



Access Services Annual Report 2006-2007

During the year the Circulation Department has actively participated in the implementation of the new Five College Integrated Library System. Working in the new system has been a learning experience for staff and patrons alike. As the Five College functional committees and our vendor, ExLibris, work together to refine software and hardware functionality we are beginning to see a smoother transition in our daily work flows.

- We hired, trained and supervised 36 student assistants to work in a variety of positions in the Main library and the Pierce Stevens library during the year. We continued to develop our training program that focuses on customer service skills and professionalism in the workplace. To supplement our in-person training, we created a project site in our course management system, “ella”, to share policies and procedures among our students and staff. We continue to update and improve our procedures and processes to make our services more user friendly for our patrons.
- In September 2006 LITS separated the Course Reserves into two distinct categories: Print Reserves and Electronic Reserves. Print Reserves are still processed through the Access Services department and cataloged in the library catalog, but Electronic Reserves were transferred into the newly created Digitization Lab. This new lab was able to offer the faculty a variety of options for their digitization needs, along with processing the ever increasing volume of electronic reserves. We feel the restructuring of our course reserves workflow helped make our department more efficient and thus provide better customer service.
- In the fall of 2006 the Main Library increased our weekday building hours to accommodate our faculty and students needs. Previously the library closed each night at midnight, but we now remain open until 2am on Sunday through Thursday evenings. The library closes at 10pm on Friday and Saturday nights when patron activity is significantly reduced. We are open a total of 115 hours/week in the Main library and 72 hours/week in the Pierce Stevens library.
- The circulation of wireless laptops has increased 33% over last year. The Access Services department loans 20 wireless laptops from the circulation desk. These laptops circulate within the LITS complex in 3 hour intervals and were loaned out a total of 16,692 times during the year.

2006-2007 Total Library Circulation	Change from 2005-2006
105,085	-18%

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	2664	3980
Hampshire	5405	2199
Smith	5511	8080
UMASS	6015	4062

Also new this year was a Five College agreement to circulate art books through the Five College delivery which has been a great success. This new service helps cut down on the amount of interlibrary loan requests for art books we would process from libraries out of the area and now makes the entire Five College collection accessible to our patrons.

Leisure Collection - In response to the continual requests from the students and staff we have increased the Leisure film collection this year to include 479 DVDs and 115 VHS films. This entire collection continues to be popular with the Mount Holyoke community.

Material Type	Total Circulation	Change from 2005-2006
Audio tapes	156	-71%
Books	1884	13%
Films	29,697	44%

Interlibrary Loan (ILL)

Our ILL unit continues to be a net lender, loaning more items than we borrow from other libraries. These figures represent traditional interlibrary loan requests using the ILLiad

system, not materials our patrons borrow directly from the Five College consortia libraries.

ILL 2006-2007	Total	Change from 2005 -2006
Items Borrowed	2496	-25%
Items Lent	6520	- .06%

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
- LITS LOT (LITS Operational Policy committee)
- MHC Student Supervisors meetings
- Ex-Libris ALEPH Training