

## ***Emerson Library: Services Provided by the Access Services Department to Users at Webster's Home Campus***

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 collaborates 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.

### **Audiovisual Services**

The Eden Webster Library system owns an excellent and popular collection of audiovisual materials which Access Services staff circulates to our home campus users. The Document Delivery/AV Assistant and the Head of Access Services use campus e-mail lists, Passports, and one-on-one contact to remind home 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 in person, over the phone, via e-mail, or by using our online DVD and Videotape Reservation Form.<sup>1</sup> We keep each reserved or "booked" item on a special set of hold shelves in the Emerson Library circulation area for the faculty member for whom we booked the item. The Document Delivery/AV Assistant and other Access Services staff also provide assistance to any users who require some help learning to use any of the audiovisual equipment which is available in the Listening Viewing area of the first floor of Emerson Library as well as on AV carts in group study rooms on the second, third, and fourth floors of Emerson Library.<sup>2</sup>

### **Circulation/Collection Management**

Emerson Library's Circulation Desk is located just inside its first floor entrance and each person entering the library via that entrance should expect to see one or more Access Services employees waiting to help them at the circulation desk.<sup>3</sup> The Circulation Desk is that point from which we check materials in and out, answer general questions about library collections and services, refer users to other library or university staff who may provide them with more appropriate or complete service, take group study room

reservations, answer phone calls from local and extended campus users, refund money lost in the vending machines in the café, receive gift items, and generally provide users with friendly, helpful assistance. The Access Services Department is also responsible for Collection Management or shelving and generally maintaining the order and appearance of our collections. The Head of Access Services and the Assistant Circulation Coordinator supervise, with help from other full and part-time Access Services staff, the twenty or more student workers who shelve, shelf-read, and generally straighten.<sup>4</sup>

## **eReserves**

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 since 2001. 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 pages.<sup>5</sup> 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.<sup>6</sup> 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.<sup>7</sup>

## **In-House Course Reserves**

Even though Webster faculty have access to such online course tools as eReserves, WebCT, and Connections many faculty at the home campus still choose to ensure that their students have access to required or supplementary class materials by placing items from either the Eden-Webster Library System's collections or their own personal collections on In-House Reserve in Emerson Library.<sup>8</sup> While faculty typically choose a two-to-three hour in-library only circulation period for these items they may also choose to allow their students to check out items on reserve for one, two, three, five, or seven days at a time. Faculty members can place a request to create an In-House Course Reserve in-person at the Emerson Library circulation desk, over the phone, via e-mail, or by using an online form available on *Passports*. The Assistant Circulation Coordinator oversees the processing of these requests. Each reserve has a course record in our catalog so users can view a list of each item that is available on a particular reserve by using either our online catalog or a special link from our home page. Access Services staff circulate these item from the Emerson Library Circulation desk.

## **Interlibrary Loan**

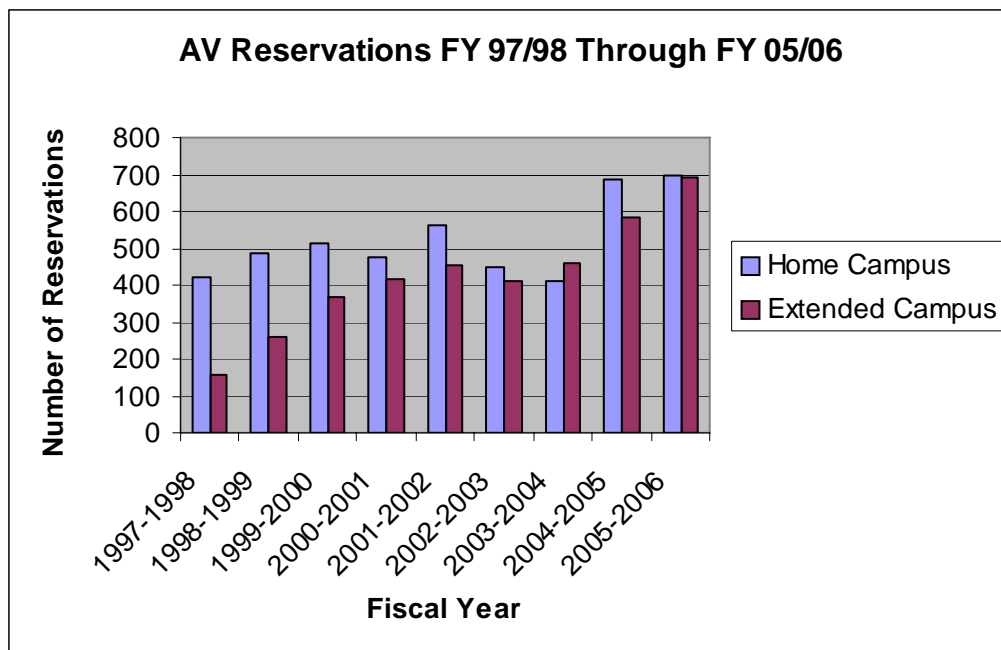
Current Webster University and Eden Theological Seminary students, faculty, and staff use our Interlibrary Loan service to request materials which are not available from either the Eden-Webster Library System's collections or other MOBIUS libraries.<sup>9</sup> The Interlibrary Loan Coordinator, a full-time Access Services clerk, one or more part-time Access Services employees, and, depending on the time of year, an average of three or more student workers process borrowing requests from our users and lending requests from other libraries.<sup>10</sup> Generally speaking it take five to seven days for lending libraries to fill requests for copies of journal articles and blank days to fill requests for books.<sup>11</sup> Access Services Staff We receive the. These become the patron's property. Books requested on ILL can usually be checked out to current students, faculty and staff for two weeks.

