Library Annual Report

FY 2011

ARCHIVES

General Service: The VSU Archives and Special Collections served 598 walk-in patrons, and we served 379 phone, email, and multi-visit requests for a total of 976 patrons served.   This represents an additional 131 questions or a 13% increase over our 2010 numbers.

Outreach:

Created Art in the Library exhibits on the first and second floors of Odum North. 59 paintings, sculptures, and mixed media pieces were cleaned, some reframed, and hung with a secure hanging system in Odum Library. Sixty-five signs based on research about authors' lives were hung with the art. In addition, archivist wrote two funding proposals and negotiated with national galleries and artists to purchase a commissioned work in honor of William Mobley:

- Dodd Collection: 20 paintings and 1 seriograph hung and documented with individual biographies hung on first floor of Odum North
- Rosenberg Collection: 15 large paintings hung , two sculptures displayed, and 15 small drawings hung in gallery area on second floor of Odum North
- Amaki "For the Love of Books" hung in gallery area
- Kessler Collection: 1 tapestry, 1 weaving, and two framed photography hung in gallery area. Completed August 2011

Georgia Archives Month selected our "Four Generations" photograph from the Leona Hudson Collection to be the photograph for its electronic flyer for Georgia Archives Month. This is a big honor.
Large numbers of images selected and scanned, the Alumni Voice, Campus Security, Alumni Organization and Greek Organizations, 2010-1011.
Display Materials created and supplied to 50th class reunion event, Spring 2011.
Eichberger East African Art Display, in Archives. Fall 2010 – Feb. 2011
Azalea International Folk Festival: The VSU Archives presented the Eichberger East African Art Exhibit to an audience of over 3000. 2000 of those were middle school students who attended for field trips. Our contribution included 1)organizing and running the Taiwan Field trip shows and the Community Fair show, 11 shows in all; presenting the Eichberger East African Collection for the Africa Room, with the addition of 400 recently scanned slides in a slide show; presenting recognition awards at the folk festival for the Taiwan group, and MCing the appreciation banquet for the Taiwanese exchange students. March 2011
Created Christmas Fest at GSWC exhibit for the Music Department's Madrigal Dinner, December, 2011.
Dedication event for naming the Archives patron room after William H. Mobley, IV. September 2010.
Created and presented displays for the new Hudson Ceramic Art Center Dedication with the City.
Created Table display and manned an Archives booth at the Happening, August 2010.
Packed and documented the Sesquicentennial Time Capsule for the city of Valdosta, worked with press and made presentation at event to bury Time Capsule. August, 2010.

Teaching:

In 2010-2011 taught 40 classes and 10 one hour student consultations in Archives. In addition, Archivist taught semester long MLIS 7710 class online. This represents a 25% increase over last year's annual report. The predominant reason for the increase is a successful experiment we did on library instruction for capstone classes .

- Implemented a comprehensive assessment program for all Archives classes. For almost all classes was able to get evaluation data from either online or in-class surveys and also learning outcome data from embedded test or evaluation questions over content, or from graded assignments.
- For History 4950, archives and the history professor experimented with an expanded library section of the course. Three separate orientations were taught-- books, journals and primary sources on the internet. In addition, graduate students in the class met one on one with the archivist for individual exploration of research topics. Evaluations showed very strong research confidence ratings and

professor interviews cited the strongest student bibliographies she has ever had in a class. Team teaching with librarians works. The approach will continue this year in another History 4950 class.

- Taught 5 courses of History 3000 for Dr. John Dunn and Dr. Cathy Oglesby. Students indexed and created finding aids for the Leona Strickland Hudson Collection and the Arthur White Collection. These classes meet anywhere from 2 to 6 meetings each, depending on the length of the archives assignment.
- Taught 7 sessions of Ancient and Near East history on the Babylonian Clay Tablets.
- Used Eichberger East African Art collection with one Art classes
- Taught orientations for our Volunteer Project
- Worked with History class to design project and database to index Shanghi Police Record microfilm.
- Supervised intern from Belguim University, Isabell Bres, Summer 2011, who worked on describing and digitizing the David Williams Oral History Project.
- Working with Elizabeth Barwick, library staff person, Archivist taught Learning In Retirement class on Genealogy. Barwick created Online Guide to Genealogy Resources now mounted to the web at http://www.valdosta.edu/library/staff/GenealogyResources.shtml

Taught semester-long MLIS 7710 for VSU MLIS department online, Fall 2010. Evaluations were very strong, 4.53% with comments like

> This is one of the best organized on-line courses that I have encountered. Weekly discussion boards were structured so that each student had reviewed a solid, basic bibliography of journal articles from the top archivists. The readings were more carefully chosen and had broader coverage than one finds in many introductory course anthologies (for which we would have had to pay an additional $40 to $60, minimum!). The textbooks that we did buy were thorough and readable. Our professor arranged for us to tour the National Archives and the Georgia Archives and some students were able to attend the Society of Georgia Archivists convention with her. The online lectures and powerpoints were well presented, informative, and current. Our professor was approachable and flexible, yet was a tough and fair grader. Whenever I lost points or missed out on understanding something on my assignments, her grading comments were clear & I knew exactly what I had missed or misunderstood & how to correct it in the future. This was a great course! Well-organized and informative!

