

Circulation

Circulation Department

Annual Report

FY 07/08

The Circulation Department is responsible for the integrity and accessibility of the physical collection. In addition to those traditional tasks, we have become responsible for building and maintaining a collection of digital and electronic learning tools. This year was a defining one for Circulation. The East Commons is no longer a new feature and we have learned to adapt to the new responsibilities and expectations required of our space. We have adapted to new responsibilities while at the same time seeing an increase in old ones. In fiscal year 06/07, the total circulation was 122,396. This year, the total has increased by almost 10,000 to 131,615. This is uncommon in comparison to other academic libraries around the country. We like to attribute it to a growing collection of electronics and digital learning tools such as laptops, calculators, large format printer, and camcorders, but also to the growing DVD collection that is very popular and accessible. The large format printer has become so popular that we regularly have a waiting list for printing and are currently anticipating an additional printer to increase our service to the students. GIL Express is another popular service to the GT community that has seen an increase of over 10% this year. Last year patrons charged 6,453 items after making 8,421 requests. This year, patrons charged 7,316 items after making 9,333 requests. We also saw an increase in the number of GT items requested and sent to other USG libraries. In addition, the governor awarded GIL Express the Chancellor's Customer Service GOLD Level Team Award. This award is attributed in part to the hard work and dedication of the Georgia Tech Library Circulation Department. We continue to evolve and change every day to meet the needs of the Georgia Tech students, faculty, and staff and strive to provide them with the best customer service possible.

Achievement of Objectives

1. Continue Faculty outreach to increase and promote LEC presentations.

- The Library East Commons hosted 15 major tours, 30 events including film series, dramatic performance, research presentations, outside speakers, and social events, 6 exhibits including student artwork, student academic output, student group displays, and archives materials.

2. Increase collaboration with course instructors for the use of digital learning objectives.

- Joey Fones continues to fill the role of Multimedia Representative for the Circulation Department and coordinates the use of equipment with course instructors. He also presented to the LCC Britain fellows and participated in the Electronic Pedagogy Seminars to promote the library's digital learning objects.

3. Collaborate with ILL to create cohesive policies regarding patron accounts and billing.

- We continue to work on this task. Due to the lack of communication between Voyager and Illiad, we face difficulties in this area. We are in constant communication and collaboration with ILL and hope to reach this goal in the coming year.

4. Participate in conference presentations to promote the "new circulation".

- Stella Richardson, Karen Glover, Charlie Bennett, and Joey Fones presented at the 2007 GACOMO conference. Their presentation titled "Moving Circulation into the 21st Century: Exceeding Expectations" received favorable response and attendance. This year, Stella and Karen will take part in a panel discussion with the title "What does Circulation Have to Offer?" in hopes of continuing this trend.

5. Increase technical training for staff.

- We continue to promote the essential need of technical training in our department. We are not only expected to know general troubleshooting techniques for the computers and printers in the LEC, but also our large format printer, which requires deep troubleshooting skills. Several staff members have attended various workshops given by the Multimedia Studio and OIT.

6. Research and provide emerging technologies to help foster learning.

- With the help of Joey Fones, we are continually changing and increasing our collection of digital and electronic learning objects. This year Circulation helped support the Information Services Department's animation contest titled: "Flash in the Pan", by making Waycom tablets available to the contestants. We have also increased our collection of Cameras and Camcorders. We will see a slight increase in laptops, from 10 to 15, when the rest of the new laptops are received. We were able to purchase 13 new laptops with the Beck Grant. We were also able to purchase 10 portable DVD players, 4 of which are PAL compatible and are able to play multicultural DVDs that are formatted for the overseas market. This is in support of the new film studies program that sometimes requires films that have this special formatting.

7. Identify and promote a unified LEC/Circulation service point.

- We continue to work on this through training and communication. Cari Lovins continues to keep the entire department up to speed on changes and current updates to the LEC computer cluster as well as provide training to everyone. We also take pride in the space and continue to find ways to make the area comfortable and convenient for students. While Charlie is sometimes thought of as his own department, he is always keeping the entire department informed of events and activities going on in the space.

8. Use collaborative software to foster communication both internally (circulation) and externally (library).

- Many members of the department regularly use Spark as a way to communicate externally. We are also beginning to use LibShare as a way to successfully communicate with each other. Several staff members participated in the Learning 2.0 course provided by the library. We are now posting meeting notes to LibShare and are beginning to use it regularly. We also have an internet sidebar, created by RaeAnne Forrest, which keeps important links and information accessible to everyone in the department.

Additional Accomplishments

- Stella Richardson was promoted to Librarian I and was recently asked to Chair the Collection Relocation Committee within the Library. She was also asked to Vice Chair the GIL Express GUGM Planning committee. She attended the 2008 ALA Conference as well as the 2008 Eluna Conference.
- Karen Glover published an article in the Journal of Access Services titled "The Evolution of the Georgia Tech Library Circulation Department" in issue 4(3/4). She also continues to work with Systems and Cataloging, as well as the Library Film Studies Committee (Faculty Member initiated) to create a browsing film collection that is represented both physically and electronically in a stylish and useful way to support Film Studies on campus.
- The Reserves Unit designed a bookmark and brochure and participates in the Library Welcome Event as well as New Faculty Orientation. They also attended several webcasts: Copyright in the Digital Age; Author Rights; Copyright and

Author Rights; Scholarly Communication Perspectives, to stay on top of current trends and policies regarding copyright.

- The Gil Express Coordinator Andy Blakely expedites GIL Express by acting on each request within 24 hours, weekends excluded.
- In June, the Commons Coordinator Charlie Bennett was invited, along with OIT personnel, to give a presentation to thirty faculty and staff members (including the Provost) at Old Dominion University in Norfolk, VA. The presentation was part of ODU's planning for a comprehensive library renovation. The invitation was extended after ODU staff toured the Georgia Tech Library.
- We were able to fill a vacant LAIII position with Justin Ellis. He works the 2nd shift and is a valuable new addition to the department.
- Several staff members have received letters of appreciation for the excellent customer service they provide.

Goals for FY 08/09

- Turn on automatic billing for Faculty, which will result in a bill for replacement fees once an item becomes 30 days or more overdue. This is a current policy that we have yet to enforce.
- Provide more efficient service to distance learning students.
- Continue presenting locally and nationally on varied topics and encourage members of the department to join associations and get involved.
- Review and change the Matrix (Voyager policies) to reflect current flexible and fair policies across patron groups.
- Review and change the website pages pertaining to Circulation Services to ensure accuracy and current information.
- Create and implement online forms to help facilitate accessibility to the physical and electronic collections as well as move towards an operation that relies on less paper.

- Organize the DVD collection and provide genre information both physically and in the catalog.
- Improve departmental communication through regular meetings.
- Assist Digital Initiatives with creating a Faculty Repository for E-Reserves.
- Collect and assess statistical information for Circulation processes and tasks not currently recorded.
- Assess the LEC through surveys, observation, and logs for computer use.
- Encourage Faculty members to use the LEC as a forum for research presentation and as a way to interact with their students in a neutral environment.