Streamlining the Management of Overdue Materials at Montreat College

Measure	End of Fall 2004	End of Spring 2005	Percentage of Change
Number of students with overdue items	42	128	*
Number of overdue items	141	577	*
Items not returned	49	24	- 51.0%
Students with items not returned	21	9	-57.0 %
Support staff time Professional staff time Total Time	32.1 hours 19.0 hours 51.1 hours	42.5 hours 02.5 hours 45.0 hours	+3.23% -86.8% -11.9%
Turnaround time for shelving items	4.6 days	1.2 days	-73.9%
Items returned at the end of semester	287 **	252 **	-12.2%

* Reports for the fall term are incomplete.

** More items were checked out during the spring term. After the library began to send monthly overdue notices, students began to return overdue items to the library during the semester rather than waiting until the end of the semester.