## **MOBIUS**

Since the Eden-Webster Library System first became a member of MOBIUS in June 2001 our users have borrowed more than 20,000 books from other MOBIUS libraries and users from other MOBIUS libraries have borrowed more than 18,000 books which

belong to the Eden-Webster Library System.<sup>12</sup> Current Eden and Webster students, faculty, and staff in good standing may browse the MOBIUS online catalog and submit requests for any books they find therein. It takes, on average, three to four working days from the time one of our users uses the library catalog to submit a request until the book arrives at the pickup location indicated by the user. While most of our users choose to pick up their requested items at either Luhr or Emerson library it is possible for any valid user from any MOBIUS institution to request that his or her requested item be sent to any other MOBIUS library. Additionally any valid MOBIUS user may visit any other MOBIUS library and use his or her school I.D. to check out books from that library's collection. Users may also return their books to any MOBIUS library and that library will ship them back to the appropriate owning locations. MOBIUS uses a commercial courier service to deliver bags of books to MOBIUS member libraries five days a week. The popularity of this service isn't difficult to grasp when one considers the relatively short turnaround time (compared to traditional ILL), the large collection of items from which one may select, and the ability to pick up or drop off your books at any other MOBIUS library. From a staffing point of view participation in the MOBIUS system requires relatively little specialized training. Access Services Staff receive and send MOBIUS books for both Eden and Webster users (staff from Webster's shipping and receiving department pickup and drop off bins of library materials that we ship back and forth between Luhr and Emerson Libraries Monday through Friday). The Assistant Circulation Coordinator and the Head of Access Services train other Access Services staff and student workers to help process incoming and outgoing MOBIUS requests. While a recent examination of our delivery logs reveal that, on average, we send 22 bags containing 42 books out each day the entire process is much more straightforward and easier to learn than either traditional Document Delivery or Interlibrary Loan.<sup>13</sup> Any staff member who processes MOBIUS requests must have a basic familiarity with our III Millennium Circulation System, the ability to read, and the ability to work carefully and methodically. He or she does not have to learn how to use one or more pieces of software or hardware to process MOBIUS requests. The final step of processing the daily shipment of MOBIUS books is sending an e-mail to each user for whom a book arrived. Each current Eden and Webster student, faculty, and staff has either an Eden or Webster e-mail address attached to his or her patron record in our III Millennium Circulation database and we send all library notices as an e-mail to that e-mail account. Additionally each user can view his or her account online via a link from Passports or he or she may call the circulation desk at either Emerson or Luhr library to check on the status of his or her order.

