

**Access Services
Annual Report 2007- 2008**

During this year circulation to all borrowers slightly decreased.

2007-2008 Total Circulation	Change from 2006-2007
104,984	-1%

Once again, the LITS Complex was open 24 hours/day starting the on the first reading day through the end of exams (72 additional hours per year). The average overnight use of our facility, equipment and materials was 40 students/ hour. During the 24-hour opening, LITS is open an additional 72 hours per year.

Five College borrowing - The direct borrowing of materials between the Five College libraries continues to be a great resource to our patrons. During FY'07 we loaned 19,595 items to our consortia partners.

Institution	Items loaned from MHC	Items borrowed by MHC patrons
Amherst	2959	3973
Hampshire	5483	1934
Smith	5674	6188
UMASS	7135	7397

Five College Circulation policy changes:

- VHS/DVD direct borrowing has been opened to Five College faculty, staff, and students. Faculty & staff may borrow 3 films for a period of 5 days. Students may borrow 3 films for a period of 3 days.
- Standardization of the loan period for Five College faculty, staff and doctoral students at 90 days, with 3 renewals for 90 days each.
- New ALEPH patron statuses for statistical purposes (faculty, staff, doctoral students, masters students, and transit patrons).

Interlibrary Loan (ILL)

Interlibrary Loan (ILL) continues to be an active and highly valued library service for our

faculty, students and staff. Our status as a net lender of items endures, with 55% more items loaned than borrowed this year. In June 2008 we upgraded to the latest version of ILLiad, our Resource Sharing Management Software.

ILL 2007-2008	Total	Change from 2006 -2007
Items Borrowed	2449	-0.02%
Items Lent	5478	-15%

The average time from receiving a request from one of our patrons to locate an article to notifying them it is available for them is 5.92 days. For borrowing books the average time from the request to receiving the book in our library is 11.67 days.

On the lending side, the average time it takes us to process a request for a journal article from another library is 1.29 days. For processing book requests the average time is 1.67 days.

Committees/ Conferences/ Workshops

During the year members of Access Services staff were involved in the following meetings and training activities:

- Five College Circulation Committee
- Five College Library Billing meeting
- Five College ALEPH Management Committee (AMC)
- LITS LOT (LITS Operational Policy committee)
- MHC Student Supervisors meetings
- Ex-Libris ALEPH Training
- Ex-Libris ARC Training

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