

ACCESS SERVICES AND BUILDING MANAGEMENT



Access Services staff members provide the service backbone of the library. They engage with students at the Circulation Desk, work with faculty requiring reserve readings, and supplement our ever-increasing materials collections with interlibrary loan (ILL) service as well as retrieval from our consortial partners' libraries at Trinity and Wesleyan. Access staff members also keep the materials accessible with fast reshelving, and they keep the library open; during a normal semester, the library is open almost 70 percent of the time. During finals, it is open and staffed 24 hours per day for five days.

ILL/CTW staff members (part of Access Services) maintain the joint borrowing program with our CTW consortium partners (Trinity and Wesleyan). These services supplement the collections in Shain and Greer with materials from two other strong collegiate libraries.

Significant time has been devoted to formal and informal research on how students use the Shain facility. This has helped to continually adapt our spaces and furniture to the changes in how students undertake their academic work. It has also informed the library staff on how to develop new library spaces in the upcoming renovation.

THREE THINGS YOU SHOULD KNOW ABOUT ACCESS SERVICES AND BUILDING MANAGEMENT:

- Access Services is the single biggest student employer in Information Services (45 of 80 per semester hired for all of IS). The goal is to hire students as freshmen, and keep them employed and learning good work skills for four years.
- The number of successfully filled requests for materials from other libraries went up almost 35 percent in the past year.
- ... and those requests were filled in record time! ILL staff members provide materials that supplement Shain's resources, and they do so with fast turnaround times. CTW materials are retrieved in an average of two days; materials from other libraries typically arrive in a week or, for journal articles, in about 2.5 days.

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