Volunteers:
In 2010-1011 year we had 71 volunteers, 65 in our for-credit volunteer program with the history department and 6 who came to us through service organizations; this is more than double the number we had in 2009-2010. These volunteers worked a total of 961 hours. These volunteers donated hours whose total value is $6967.25 to the Archives.

Create Research:
The 2009 and 2010 *Valdosta Daily Times* Indexes were published online at http://www.valdosta.edu/library/find/arch/vdtindex/index.shtml and in print. These are the last complete local content indexes of the *Valdosta Daily Times* that the VSU Archives will produce. This project was started in the library 25 years ago, and assigned to the Archives in the early 1990's. It costs $15,000-$18,000 in graduate student and archives staff time to produce a yearly volume of this index. With 2011 cuts of nine months of graduate student assistant help in Archives, and after a careful analysis of the usage statistics and reference questions generated by this index, we decided to radically change the project to meet our documented demand and use our staff more efficiently. Starting with January 2011 we are producing a vital records index of the *Valdosta Daily Times* which will capture obituaries, marriage, engagement and birth announcements. These represent the majority of our requests from the index and can be created by student assistants and our student volunteers in an already existing database. The *Valdosta Daily Times* does have some searchable content online, and is looking at future digitization plans

for the paper. Our index has served a niche audience for a long time, but the digital content that we cannot deliver is the future of this project, and the VDT will have to provide it, as they have the copyright. Volunteers indexed and added 4220 descriptive records to our online databases for the Campus Canopy, the Publicity Scrapbooks, the *Valdosta Daily Times Vital Records Index.* Indexing on the Scrapbook project was completed this semester. This number is almost double last year's total, and is a low approximation because we are missing some fall numbers due to a turnover in our archives assistant position between November 2010 and January 2011.

For other records added to databases, see below.

Website and Digitization:

- For the top 11 pages (of our close to 7000 page site), we had 21,288 visitors.   This is a decrease from last year, which is to be expected since we focused our new content this year on Vtext additions. While this is a tiny piece of our site, it is a well traveled part of it. The numbers show that the VDT Index is our most popular site and most people enter it from Google. However, this year's analysis of reference questions from the index did not match the percentage from the web views. When I spoke to the VDT about the indexing project, they indicated that they used our index very often to find old articles they had written. It has become an in-house source. This information helped to make the case for changing our indexing strategy on the VDT when we lost graduate student funding for nine months.

- Vtext has been a focus for us this year. As part of the GKR grant, we have been adding content to Vtext. Unfortunately, since a recent upgrade has delete our usage statistics for Vtext, we are not able to prove the efficacy of our efforts.   The VSU Archives added the following:
    - 3421 pages and images were scanned and OCR'd to add to Vtext in 2010-2011
    - SGSNC Bulletins from 1913-1918;
    - Rare Slavery Papers;
    - 4 scrapbooks donated by the family of P. Sutherland, 1940's.
    - The Pinebranch, 4 issues from 1918
    - 15 Electronic Theses and Dissertations were added in 2010-2011

- General digitization work: In addition to scanning 3421 pages for inclusion on Vtext, we scanned in-house an additional 1000 pages for patron requests and archives scanning. We also consolidated 634 Gigabytes onto our new archives store drive, including 294,346 files in 14, 204 folders. Within four months, just prior to this consolidation, we had a freak disaster in that three external hard drives and 4 computer drives failed. Much of the consolidation was an effort to salvage materials from these hard drives. One was sent away for data retrieval. As far as we can tell, just over 80 Gigabytes of data was permanently lost. The consolidated materials do not represent all of our digital archives, as we have hundreds of DVD's which have not been added to the archives store drive.

Acquire and Preserve Materials:

The VSU Archives acquired 128 linear feet of new materials this year. Our most notable acquisition is the 12 foot Kessler Collection of East Asian Art. This collection includes 53 antique textiles from countries such as Laos, Thailand, Indonesia. Also included are 67 photographs from a previous display called "Faces of Tibet." The collection also includes 3 pieces of Ban Chaing Pottery, from 1000 to 3000 years old. Other collections include papers from University Relations, 28 linear feet of early VSC football video tapes, and the papers of the local Snake Nation Press. John Crowley gave us 12 and ½ feet of papers related to the Primitive Baptist Association.   With the addition of 173 taped interviews of local South Georgians, David Williams gift has brought our total of South Georgia Oral Histories to over 500. This represents a major regional resource of primary sources in 20th century history.