<sup>1</sup> The Document Delivery/AV Assistant enters these reservations into MilCirc's Booking Module. Once a request to reserve an av item it's entered into the Booking Module any library staff member using MilCirc can view that booking. It also prompts us to pull each item and will also provide that information to the staff member when the item is question is checked in. This function of the circulation system has helped make the reservations process much more efficient than when we were still using the Dynix library information system. In the past we kept all of the bookings on a paper list which we continuously updated as av items were booked and pulled and then entered that information into the Dynix circulation module. Statistics reveal a general increase in bookings of AV items for home campus users between Fiscal Year 1997-1998 and Fiscal Year 2005-2006



<sup>2</sup> Emerson Library users have access to eight listening/viewing carrels, five listening/viewing rooms, and four group study rooms which they may use to view and/or listen to audiovisual items. Current Eden and Webster students, faculty, and staff may contact either the staff at the Emerson Library Circulation desk or use our online Group Study Reservation form to reserve three of those listening viewing rooms and all four of the group study rooms in which they'll find av equipment. In short, any of our users may visit Emerson Library to use the tool they need to watch and/or listen to any format of item which we collect. Access Services staff is available to help any user who does not know how to operate a particular piece of equipment.

<sup>3</sup> Emerson Library is open seven days a week throughout the year except during holidays and the statistics we gather from our security gates clearly indicate that the majority of people entering and exiting Emerson

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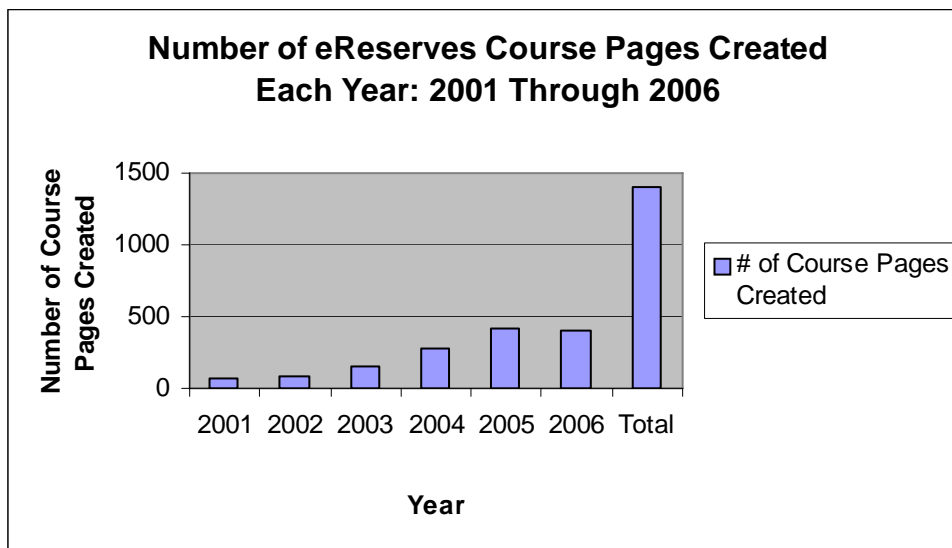
Library do so through the first floor entrance. The Head of Access Services, consequently, always schedules a minimum of one to two staff members at the circulation desk during our hours of operation.

<sup>4</sup> Laura: at this time I do not have any turnaround time stats for shelving. My general experience tells me that it takes between 1 and 3 days depending upon the time of the year. That said, when most of my student workers return from Spring Break I'm going to perform an experiment that will give us some hard data.

<sup>5</sup> Between 2001 and 2006 Faculty and EWLS staff have created 1397 eReserves course pages containing a total of 17,993 documents. During that same period of time the eReserves home page received a total of 213,266 hits.

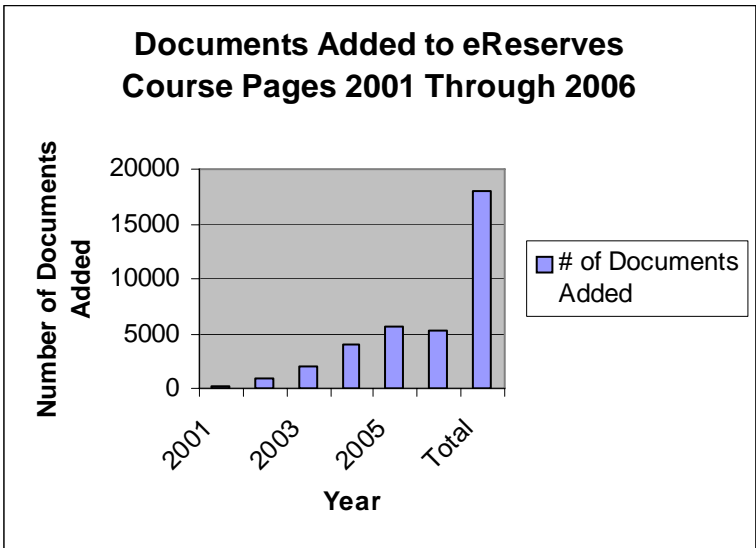
Number of eReserves Course Pages Created Per Year 2001 Through 2006

