is for an overdue av item checked out to an extended campus faculty member so that either he or the Head of Access Services can contact that person.³

Document Delivery

Current Webster faculty, staff, and students at any of Webster's worldwide network of extended campuses are eligible to receive some level of Document Delivery.⁴ These users have little to no access to the same level of library services as our home campus users so we work particularly hard to meet their needs. The Document Delivery/AV Specialist, one Access Services Clerk, two or more part-time Access Services staff, and an average of two to three student workers help process the Document Delivery requests made by these users.⁵ While we will either post copies of journal articles to ARIEL or ship copies of books from our collections to a DocDel user within two working days of processing his or her request, the turn around times which apply to other ILL requests also apply to ILL requests we make on behalf of these users.⁶

eReserves

Current Webster University and Eden Theological Seminary faculty and staff may use our Docutek eReserves software to easily create a customized, password protected, home page for each course they teach. Faculty may also choose to use their eReserves course pages in conjunction with other course management software such as WebCT or Connections. The Docutek eReserves software accepts and displays documents in any format and faculty use their eReserves course pages to provide access to resources such as interactive syllabi; supplementary readings; exams; lecture notes; and links to other pertinent digital resources. Faculty and students using eReserves have 24 hour access to the course pages and no longer have to wait for the library to open or for another user to return an In-house reserve item. The Electronic Reserves Coordinator and other Access Services staff work directly with faculty and staff from both the main and extended campuses to create, maintain, and provide access to each faculty or staff member's course page or pages⁷. Because the scanning of copyright-protected works for electronic course reserves is an unsettled area of the law, the Electronic Reserves Coordinator ensures that we diligently follow the appropriate Fair Use scenarios and guidelines as established by Webster University's Fair Use Committee. In addition to using *Passports*, e-mail, telephone conversations, and personal contact to educate Faculty and staff about these guidelines, the Electronic Reserves Coordinator and the Head of Access Services participate in monthly Academic Technology Committee Meetings and attend other University events to help educate Webster faculty and staff about our services.

¹ When the Document Delivery/AV Assistant takes a request to reserve a DVD or video he asks the faculty member for his or her preferred show dates. If the item isn't already booked for that period of time he will enter that information into MilCirc's Booking Module. Once a request to reserve an av item is entered into the Booking Module any library staff member with the appropriate permissions may use MilCirc to view past, present, and future bookings. While this is a job that one person may readily perform we recognize the need for backup planning so the Head of Access Services and the Document Delivery/AV Assistant created procedures that other Access Services should follow when processing booking requests. These procedures cover all the steps of the process from taking/reading the reservation request, to pulling the item, to packaging and sending the item to the requesting faculty member via UPS.

² In 1998 we switched couriers from RPS to UPS for the following reasons: RPS lost and/or delayed shipments, we had to use paper forms and telephone tracking while using RPS, and RPS could not guarantee arrival date. United Parcel Service (UPS), on the other hand could guarantee arrival dates and the whole shipping and tracking process was automated. We continue to use UPS to the present. The Document Delivery/AV specialist and four other full-time members of the staff are trained to use the UPS software to ship and track packages we send. UPS also has a very well established nationwide network so it's quite easy for us to ship items to our Document Delivery users at just about any address they specify in the Continental United States.

³ Either the Assistant Circulation Coordinator or the Head of Access Services uses the notices module of the Millennium Circulation software to generate and send overdue notices to our users Monday through Friday. Both the Head of Access Services and the Assistant Circulation Coordinator also closely monitor MilCirc's Booking module.

⁴ We process requests for copies of journal articles for users at all of our extended campuses. If we own a copy of the journal we scan the requested article and post it on ARIEL. If we don't own it we will submit an ILL request for it and then post it on ARIEL if and when we receive a copy from a lending library. Users at our sites in Missouri may have books from either our collections or from the collections of any other MOBIUS library delivered to the most conveniently located MOBIUS library. We will, on occasion, also place ILL requests for books for these users if we cannot obtain a copy of the book via MOBIUS. We use UPS to ship these books, if a lending library fills our requests, to the location picked by the user. We use UPS to ship books from our collection, and occasionally books that we've obtained via ILL, to our users elsewhere in the continental United States. The high cost of shipping books overseas prohibits us from shipping books to our users at our international campuses but we do we follow Webster University's Fair Use Guidelines to post book chapters on ARIEL for these users.

⁵ In addition to the Document Delivery/AV Specialist and the full-time Access Services Clerk, the same part-time Access Services Clerks and student workers who we've trained to help process Interlibrary Loan requests also pull, copy, scan, post, and place Interlibrary Loan requests for items requested by our Document Delivery users. All of these employees also give Document Delivery requests for items from our collection priority over requests for items from our collection that we're either copying or lending to other libraries.

⁶ ILL statistics for fiscal years 2001/2002 through 2005/2006 reveal that it takes us an average of 5 working days to receive a copy of journal article that we've requested through ILL and an average of 10 working days to receive a book ordered via ILL.

Average ILL Turnaround Times (In # of days) FY 2001-2002 Through FY 2005-2006		
Fiscal Year	Borrowing Copies	Borrowing Loans
2001-2002	5.03	8.73
2002-2003	4.56	9.18
2003-2004	5.46	9.83
2004-2005	4.96	9.12
2005-2006	4.88	9.07
Average	4.978	9.186

⁷ During the Fall 2004 term the Dean of Emerson Library and the Head of Access Services decided that the growing demand for eReserves and the corresponding increases in the levels of professional contact and collaboration which were needed to make eReserves an effective instructional resource indicated that we needed to submit a request to reclassify a Service Clerk position to the Webster Human Resources Department. The HR department graciously considered our application and in May 2005 Margaret Finan became Webster University's very first Electronic Reserves Coordinator. In November 2005 Renee Porter, the Director of Online Programs for the School of Business and Technology, who had been searching for an effective means of compensating for logistical problems involved with obtaining required texts prior to the start of each term, contacted the Head of Access Services and the Electronic Reserves Coordinator in order to see if we might help her solve that problem. That initial contact evolved into an ongoing collaboration between the Access Services Department and Renee Porter and her staff in which she and her staff provide us with copies of required texts and the Electronic Reserves Coordinator and other Access Services Staff systematically create and population eReserves courses for Management and Business Department faculty worldwide. As of December 2, 2005 eReserves staff created 29 instructors and scanned

and posted book chapters for seven different classes. As of March 16, 2007 there are 90 different courses.