This year, we documented and completed packaging for freezing of over 1000 color slides and negatives from the 1940's through 1960's from the Leona Hudson Collection.

Based on information learned at the two-day national Sustainable Preservation practices training in Morrow, Ga., we implemented new data collection practices using PMI dataloggers and software to track temperature, humidity, dewpoint, and overall collection health in our Archives Vault and first floor Archives Storage area. Working with VSU HVAC personnel, we were able to show data which resulted in

bringing our system better in line with our standards. We have been trying to do this for two years, and finally got the tools to do so.

Archival Description:

This year we added 10,145 records to our Archon system. A record can be defined many ways. Archon seems to define it as any action. In order to show some data that will be more meaningful in years to come, we will define August 2011 as a baseline. We have 378 separate collections in Archon, with 21,286 content records related to those collections. 151 digital media files are in Archon. 992 Subject headings are currently in Archon. We will report those numbers going forward.

We added 4220 records to our indexing databases for the Campus Canopy, our Scrapbooks, which are completely indexed now, and the Valdosta Daily Times Vital records index. These records were created by student volunteers.

See above for the Valdosta Daily Times Index note.

External Funding

- The VSU Archives continues in year two of the GKR state wide grant through additions to the Vtext server and work with committees, state-wide and local, to bring our metadata and server into grant compliance.
- Archivist wrote NEH/ ALA Let's Talk about The Civil War with the VSU History Department and Chris Meyers, partnering with LCHS for 3000.00. Grant was not funded but referred to GHC for further consideration.
- Archivist wrote NEH Preservation Assistance Grant for 6000.00 to fund consultant on Digital preservation, Submitted in May 2011, awaiting decision.
- Proposal for 5000 submitted to VSU Art Funding Pool for hanging of Dodd and Rosenberg collections in library, funded.
- Proposal for up to 5000 submitted to VSU Art Funding Pool to match library foundation funds to purchase Amaki piece in honor of William Mobley, funded.
- Proposal for 3500 from Library Funding Pool for books from Ga Publishers, funded.
- Volunteer program brought in 961 hours worth $6967.25 to Archives.

Assessment:

The VSU Archives completed a report of its first year of assessment and devised a second assessment plan. The focus for 2010-2011 was to fine-tune the assessment of teaching by modifying the archival metrics surveys to increase the completion rate and make them less onerous for the user. We also added, wherever possible, an assessment of student learning outcomes component for every class. In addition, the VSU Archives participated nationally and state-wide in assessment discussions: the archivist presented on VSU Archives' assessment program at the national Rare Books and Manuscripts conference in Baton Rouge in June of 2011, by invitation. She also presented on assessment at the May 2011 GUGM conference in Macon, and will present on this topic at COMO in October 2011. As the archives profession is currently trying to come up with national assessment guidelines, these presentations were an important part of that consensus building.

Activities of Staff and Faculty in Archives
Deborah Davis:
Service to the Profession
Deborah Davis attained Archival Re-certification, based on achieving over 200 points of professional training and service after five years as a Certified Archivist. July 2011.
Service to the Profession in the State:
 Gugm planning committee member, Chair in charge of Special Collections: planned, selected presentations, communicated with Special Collections community for conference, presented on Archon and led discussion session
 GKR Metadata Committee member: committee deciding metadata standards for the statewide Georgia Knowledge Repository, funded by $800,000 grant from IMLS. Resigned from committee in favor of Michael Holt,December 2010.
 Georgia Library Association, member and Archivist. Attended midwinter and have worked with officers on questions for materials from GLA Archives.
 Society of Georgia Archivists, member: attended 2010 Annual meeting in Savannah, on the program planning committee with responsibility for planning a session on Digital Preservation for 2011 meeting.
 Georgia Archives Month Planning Committee Member: work with the committee to select and design publicity materials for events statewide for Georgia Archives month. Served as liaison for GLA to committee.
Service to the University:
 University-wide Tenure and Promotion Committee, Member. Served on both iterations of the this committee to examine current VSU tenure and promotion policies and create a new university-wide policy that will apply consistent standards across campus. Has involved numerous meetings, presentations and research. Ongoing.
 University-wide Art Committee: responsible for upkeep of current art holdings and selection of future materials. As committee member, created policies for retention and purchase of art, selected art for purchase, reviewed and approved funding proposals, maintained campus art database. Ongoing.
 Faculty Scholarship Committee member: as member reviewed and rated grant proposals, reviewed granting policies.
Service to Odum Library:
 Library Art Committee, Chair. See description of Art in Library outreach, a six to nine month very detailed project.
 Library Tenure and Promotion Policy committee, Chair. Responsible for revising the library's tenure and promotion policies to bring them in line with the new campus tenure and promotion policy adopted in 2011.
  Vtext committee, responsible for creation, outreach, and maintenance of VSU's institutional repository, Vtext. See above under Digitization for activities. Member (Chair summer and fall, stepped down as chair in December. 2011 in favor of Michael Holt,)
 Library Emergency Planning and Preparedness Committee, Member, served as Chair fall semester, stepped down Spring semester in favor of Ginger Williams)
 Library Signage and Space Utilization Committee, member. Chair space utilization area. Member, attend as time permits.