Year	# of Course Pages Created
2001	66
2002	80
2003	148
2004	284
2005	413
2006	406
Total	1397



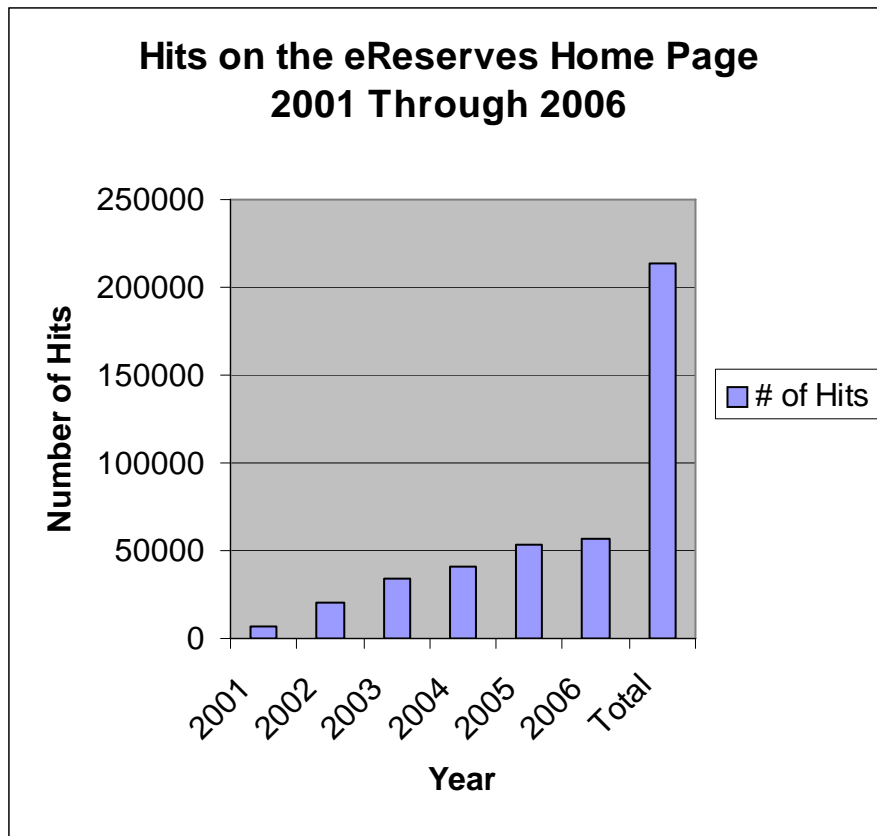
Documents Added to eReserves Course Pages 2001 Through 2006

Year	# of Documents Added
2001	208
2002	888
2003	2046
2004	3971
2005	5668
2006	5212
<b>Total</b>	<b>17993</b>



Hits on the eReserves Home Page 2001-2006

Year	# of Hits
2001	7227
2002	20024
2003	33960
2004	41337
2005	53624
2006	57094
<b>Total</b>	<b>213266</b>



<sup>6</sup> <http://www.webster.edu/fdc/fairusewebpage.htm>

<sup>7</sup> The Academic Technology Committee consists of staff from Emerson Library, staff from Academic Affairs, Webster IT staff, Webster IT Support Services staff, User Services staff, Faculty Development Center Staff, and Distance Learning Staff. We meet once a month to discuss ongoing issues with Academic Technology, to improve communication and cooperation between our departments, and to work towards more efficiently and effectively supporting Webster students and faculty.

<sup>8</sup> Here's a snapshot of In-House Course Reserves from the 2006-2007 Academic Year:

**Fall 2006**

67 Courses: 51 Faculty had 1 course reserve, 10 had 2 course reserves and 1 had 4 course reserves

Type and Number of Items on Reserve

210 Eden-Web books

23 personal books

9 binders

3 tests

11 scores

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250 DVDs and/or VHS  
60 CDs  
16 CRF packets

**“Permanent” collection, if you will**

4 calculators  
ATR Equipment  
3 CDs for Computer Science adjuncts  
6 copies of Sight, Sound and Motion  
Nurse Anesthesia has videos and books that change every 2 months or so

**Spring 2007**

45 courses: 35 faculty have 1 course reserve and 5 have 2 courses.

