

To: Library Steering Committee (“LSC”)

From: Library Access Services

Re: Paging service for circulating books

Date: May 11, 2015

Background:

Library users frequently call library service points requesting that library staff pull material from the stacks for them before they travel to the library to pick it up. The library does not currently provide such a service. Our integrated library system, Voyager, has functions that would easily allow us to accommodate such requests and the Access Services Librarian believes the department has sufficient staff to meet anticipated demand. The Access Services Librarian has had discussions with Public Services members, including librarians and staff, in which the pros and cons of providing this service and the steps necessary to implement it were noted.

Charge:

The Library Steering Committee views Public Services as having followed step 1 of the formal governance process by identifying the problem (demand for books to be pulled from the shelf and held for pick up), and step 2 of the process by having the Access Services Librarian present an overview of a paging service, which Public Services librarians and staff have had the opportunity to discuss. LSC charges Access Services to continue to develop a proposal for a paging service through step 3 of the library governance process by doing the following:

- Taking into consideration best practices in academic libraries, clarify the scope of the proposed service regarding type(s) of material to be paged, population(s) for whom the service would be offered, the period of time allowed for picking up paged material.
- Solicit input and comment from appropriate stakeholder groups.
- Send a final recommendation to the LSC, including a brief discussion of how the recommendation was developed and how testimony/input was solicited and used.

Final Recommendation: Patrons may request a book be pulled from the library stacks and placed on a hold shelf for pickup. Books will be retrieved within 24 hours of submission of a request and will be held for up to five days.

Discussion: Access Services held an open meeting on April 8, 2015 several library staff members attended and also one faculty member from the campus community attended. The faculty member was concerned that starting a paging service would be a first step in moving more library materials off-site. Some staff members were concerned that students would not learn to use the library if we offered this service. Others were concerned about the length of time books would be on the hold shelf. Most of the staff members were in favor of the service. Although not many community members attended the open meeting, several responded via email. 7 respondents replied that this would be a good service that they would use it. One

responded that this service would not teach students to use the library and would be a miss-use of library staff time. Another was in favor of the service but had concerns about the length of time the books would be on the hold shelf. To address the hold shelf concern, I did an informal survey of access services librarians who page and the majority of them hold books for 7 days. Since we keep all holds for five days, we would like to run the service with the original five days on the hold shelf.

The preliminary recommendation, was sent to the campus community on April 24, 2015.

“Patrons may request a book be pulled from the library stacks and placed on a hold shelf for pickup. Books will be retrieved within 24 hours of submission of a request and will be held for up to five days.”

No one responded by email to the recommendation. A small number of library staff members attended an open meeting on April 29th. There were no concerns with the preliminary recommendation.