Service to the Community:
 Valdosta Sesquicentennial Time Capsule Committee: consulting with committee on choice of time capsule and materials to be selected. Packaged and packed all items in time capsule in accordance with archival standards. Project complete August 2011.
 Valdosta Asian Cultural Association, Board of Directors: this is the group in charge of the Azalea International Folk Fair.

Presentations and Publications:
Peer Reviewed Article:
 Developing an Institutional Repository at a Medium-Sized University:

Getting Started and Going Forward, accepted by GLQ for Publication, Spring 2011.

Presentations:

Joyce Chapman, North Carolina State University, Deborah S. Davis, Valdosta State University, Florence M. Turcotte, University of Florida, Michelle McCoy, DePaul University, Shannon Bowen Maier, American Heritage Center, University of Wyoming (moderator). "Assessing Special Collections: Techniques and Benefits, " Seminar presented at the 52nd Annual Rare Books and Manuscripts Pre Conference, Baton Rouge, June 21-24, 2011.

Deborah S. Davis, "Archives Assessment and Evaluation: Tools, Tricks, and Hard Work." Presented at GUGM 2011, Macon, Ga., May 2011.

Mike Holt, Jeff Gallant, Chang Woo Yang, Deborah S. Davis, "Welcome to Vtext": poster session and demonstration. Online Lifeline Conference, Valdosta, Ga. February, 2011.

Davis, Deborah, moderator: "Harnessing the Power of Volunteers and Interns" Society of Georgia Archivists Annual Meeting, Augusta, Ga., Oct. 2010.

Oguz, Faith and Deborah S. Davis, (presenter). "Developing an Institutional Repository at a Meduim Sized University: Needs, Attitudes, and the Future" Peer-Reviewed paper reading at GLA-COMO, Athens, Ga., Oct. 2010.

Paulk, Betty, Emily Rogers, and Deborah Davis. "Setting Your library's Place at the Table: Strategizing for SACS Review." Panel at GLA-COMO, Athens, Ga., Oct. 2010

Flanders, L, Jeffry C., Davis, Deborah, Smith, F., and Morris, S. "Promotion and Tenure Today" panel presented at GLA-COMO, Athens, Ga., Oct. 2010.

Davis, Deborah and Dallas Suttles "GLA Archives Picture ID's" Poster session presented at GLA-COMO, Athens, Ga., Oct. 2010.

Training Attended:
"Description and Discovery," an SGA Pre-Conference Workshop on DACS and EAD description rules and applications, Augusta, Ga., Oct. 2011.
"Dark Archives" training online, November, 2011.
"Sustainable Preservation: Process and Practice" SGA sponsored a two day seminar by the National Preservation Institute on new climate standards for archival storage of records. Morrow, Ga. Jan. 2011.
"American Library Association 2011 Conference" Sessions on RBMS, assessment, preservation, and administration. New Orleans, June 2011.

Mike Holt:
Presentations and Publications:
- In fall of 2010, Michael Holt worked on <u>Valdosta, A History</u>, which was published in Spring 2011 after he became a reference librarian.
- In fall of 2010, Michael Holt, with Fatih Oguz, completed and submitted a peer-reviewed article on Comment Spam on Library Blogs based on a national study. Article was accepted and scheduled to be printed after he joined the Reference Faculty in late fall.
- In November, 2010, Michael was hired as an Assistant Professor in the Odum Library Reference Department.

Stacey Wright:
- Stacey Wright was hired in January 2011 as an Archives Technical Assistant.
- Stacey is a member and vital part of the Odum Library Art Committee, making a large contribution to the 2011 Art in the Library exhibit through cleaning and straightening paintings, helping research and design exhibit and overseeing student workers on project, and doing hanging measurement and layout.
- Stacey revamped our record keeping and communication for our volunteer program very effectively, according to evaluations, Spring 2011.
- Stacey oversaw and answered questions for the Eichberger East African Art Collection at the Azalea International Folk Fair and Field trips for three days.

