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SCILS SYSTEM LIBRARIAN

CRYSTAL SMITH  
SCILS COMPUTER SYSTEMS  
ASSISTANT



## HIGHLIGHTS FOR JULY 2008 THRU JUNE 2009

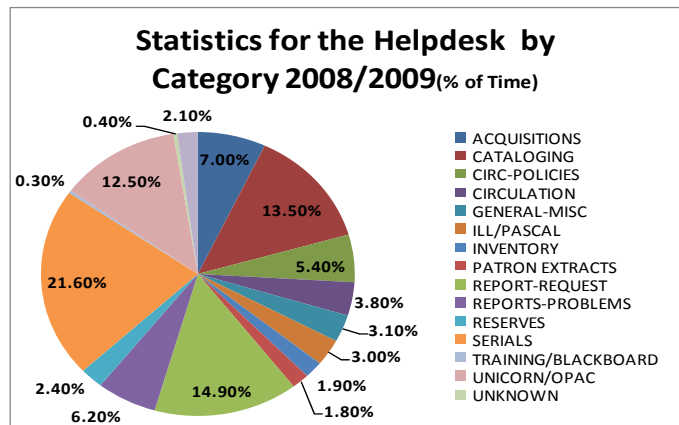
### Members of Consortium

- *Central Carolina Technical College*
- *Greenville Technical College*
- *Horry-Georgetown Technical College*
- *Northeastern Technical College*
- *Orangeburg-Calhoun Technical College*
- *Piedmont Technical College*
- *Spartanburg Community College*
- *Technical College of the Low-Country*
- *Tri-County Technical College*
- *Williamsburg Technical College*
- *York Technical College*

## SCILS Helpdesk More Successful Than Ever

In April of 2008, the SCILS helpdesk started to be utilized for any issue that needed follow up, though it had been in existence since November of 2004. Use had been sporadic up until that point. There were only 272 issues submitted from November 2004 until June 2008.

2008/2009 was the first full year where it had been fully employed. A total of 330 issues were handled. SCILS staff spent 310 hours, 55 minutes resolving those issues. This translates to almost 9 weeks of work. There also was a new policy to add projects that were being completed for the whole consortium to be added to the Helpdesk under "SCILS."



### SCILS Survey Results

*Almost 90% of members completing the SCILS annual survey rated either agreed or strongly agreed that Helpdesk issues were answered promptly. There was nearly a 30% improvement over the previous year.*

*People strongly agreeing that the helpdesk issues were handled promptly increased from 29% to 56%.*

Full results are available on the SCILS Web site under "Survey Results."

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## SCILS Gets New Part-time Employee

The previous SCILS Administrative Assistant Lori Hetrick left in the end of July. This left a hole that was eventually filled by Crystal Smith on 10/6/2008. The job title and description were changed to more fully describe the job and remove the limitations that using the state job title of "Administrative Assistant" had put on the position. The SCILS Chair Jennie Redmond and SCILS Librarian Mary

Daubenspeck worked on creating a new job title. The position was changed from Administrative Assistant III to Computer Systems Assistant. Crystal has grown in the role, taking on more responsibility and gaining more knowledge. She has proven to be a valuable asset to SCILS by completing projects for serial cleanup, serial subject tagging with online access, help with updating the Blackboard class,



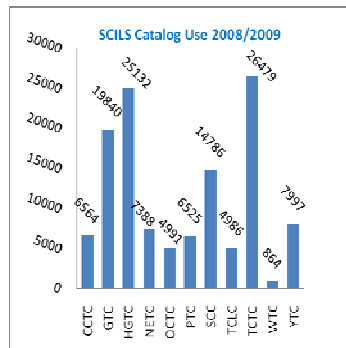
SCILS Computer Systems Assistant  
Crystal Smith

creating some new procedures, updating all the Sirsi help documents to latest version of Sirsi 3.2, and much more.

## Statistics and Highlights for the SCILS Consortium for 2008/2009

### 2008/2009 SCILS Statistics

- 82,803 Checkouts
- 17,070 In-house use
- 99,873 Total circulation
- 125,552 Total SCILS online catalog sessions
- 20,287 Total items added
- 13,791 Total item discarded
- 384,065 Total physical items
- 32,637 Full time equivalents
- 2,906 Items loaned SCILS Libraries through PASCAL



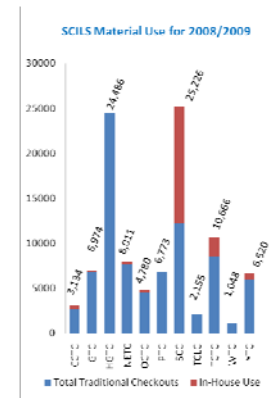
- 2,710 Items Borrowed by SCILS Users through PASCAL
- 357,742 SCILS items were contained in the PASCAL Catalog

### Highlights for the year:

- ↑ 7.10% increase in checkouts from 2006/2007
- ↑ 3.51% increase in total physical items from 2006/2007
- ↑ 12.06% increase in Full Time Equivalents from 2006/2007
- ↑ 41.55% increase in loans of SCILS material through PASCAL from 2007/2008

↑ 15.85% of all requests of PASCAL involved SCILS items or users

For full access to annual statistics, go to the SCILS home page under "Annual Reports."



