The Circulation Department has evolved into a vibrant, busy, lively place where more services are provided than just checking out books. This is due in large part to the opening of the East Commons last year. In addition to laptop, digital camera and camcorder checkouts, we also provide accessories for this electronic equipment. Students now have access to our collection of digital learning objects which is managed by Joey Fones. It includes a variety of electronic tools such as calculators, notebooks, USB drives, voice recorders, etc. to aid in their academic endeavors. Once the availability of these items was publicized, students began to actively seek them out on a regular basis.

The opening of the Library East Commons presented opportunities for the department to expand our services beyond the desk. We take ownership in the LEC space and maintain the furniture, troubleshoot computing and printing, and tend to the needs of the students, whether it is a needed power outlet or a change in scenery (changing lighting and moving furniture). The space has become a popular destination for visitors and we are lucky to have Charlie Bennett and Joey Fones providing the expertise needed to convey Crit’s modern library philosophy. The two of them have helped facilitate over 30 presentations, tours (which included visitors from other countries) and exhibits. In addition, they’ve both been instrumental in producing posters, flyers and table toppers for a variety of events. Their involvement has been helpful in establishing better relationships with students, faculty and staff throughout the campus.

ACHIEVEMENT OF OBJECTIVES

- **Implement fine and fee notification process.** This process was successfully implemented and is currently running smoothly. As a result, users are notified one day after they incur fines.

- **Test and implement automatic billing.** In order to facilitate this process, it was necessary to impose a flat fee structure. For example, we use $80 as the standard price for monographs, $100 for serials, etc. After setting up this structure in the circulation system and testing it, automatic billing became a reality. It has run successfully since the outset and has, thankfully, replaced the labor-intensive job of manual billing that was previously done.

- **Refine billing process for delinquent Visiting Scholar accounts.** This is an ongoing process which continues to develop.

- **Train newest supervisor at the circulation desk on departmental responsibilities.** As a result of Charlie’s promotion to East Commons
Coordinator, Thomas Teshome was promoted to Circulation Supervisor and assumed the duties of managing the desk during evening hours. Training and mentoring by the Department and Assistant Department Heads is an ongoing process.

- **Improve workflow at the circulation desk to facilitate new responsibilities.** Student workers have been hired to help manage the increased activity at the circulation desk. They are scheduled to work most of the hours of operation.

- **Department Head will complete MLIS degree at Florida State University.** On August 4, 2007, Stella Richardson completed this program.

**OTHER ACCOMPLISHMENTS**

- Joey served on the Strategic Planning Task Force, Library/OIT Resource Council, participated in the ILRC programming sessions, and works as a point of contact for assisting users with technical issues in the East Commons. He has attended various training sessions for audio-visual, print management, and technical support. Joey also developed guidelines on how to use the plotter printer and provides primary support for its use. As supervisor of student desk workers, Joey developed and maintains new guidelines for hiring and training students.

- The Reserves Unit attended the following copyright workshops: Copyright in the Digital Age, Authors Rights webcast, Copyright and Author rights, and Scholarly Communication Perspectives. They also attended a demonstration of Ares, which is an electronic reserves software package. The unit also created a bookmark and brochure to include in packets for faculty. They did an outstanding job in capturing the essence of Reserves services that are available in the department.

- Both Library Assistant II positions in the Reserves Unit were reviewed and upgraded to Library Associate I positions. The three Library Assistant I positions were also reviewed and were upgraded to Library Assistant III positions. The added responsibilities in the respective jobs warranted the reviews and subsequent upgrades.

- GIL Express continues to flourish. Georgia Tech patrons made nearly 9,000 requests for materials from other university libraries throughout the state. Most requests came from graduate students, followed by faculty, undergraduates and staff. Almost a third fewer requests were made for items in the Georgia Tech Library collection. This is largely due to the more specialized concentration of materials in the field of engineering and other related technical subjects.
GOALS FOR 2007/08

- Continue Faculty outreach to increase and promote LEC presentations.
- Increase collaboration with course instructors for the use of digital learning objects.
- Collaborate with ILL to create cohesive policies regarding patron accounts and billing.
- Participate in conference presentations to promote the “new circulation”.
- Increase technical training for staff.
- Research and provide emerging technologies to help foster learning.
- Identify and promote a unified LEC/Circulation service point.
- Use collaborative software to foster communications both internally (circulation) and externally (library).