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Dudley Knox Library, Naval Postgraduate School

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DKL ADMINISTRATIVE OFFICE ANNUAL ACCOUNTABILITY REPORT 2013

Background: The DKL Administrative Office supports the efforts of all of the groups within DKL as well as customer service to Library patrons including conference room reservations and other assistance to visitors and others.

The Goals for FY 13:

- Compliance: Work with managers and staff and perform quality checks to ensure that rules and regulations for travel, purchasing, contracting, timekeeping, personnel, and safety are followed.
- Process improvements: Work with teams on improving content, hardware and software maintenance and membership acquisitions/renewals. Continue to work on improving internal Administration Office workflows for all areas of responsibility.
- Finance/Budget: provide accurate information and tracking to ensure budget planning and execution best support the mission within constraints.
- Facilities Support: Continue to monitor building issues to ensure a safe and comfortable environment. Report and track issues. Communicate with building occupants on building projects or problem status. Update the DKL Conference Room Policy. Reserve and support Staff Conference Rooms within policy.
- Training: Facilitate staff in completing all mandatory training by sending training announcements, reminders, assisting if there are technical issues. Send monthly Safety Talks. Assist in providing webinars, "brown Bag" speakers, other training of interest when possible. Request staff input for training needed/desired.
- Assessment: Coordinate input for surveys (ACRL, Outsell, etc.), DKL and NPS reports, publications, and briefings. Collect data and format text, create graphs and charts to present information in a clear and impactful way.

Accomplishment(s):

A recurring theme throughout this summary is that FY13 accomplishments are below expectations due to the impact of a series of events including an NPS IG inspection result, federal government Sequestration and resulting federal employee furloughs, and budget continuing resolution which led to a hiring freeze and other personnel action restrictions, travel and conference restrictions. Despite these challenges, progress was made in many areas to include:

PURCHASING/CONTRACTING - Content

- Continued to work on the challenges with the transfer of the Library's Purchasing Agent from DKL to the newly established NPS Contracting and Logistics Management Office in FY12. Since DKL's content acquisition processes are unique, and involve several processes, people, and methods to execute and track, new processes and training of new people is still in process. Many of the tasks that used to be done by the Library Purchasing Agent (transferred to CL&O)

are now the responsibility of DKL managers. Currently are working on using a combination of JIRA, Wiki and SharePoint to manage renewals of content, hardware/software maintenance and membership renewals. Some progress has been made to date but more effort is needed.

- Due to performance issues, had to re-compete the Federal Library & Information Center Committee’s (FEDLINK) serials agent. Worked on a team to document issues and provide all of the information needed for FEDLINK to compete our requirements. The government shutdown has caused delays, but it is expected our new serials agent will be in place early FY14.
- Bardomina Lopez continued as part of a team on a Lean Six Sigma project to evaluate the book/media ordering process in addition to the hardware/software renewal process. The study exposed several inefficiencies and resulted in a much improved way of getting the large volume of books and media books ordered for patrons.

PURCHASING – General

As a follow-on to the creation of the Contracting and Logistics Office (C&LO) referred to above, most micro-purchasing has been centralized. DKL Government Purchase cardholders now only use their purchase cards for routine and library-specific (ex: barcodes) office supplies, training and printing. This resulted in a lower workload for the cardholders, but added complexity to tracking status, since a variety of purchasers throughout the NPS campus are assigned with no tracking system in place. Therefore, managing the purchasing processing is more involved and has created more workload for managers. Both DKL collateral-duty Purchase Cardholders passed their internal and external audits. The NPS’ Agency Program Coordinator noted that as usual, DKL consistently showed exceptional performance in purchasing in FY13.

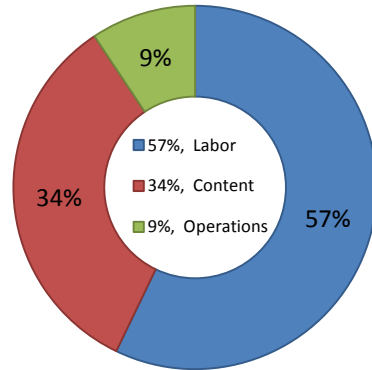
BUDGET

All budget submissions were on time, using new formats. Execution was within budget. FY13 budget figures are shown below. A more detailed description of budget is shown in **Attachment A-1** “Admin Budget-General Stats”.

| Annual Budget | FY13 |
|----------------------|------------------|
| Labor | \$ 3,069,220 |
| Content | 1,800,000 |
| Operations | 501,780 |
| TOTAL BUDGET | 5,371,000 |

| Annual Budget by Funding Source | Total |
|--|------------------|
| Direct: D1300 | \$ 3,676,000 |
| IMET: DLBIM | 450,000 |
| Indirect: ILBSL | 1,245,000 |
| TOTAL BUDGET | 5,371,000 |

FY13: DKL Budget



FACILITIES AND FFE:

To provide facilities support that ensures health and safety in a clean building with equipment in good working order by continuing to self- inspect, support external inspections and responding to trouble calls/complaints about the facility, the following was accomplished.