## Magazine Subject Links added to SCILS Catalogs



Mary Daubenspeck, designed a way to tag serial titles with subjects. Input was collected from all the schools to create a comprehensive list of subjects. The 100 subjects range from Art to Welding.

For years, there was not really any way to provide subject access to magazine and journals. The SCILS Librarian,

SCILS Computer Systems Assistant, Crystal Smith, tagged 1128 bibliographic records of serials with mul-

iple subjects.

Each school was then able to customize its list of subjects to match their school's needs. Nine schools have taken advantage by providing access in their online catalog. One school is waiting until they have more of their serials in the catalog before adding this feature.

Many school also discovered that some cleanup work needed to be done through alerts from Crystal Smith or requested serial reports.

Every school's serial database is much cleaner thanks to this project and other projects completed by the schools and the SCILS Office.

## SCILS Online class expanded for members

The Library Directors asked SCILS to create on-line training 2 years ago. Using Blackboard, the on-line training expanded in 2008/09 to include adding Serials and Circulation modules with self tests and redesigning the layout to improve functionality, including to existing Acquisitions and Cataloging modules. Future planned additions include self tests for

Reserves and a Reports module.

In 2008/09, the class was used 11 sessions (4 hrs, 35 min). In 2009/10, SCILS plans to promote the class for new employees and those changing job duties. Proposed promotions include demonstrations at meetings, new employee orientation packets,

and showing the modules during in-person visits.

The Blackboard class is a useful tool in the training and reviewing of the SIRSI modules.

With the addition of the new modules and the increased promotion, we anticipate an increase in usage for the next year.



# SCILS CONSORTIUM OFFICE

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The **South Carolina Information and Library Services (SCILS)** Consortium is made up of 11 technical and community colleges. It was formed in 1994 with 4 original members to facilitate collaboration, to share expertise, expenses, and information resources, and to offer better quality services to students, faculty and their broader communities.

- ⇒ 34 of the 46 South Carolina counties are served by SCILS libraries
- ⇒ 2,515,780 population of the communities served by SCILS libraries (US Census Bureau, 2000)
- ⇒ 52,795 total headcount for the SCILS Colleges for Fall 2007( SC CHE, 2009 Statistic Abstract)

LEADERSHIP OF SCILS CONSORTIUM	
SCILS EXECUTIVE BOARD OF DIRECTORS	SCILS TECHNICAL ADVISORY COMMITTEE
<p><b>CHAIR</b>  <b>JENNIE REDMOND(OCTC)</b>            2007-2008</p> <p><b>MARLA ROBERSON(TCTC)</b>            JAN 2009- CURRENT</p> <p><b>VICE CHAIR</b>  <b>MARLA ROBERSON(TCTC)</b>            2007-2008</p> <p><b>CINDY DAVIES (PTC)</b>            JAN 2009- CURRENT</p>	<p><b>CHAIR</b>  <b>BARBARA SCALA (SCC)</b>            OCT 2007-CURRENT</p> <p><b>SECRETARY</b>  <b>BETSY CLEMENTSON (HGTC)</b>            MAR 2008-JUN 2009</p> <p><b>CURRENTLY VACANT</b></p>



## SCILS Consortium-Membership has its Advantages

### Some of the notable gains in 2008/2009:

- ◇ Saved \$3,225.71 for the 7 colleges that purchased the 8th eBook Collection through SCILS.
- ◇ Provided all SCILS members with access and support to PASCAL services including PASCAL Delivers program.
- ◇ Offered new SCILS-created training in the SCILS Blackboard class for Circulation and Serials including self-tests with accompanying

- documentations.
- ◇ Added 45 new and revised 67 procedures to the SCILS documentation for the JAVA Workflows software. Several members assisted the SCILS office with this task during on-site visits.
- ◇ Completed and obtained approval for new Policies for Serial and Circulation-Items to improved consistency and set standards .
- ◇ Facilitated better or-

- ganization and prioritization of duties by creating a master duties list for the SCILS Systems Office.
- ◇ The SCILS Office completed many data clean-up projects that would normally have been done by the members in the past, including serial clean-up, correcting of indicators, deletions of call numbers with no items, and reserve course clean-up.
- ◇ 1233 requested reports

were run for the members by the SCILS Office.

- ◇ Created a resource for suggested interview questions for library employees.