65 Eden-Web books  
16 personal books  
10 scores  
50 personal DVDs and/or VHS  
34 DVDs  
35 CDs  
1 test  
Great Decisions Alum speakers – 1 personal DVD

<sup>9</sup> While various sections of Passports indicate that Interlibrary Loan is a service for home campus users who cannot obtain the item they want from our local collections or via MOBIUS we still receive many requests for such items from our users. When this happens, Access Services staff politely remind the user that we cannot fill their request because the item they requested is available locally. If the user needs assistance using the catalog to request a book from another MOBIUS library we share their request with the reference staff and direct them to contact reference for detailed instructions on how to use that service.

<sup>10</sup> The Interlibrary Loan Coordinator and a full-time Access Services Clerk process ILL requests at least five days a week and during their regularly scheduled Sunday shifts (the Head of Access Services, the Document Delivery/AV Assistant, the Electronic Reserves Coordinator, and the other Access Services Clerk also process ILL requests when working their Sunday shifts). The Interlibrary Loan Coordinator has trained one or more student workers to use ARIEL to post and receive documents at least since 1998. We also use student workers to pull, photocopy, and, when necessary, scan items requested by lending libraries. OCLC’s World Cat Resource Sharing software (WRSS) is relatively user friendly and the Interlibrary Loan Coordinator, the Document Delivery/AV Specialist, and the Head of Access Services trained three of our part-time employees who work nights and weekends to use it to place ILL requests for articles and books. The ILL Coordinator streamlined the our ILL and Document Delivery ordering procedures by taking advantage of the custom holding WRSS. By using these custom holdings the staff member searching the

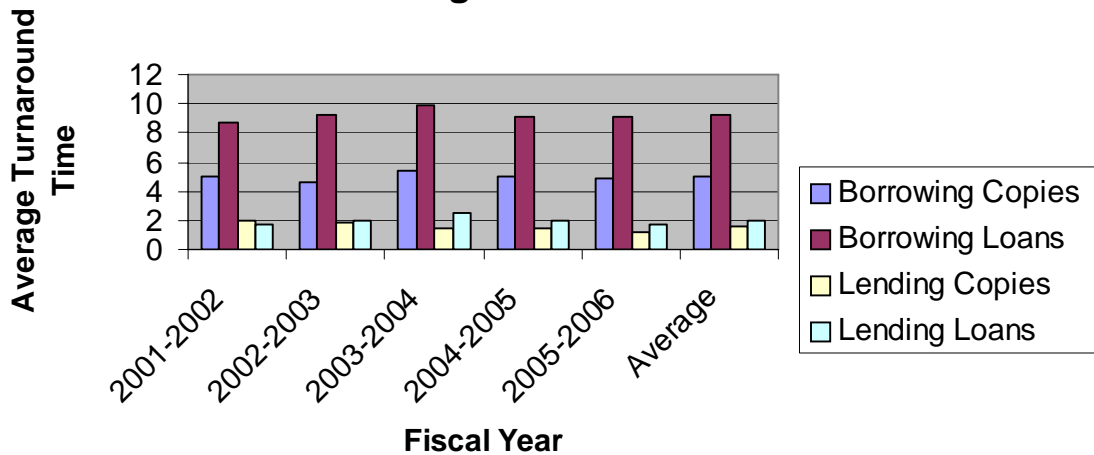
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WRSS database for a copy of journal article or a loan of a book is able to view the holdings of those libraries which will provide us with either a free copy or free loan before the holdings of those libraries which will charge us for the same services. The Eden-Webster Library System (EWLS) is affiliated with the following ILL Groups for this very reason: ATUG (American Theological Users Group), LVIS (Libraries Very Interested in Sharing); MIGI (Missouri Interlibrary Group Initiative), and MOBIUS (Missouri Bibliographic Information User System). The members of each of these ILL resource sharing groups agree to copy and lend materials to other users for no to little charge.

<sup>11</sup> Interlibrary Loan is divided into borrowing and lending. Borrowing turnaround time is calculated from the time we place a request for an item in OCLC until the time we receive the item and change its status to received in OCLC. We calculate Lending turnaround time, on the other hand, from the time we answer on OCLC, either "yes" we've shipped it or "no" we can't supply and pass it on to the next potential lender. Our Lending turnaround time figures are swayed heavily by those "no" answers which we can usually update immediately. ILL staff quickly know if we can't supply an item for reasons such as: a library has requested a journal issue we don't have, the library requested a non-circulating item such as a reference book; or the library requested an item that is currently checked out. In FY 2005-2006 we answered 'no' to about 37% of the requests we received primarily for the reasons mentioned above. The ILL usage stats we compile and organize with CLIO validate our current practice of informing our ILL users who submit requests to borrow copies of journal articles and loans of books via ILL that they may have to have to wait for between five to seven working days for a copy of a journal article to arrive and for up to 10 working days for a copy of a book to arrive.