- Passed all safety inspections with the highest grades. DKL met all safety training requirements for staff.
- Continued to track Public Works trouble calls. Later in the Fiscal Year, severe cutbacks to Public Works resulted in significantly reducing services.
- Monitored use of Library conference rooms: The results are shown in [attachment A-2](#). The decrease in use was expected for two reasons: 1) for a long period of time starting in December 2012, the temperature control made the rooms too uncomfortable to use on some days, and 2) the furlough and shutdown reduced the number of days the rooms were available. It is expected that FY14 will show a noticeable increase due to the addition of the new Graduate Writing Center classes at the DKL building. FY13 counts are in A-2 and summarized in the table below. For comparison, the FY12 total number of reservations was 644 and the number of attendees was 5,071.

| Room Number | No. of Reservations | No. of Attendees |
|--------------|---------------------|------------------|
| Kn-138 | 271 | 1,791 |
| Kn-263 A | 89 | 686 |
| Kn-263 B | 39 | 139 |
| Kn-263 (A+B) | 63 | 1,416 |
| TOTAL | 462 | 4,032 |

In addition to routine facilities issues, continued to assist with planning, coordination and facilitation for numerous building projects. These projects involved interacting with numerous contractors, points of contact at Public Works, DKL staff and tenants to coordinate schedules, provide directions and access to

different parts of the facility, and keeping all people involved in the loop. Monitored working conditions and responded to employee needs when needed.

- New skylights at the front entrance and on the second floor by the reading vestibule were installed with much success. No leaks have occurred in those areas and the glare has been significantly reduced.
- Compact shelving installation was a success. Communication and coordination between all involved went extremely well. It opened up approximately 4,200 square feet to be used for much needed study areas
- The Naval Support Activity, Monterey Morale, Recreation and Welfare (MWR) Starbucks franchise opened at the DKL building. About 20% of traffic into DKL enters via Starbucks so it is proving to be an excellent means of bringing faculty and students our way.

TIMEKEEPING:

There were challenges due to furloughs that resulted in unique timekeeping requirements, which involved changing guidance as more information was received. Supervisors and staff were kept up-to-date on the correct procedures. Both the primary and alternate timekeeper in the Admin Office continued to provide outstanding support by training employees, answering numerous questions and checking for accuracy prior to final submission

HUMAN RESOURCES SUPPORT

Again, due to the issues with Sequestration, furlough, and other budget issues, human resources support was significantly reduced. The Administrative Office assisted with a complete review of NPS staffing authorizations in the Total Force Manpower Management System (TFFMS) and received praise for the quick, organized and thorough input. Throughout the times of uncertainty for staff, ensured communication regarding changes in policies or procedures, and assisted when needed.

TRAINING:

- A summary of the FY13 "Knox Talks" presentation series is listed in A-1. Knox Talks provides a forum for NPS faculty or staff members to speak to the Library staff about their work (research, teaching, project, etc.). This helped raise awareness about some of the impressive things going on at NPS and helped appreciate and understand our "customers" more. **About 212 people attended the 10 sessions offered.** As a comparison, in FY12 there were 12 sessions with 288 attendees. Two of the sessions were canceled due to the furlough. Tenant employees were invited as well and attended on a regular basis. Feedback for these sessions continues to be extremely positive. Appendix A-3 contains the schedule with attendance counts.
- Appendix A-4 is a summary of DKL staff training which was also significantly reduced due to budget, sequestration restrictions, and violations by other federal agencies. Several plans for training had to be canceled, especially if travel was involved (training only allowed for mission critical business that cannot be done via technology). Eight staff members were able to attend the local annual internet Librarian Conference since it occurred prior to the restrictions. Seven Webinars and a series of on-line IT training were provided totaling approximately \$4,500, less

than half the amount expended last year. Most of these training sessions spanned across a variety of library topics and most were made available to all Library staff. Sources included American Library Association, National Information Standards Organization (NISO), National Federation of Advanced Information Services (NFAIS), Califa, Info People and Lynda.com (IT online courses). NPS' Staff Development Council offers general training to all of NPS employees, which many DKL staff members take if interested.

- The Administration Office staff completed the following training in addition to all of their required training:

Bardomina Lopez:

- Lean Six Sigma- in process to become Green Belt
- American Red Cross First Aid and CPR Training, May 2013

Sam Hornbeck:

- American Red Cross First Aid and CPR Training, March 2013

ASSESSMENT:

- Completed the Annual ACRL survey (2012) on time. The survey significantly changed so came up to speed with the new definitions and requirements.
- Participated in an Outsell's annual Information Management Benchmark (IMB) Study
- Prepared graphs for DKL briefings, New Academic Program Proposals and other purposes as requested.
- Assembled data and prepared graphs for NPS Annual Fact Book (2013)
- Attachment A-1 "Admin Budget-General Stats" is an example of data provided for assessment and other reporting purposes.
- Conducted two off-site meetings to discuss strategies for "organizing data". Continues as a work in progress.

Goals for FY 14

The goals for FY14 are the same as FY13 but with additional challenges. With continued and additional staff shortages and budget cuts, will need to find ways to continue to complete the mission in new ways to overcome fewer resources. The administration Office will continue to work in teams to find the best tools and processes to meet the challenges.