Training:
- She attended GUGM in May, 2011, attending sessions on the Archives and Special Collections Track.
- Stacey attended 2 trainings by VSU on Contribute and Customer Service

CATALOGING

VALDOSTA STATE University   **FY 2011 ANNUAL REPORT**

UNIT: TECHNICAL SERVICES/CATALOGING

General Accomplishments 2010-2011

- The Cataloging/Serials unit provided access to 5,610 new titles, establishing bibliographic and holdings records in GIL-Find for items selected by librarians and departmental faculty to support research and instruction. This is an increase over last year's overall totals; we processed 892 more monographs and 123 more musical scores in 2010-2011 than in the previous fiscal year.

- The total includes 4,921 new monographs, 14 journals, 257 music scores, 289 DVDs, and 55 sound recordings on compact disc.

- Catalog librarians contributed 251 new, original bibliographic records to the international Online Computer Library Center (OCLC) database.

- Guy Frost added 191 holdings records for serials and updated 421 holdings records to meet Georgia Online Database (GOLD) standards. Maureen Puffer-Rothenberg updated or corrected 1,618 records in GIL-Find, bringing them into compliance with national standards.

- Catalog librarians enhanced metadata in 489 records as participants in OCLC's national Expert Community Experiment. Last year we updated only 40 records; the increase reflects a new commitment to sharing data and expertise nationally and internationally, rather than focusing solely on our local database.

- Working with Automation, we inventoried the BROWSE collection (recent New York Times best-selling books) and updated GIL-Find accordingly.

- We changed the name of the "BROWSE" collection to "POPULAR," relabeled the books and updated GIL-Find accordingly.

- We deselected 335 outdated, damaged or redundant items from our collections. Approximately one-third of these were audiovisual items removed from Instructional Materials Center (IMC). We also deselected outdated monographs in children's literature dealing with Asian countries and military service/family life.

- Cataloging located and began requesting appropriate replacements for deselected IMC items that had recently circulated, as well as for outdated children's literature.

- We agreed to shelve monographs aimed at young adults (10th- grade interest/reading level and up-- currently purchased through an approval plan from Early Childhood and Special Education's allocation) in the main library stacks, rather than in children's literature. We began reevaluating older titles in children's literature to relocate young adult books.

- 4,386 donated items, primarily monographs, were evaluated for their potential relevance to our patron base; 1,042 were selected for our collections.

- Cataloging implemented Windows Live Messenger to communicate between offices on the 2nd and 4th floors. As a result we can quickly address questions about policies, procedures, and standards as they arise.

AUTOMATE D SYSTEMS

General Accomplishments of the Unit
- Internet Café computer upgrade (25 workstations), July 9, 2011.
- Active Directory migration of public workstations in July/August, 2010.
- Digital Curation Solution (librarydata server) placed in production August, 2010 for Media Services, eLearning, and Archives.   Additionally Archives included scanner positioned. – $25,381 FY 10 Academic Equipment Pool funded.
- D-Space (V-text) production server migrated to Linux platform facilitating the successful harvesting of Valdosta metadata for the GALILEO Knowledge Repository initiative supported by the Institute of Museum and Library Services grant. March, 2011.

Staff Accomplishments
- Supervised Fieldwork, MLIS Intern, Pete Moore, for MLIS 7960, Dr. Ondrusek, Fall 2010. Intern reviewed and edited the following Library websites content:
  Astronomy, Biology, Chemistry, Communication Science and Disorders, Geoscience, Nursing & Medicine, Physics, Psychology & Counseling.
- Wiley holdings of 106 titles delivered as entered by GALILEO Service staff for entry into SFX Find It Journals A-Z list in December, 2010.
- Voyager 7.2.0 client upgrade January 3, 2011.
- January, 2011 - Received 12 workstations designated for library staff and faculty. Deployed 11 new staff workstations, seven to reference librarians, three to Kings Bay, one to Collection Development. One workstation held in reserve in anticipation of new director.
- ILLiad 8.1 – Oversaw workstation client upgrade to version 8.1 as deployed, May 24, 2011.
- GIL Catalog location holdings maintenance - July, 2010, moved F's to 2nd floor (5,158 titles). October, 2010 moved all the G's, N's-T 's to new location "G, N-T - Storage - Ask @ Circulation Desk" in response to the 3rd floor renovation project that placed those materials in closed stacks underneath plastic sheeting.   (138,986 item barcodes). February, 2010, restored the G, N-T to 3rd floor location. (142,126 item barcodes) April, 2011, U-Z restored to 3rd floor stacks location. (7,688 item barcodes). Created "Popular" location to replace "Browsing" and the temporary locations of GNT1: "G, N-T 1st Floor Temporary Shelves" and GNT3: "G, N-T - Storage - Ask @ Circulation Desk Obsolete" for renovation workflow. 208 holding records created for electronic journals by Automated Systems staff- figure supplied to and included in Cataloging report.
- GIL Find Upgrade in production on February 21, 2011. Prior to upgrade submitted requested GIL Find Test Checklist by February 15, 2011 deadline. Post upgrade submitted follow-up thread to GIL Find Test Checklist on May 4, 2011.