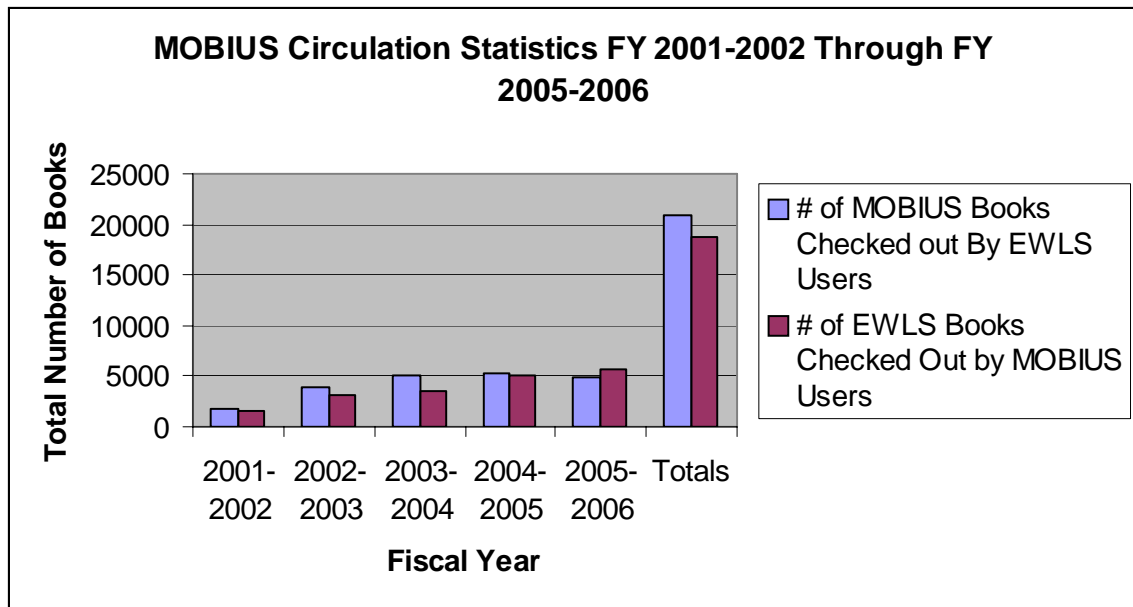
Average ILL Turnaround Times (In # of days) FY 2001-2002 Through FY 2005-2006					
Fiscal Year	Borrowing Copies	Borrowing Loans	Lending Copies	Lending Loans	
2001-2002		5.03	8.73	1.98	1.76
2002-2003		4.56	9.18	1.85	2.02
2003-2004		5.46	9.83	1.51	2.5
2004-2005		4.96	9.12	1.41	1.99
2005-2006		4.88	9.07	1.13	1.71
Average		4.978	9.186	1.576	1.996

**Average Turnaround Times (In Number of Days)  
For ILL Borrowing and Lending FY 2001-2002  
Through FY 2005-2006**



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Fiscal Year	# of MOBIUS Books Checked out By EWLS Users	# of EWLS Books Checked Out by MOBIUS Users
2001-2002	1850	1520
2002-2003	3840	3076
2003-2004	5020	3477
2004-2005	5331	5059
2005-2006	4797	5684
Totals	20838	18816



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The Assistant Circulation Coordinator recently reviewed our delivery logs and between July 3, 2006 and March 12, 2007 we sent 3709 bags containing 7022 items to other MOBIUS libraries. This averages out to 22 bags containing 42 items per day. While First Choice, the current MOBIUS courier, only delivers and picks up these bags Monday through Friday Access Services staff use the III Millenium Circulation software to generate MOBIUS paging slips throughout the week. The Head of Access Services, the Assistant Circulation Coordinator, both Access Services Clerks, and two of our part-time Access Services Clerks have the appropriate permissions to print these paging slips and the Head of Access Services and the Assistant Circulation Coordinator trained all of our student workers how to properly search for and pull the requested books. This means that Access Services staff search for these items six to seven days a week.