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.