- Campus Print Solution Task Committee service and attendance to multiple meetings throughout the year as requested by VSU Division of Information Technology Client Support Services.
- Office 2010 deployed in computer lab 3250 March, 2011.
- [Bechtel Herpetology Gift Collection & Display](#) , April – May, 2011 with public reception on April 21, 2011.
- Odum Library Emergency Preparedness Committee, Keith Watson contributing member.

Professional Development Committee
- Quarterly Birthday celebrations were sponsored by the Professional Development Committee.
- Ex Libris Learning Center two user seat license account acquired held by Ken Smith and Sherrida Crawford.
- Participated in a management consulting project with Crystal Thompson, student in Dr. Wang's MLIS 7200 course - Management of Information Organizations, Fall 2010, that resulted in an executive summary with suggestions on how to move library staff professional development in this time of reduced budgets.

Faculty Presentations at Professional Meetings
Crawford, Sherrida and Brett Williams, "Ex Libris Learning Center: An overview and Review", presented at Georgia Users Group Meeting (GUGM 2011) in Macon, GA, on May, 19, 2011.
Conferences and Workshops Attended
Crawford, Sherrida
- How Can I Handle All the Stuff I've Got to Do and Work Together Doing It, by Eddie Williams Manager, Workforce Development and Training for The Talmadge Group, October 19, 2010.
- Voyager Product Update Webinar by Mike Dicus, November 17, 2010.
- SFX/bX Product Update Webinar by Christine Stohn and Nettie Lagace, November 29, 2010.
- Boston College to Demonstrate ExLibris Reporting Solution from LogiXML InSight Solution for Libraries, webinar, October 28, 2010.
- Ex Libris Regional Directors' Meeting, Atlanta, GA, December 2, 2010.
- Online Lifeline Conference, Valdosta State University, February 18, 2011.
- Connexion Enhancements Webinar, Valdosta State University, April 19, 2011.
- "eBooks – From NetLibrary to EBSCOhost", GALILEO EBSCO webinar, June 30, 2011.
- ALA Annual Tech Wrap-up, American Libraries Association webinar, July 8, 2011.

Hankinson, Jeremy
- Georgia Users Group Meeting (GUGM 2011) in Macon, GA, May 19, 2011.

Watson, Keith

- ADP training on February 25, 2011.

Williams, Brett
- ADP training on April 21, 2011.
- Brett Williams and Sherrida Crawford , "Ex Libris Learning Center: An overview and Review", presented at Georgia Users Group Meeting (GUGM 2011) in Macon, GA, on May, 19, 2011.

Online Book Counts

Date	Source	FY11	FY 10	FY 09	FY 08	FY 07
11/08/2001	GALILEO netLibrary	14,466	14,466	14,466	14,466	14,466
09/03/2002	VSU netLibrary	219	219	219	219	219
02/24/2003	GALILEO netLibrary III	12,918	12,918	12,918	12,918	12,918
05/20/2011	GALILEOnet Library shared 9	4,594				
	netLibrary SubTotal:	32,197	27,603	27,603	27,603	27,603
07/26/2007	Safari Tech Books Online	90	90	90	90	90
05/28/2010	Gale Virtual Reference Library	222	222			
	VSU netLibrary	94				
	ebrary perpetual previous year	1,163	909			
	ebrary Perpetual current year	13	254	909	0	0
	ebrary Academic Complete FY 10	69,668	47,403	42,632	36,042	31,696
	Online Book Title Total:	103,434	76,481	71,234	63,735	59,389

Ebook title growth	26,953	5,247	7,499	4,346
BKS Print Format Acq	4,370	4,768	2,258	3,621

COLLECTION DEVELOPMENT

STATE OF THE UNIT
COLLECTION DEVELOPMENT FY 2011

During Fiscal Year 2011 (FY 2010-2011), a total of 53 gift collections (74% increase in donations) of varying sizes were donated to Odum Library. The bulk of the gifts increases were from the Huxford Collection which consisted of books, CDs, LPs, Serials, and Scores. Although the majority of our gifts were donated from the Library of Congress, there will probably be a marked decrease in our numbers due to Bill Mobley's death. An ongoing annual goal for gifts is to prevent a backlog and the duplication of gift materials during purchasing.   Although we have made a good start in identifying the problem and are working to resolve it efficiently, we ultimately have not totally eliminated the problem. Consequently, we will continue to work towards the elimination of the duplication of purchasing gift items. Additionally, with the commitment of the cataloging staff working on processing gifts one day per week, it eliminates a significant portion of uncataloged gifts. During FY2011, we processed a total of 7,848 gifts (53 gift collections of varying sizes), but retained and added a total of 7,258 gifts to our collection (74% increase in added gifts). Presently, we do have approximately 250 gift collections of varying sizes that are waiting processing (38% increase in annual unprocessed gift collections).

