



Department Annual Report for _____

July 01, 2002 to June 30, 2003

Submitted by Norice Lee, Department Head

Instructions:

- Deadline for submission is July 1, 2003
- Submit no more than 2 pages.
- Use bullets.

Major Accomplishments:

- **Organizational**

- Installed 15 new Xerox photocopiers for the library staff and public sector and 2 large capacity copiers in the Copy Center.
- Acquired supply inventory for the Copy Center to sell to the university community.
- Integrated commercial document delivery into ILL workflow processes.
- Incorporated ILL/DDS services for Distance Education students into regular operations.
- Acquired new Ariel software that resulted in the ability to scan large documents into one file, 1/03.
- Upgraded to CLIO version 3.6, 6/03.
- Improved ILL/DDS turnaround time to 7.12 days.
- Merged reserve materials into one unified collection at Zuhl Library, 6/03.
- Completed 3rd Annual *Stack Capacity Analysis*, 6/03.
- Completed shifting project on 3rd floor Branson, 4/03.
- Added tie strut supports on Branson 2nd and 3rd floor stacks to provide stability for shelves.
- Completed *2003/04 Access Services Strategic Planning Retreat*, 5/15/03.

- **Personnel**

- Retired: Karen Stabler, Access Services Department Head, 8/02; Vita Montano, Interlibrary Loan/DDS Library Specialist III, 8/02.
- Hired: Norice Lee, Access Services Department Head, 4/03.
- Upgraded Branson shelving position from Library Technician II to Library Specialist I, 3/03 (Kimberly Miller).
- Completed PDQ process for Copy Center position, Library Specialist I; Decision pending as of 6/30/03 (Dora Morales).

- **Strategic Goals/Targets**

- Converted to library-managed copy service, 11/02.
- Outsourced and completed blueprints of shelving expansion plans for Zuhl and Branson.
- Merged current periodicals into one unified collection at Branson Library, 5/03.
- Identified and prepared shelving and other miscellaneous equipment for removal from Branson for Government Documents remodel, 6/03.
- Addressed compliance issues for reserve materials; Formal policy under review, 6/03.
- Implemented *Fair Use* practices as they pertain to reserve and interlibrary loan materials; Observed significant ILL cost savings in the last quarter of the fiscal year.

Trends/Issues:

- Concerns regarding collection expansion and current shelving capacity.
- Concern regarding current organization of department and degree to which units function independently.
- On-going concerns regarding ILL and Reserve copyright compliance and related fees.
- Concern regarding inability to locate electronic and other library resources through a coherent interface (i.e. need for federated searching, open linking capabilities).
- Concern regarding the Copy Center's long-term viability and necessary return on investment(s).
- Trend to more fully develop patron empowerment and "one-stop shopping" concepts.
- Trend to improve information delivery through increased use of [database] durable links, streamlined scanning processes, and appropriate management software.

Significant Faculty/Staff Accomplishments:

- Presentations
 - Norice Lee: *Large Library Grant Projects*, 5/03.
- Other (e.g. awards, etc.)
 - Norice Lee: Selected to serve as member of *ACRL Virtual Meeting Task Force*, 6/03.