A second ongoing goal for FY2010 was to enhance the collection development process for gift materials by improving the workflow and eliminating duplication of materials ordered via library funds and received as gifts. The new workflow implemented by cataloging for gift processing has tremendously improved, but not totally eliminated the duplication of materials being ordered that are already owned as gifts.   Additionally, by the cataloging department devoting one day per week to catalog gifts, more gift books are actually placed into the

collection and the backlog of gifts awaiting cataloging, but without OCLC records has been totally eliminated.

Presently, we have not been keeping statistics on the number of gifts that have been donated and saved us from purchasing. The numbers of duplications, however, have been reduced, but we do not have a count of the numbers. Therefore, to measure the effectiveness of the new workflow in terms of eliminating duplication, my goal was to begin keeping a count of materials received as gifts that have requests to order. This was easier said than done. Although it was my goal to keep statistics on this process, it has been extremely difficult because I am dependent upon other departments, primarily Acquisitions and Cataloging, to actually keep the count and/or notify me when it occurs so that I can keep the count. I am not sure how to proceed on this, but I will try creating a form for each department to mark monthly statistics.

Kings Bay

Annual Report Kings Bay Library

Kings Bay Campus Resource Center
Annual Report 2010-2011

Annual Report Kings Bay Library

2010-2011

The Campus Resource Center (CRC) provides library services to the entire Kings Bay Naval Submarine Base community. Through a memorandum of understanding with the Kings Bay Naval College, Valdosta State University (VSU) provides staff, cataloging services and equipment. The Navy's Morale Welfare and Recreation (MWR) department provides the building space and additional library resources. The principle role of the CRC is to provide support to VSU's and Brenau University's educational programs offered on the base. Additionally the library provides library services for all active duty naval personnel and their dependents, all government contractor personnel and anyone else with access to the base.

Working closely with the Naval College and the VSU Center at Kings Bay the CRC acts primarily as an academic library providing library services for all VSU and Brenau faculty, staff and students including premium database and interlibrary loan services. Book borrowing privileges are extended to all that have access to the base and a local address. Twenty three computers are provided by VSU and two by Brenau for public use at the CRC.

Employees

The CRC had another stable year in employment. Anthony Zampogna heads the circulation desk and has been given full authority on scheduling as the full-time circulation manager. Windy Korioth rounds out the VSU part-time employees while Diane Gomes started as the Brenau part-time employee. The CRC is now using the VSU's new people soft payroll system. Office space for VSU's two full-time professors assigned to Kings Bay is at the CRC. Close cooperation with the VSU center is maintained throughout the year with meetings and graduation ceremonies.

Statistics

From July 2010 through June 2011 the CRC recorded 1382 circulation transactions. 179 new user cards were issued. 102 items were added to the CRC's collection and over 200 items were amended in the catalog. Twelve bibliographic instruction classes were held in the CRC's computer lab in the last year for 112 students. 1450 reference questions were answered by CRC staff during the library's 1,812 hours of service. The CRC provided classroom space for 29 classes for both VSU and Brenau University. The CRC also checked out 393 Navy/ Marine Personnel. Sign in statistics were maintained again this year in order to better gauge the type of patrons coming in the CRC's door. The sign-in count was and a total of 1,112 signed in with 590 declaring that they were affiliated with a college. The library continued circulation of the Marine Corps Institute "red books" for Professional Military Education that were supplied by Naval College Officer (NCO) Greg White and set up in the library. 98 of the manuals were checked out for use by the military personnel on base.

Building/Safety

Security is vital to operations on a Naval Base. Besides the annual base building manager meeting, NCO White conducts meetings for continued safety and security. Library personnel was asked and accepted to lock and secure the Navy College building at night after classes during the transition phase of hiring a new person for this task.Fire alarm drills were conducted and passed. The CRC also works closely with VT Griffin and the base's maintenance contractor to keep the library maintained. The Library had new carpet installation last falland other improvements were made to the building. The facility is alsoutilized by other entities including Navy/MarineMedic training and for Navy K-9 bomb/drug patrol teams.

Collection

The CRC staff continued a project for uniform spine labeling of all materials, CRC staff also worked on cross referencing the catalog for 'missing items'. The collection is always being expanded with donations and new materials purchased.

Goals/Future Plans

NCO White is planning for a section of the library to be utilized for a Resource and Research area that will display materials to aid prospective students in choosing colleges and obtaining financial aid. Ongoing meetings with VSU Center staff and NCO White are also planned to modify and fine tune the Memorandum of Agreement that VSU has with the base. The library set up a booth at the MWR's Military Travel Fair and Expo this year. The library also will be present for all education fairs scheduled. The CRC will continue to run regular ads in the base's newspaper the Periscope and has added to the regular weekly set of columns in the Periscope dedicated to education opportunities at Kings Bay. Opportunities to attend conferences and seminars by the staff will also be utilized when available

Library personnel attended the Fifth Annual Camden Faculty Workshop and the Georgia Conference on Information Literacy to gain knowledge of skills for better library service.

Major challenges for the CRC are attempting to keep up with demand for library services despite a very limited budget. Maintaining current equipment and obtaining new library resources presents considerable challenges due to priority concerns from VSU's main campus and budget restrictions.

Similar to all libraries the CRC must keep abreast of technological innovations in information services through computer and online services. As libraries become more technologically advanced the CRC will attempt to keep pace to serve its clientele.

Kings Bay Library Circulation

Charges	Discharges	Renewals
599	619	179

Total Transactions
1584
New Patrons
203
Base Check-Outs
Navy/Marine Personnel
393
Reference Questions
1850
Cataloging
Items added to catalog
84
Items weeded
79
Sign in Statistics

Total People Signed In	Total VSU/Brenau/other colleges
2,589	1238

Valdosta State University/Brenau Classes Conducted at Kings Bay Library

Fall	12
Spring	13
Summer	4

29 classes

Courses Taught: Bibliographic instruction 'one-time' sessions

Spring		
English	1101	14

CRJU	2400	11
POLS	3100	15
Summer		
English	1102	18
English	2120	4
POLS	2501	12
Fall		
English	1101	15
Sociology	1160	12
History	1011	22
English	3030	4

10 bibliographic active learning and participation sessions in com

Acquisitions

Valdosta State University

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FY2011 Annual Report
Academic Support Units

</div>

UNIT: Odum Library, Acquisitions/Serials

STATE OF THE UNIT

Personnel Changes

This year Aquisitions experienced a number of significant changes in personnel. Beginning July 1, Ken Smith began as the new Acquisitions Librarian. In November 30th, Sheila Parrish, the Department's sole LTA, retired. On February 1st, Geoffrey Doepker, formerly the Department's Library Assistant II/Binding Clerk, was promoted to the LTA position. With this hire, duties associated with the Binding Clerk position were reassigned, and the Library Assistant II position abolished.

Changes in Workflow

An Internal Audit Report (March 25, 2010) of the Odum Library recommended that Acquisitions increase internal controls by segregating departmental duties. It was particularly emphasized that the same person should not purchase and receive the same item. This principle (at times inconvenient) has been adopted as departmental policy, and applies to all personnel (including the Acquisitions Librarian, previously the biggest violator.)

Communication with Faculty

At the end of FY 2010 the University closed its BlazeNet portal. To replace the Acquisitions Community that was a part of Blazenet, a new Blazeview Library Acquisitions Group was established.

The primary function of the Group is to allow the secure transmission of electronic orders. For faculty which use Blazeview regularly, the Group probably works well. However, there are some indications that other's find it confusing or cumbersome (many faculty coordinators bypass the system and contact the Acquisitions Librarian directly.) This next year, alternatives to the Group should be investigated (as well as its necessity)

Other: Department Coordinators were added to the online list of "Library Liaisons."

Monographs (Books, DVD's, etc.)

Acquisitions continues to champion the YBP Core Titles books. This year, three separate Library Funding Pool initiatives were awarded to buy quarters 2010 Q2 - 2010 Q4.

The Political Science Approval Plan was set to deliver. In recent years, Political Science has had difficulty generating sufficient orders. The approval plan will guarantee that a good selection of appropriate books are purchased every year.

Faculty members from both Political Science and Psychology directed grant money to the Library. Dr. Baun gave $2,300 to buy materials on Transatlantic Studies. Dr. Bauer gave $6,100 to build a collection on Gifted Education. Materials were selected by the Acquisitions Librarian and approved by the faculty donors.

5,422 separate titles were ordered. For more detail, see the Unit Statistics section.

Serials

This year Alice Smoot initiated a membership with the East Coast Exchange. The Exchange is a cooperative backorder program that allows members to purchase back issues of journals at significant savings.

Statistics include :

5 new subscription titles
65 cancelled subscription titles
1,696 added bound volumes

Repairs

The Repair Room was reorganized to facilitate retrieval of specific items. (Circulation regularly attempts to recall books at the binder on behalf of patrons.) Books, previously in no discernable order, are now arranged alphabetically by title.

Mary Ann Wheelis and Alice Smoot have both become involved in repairing materials. Significant headway is being made against the repair backlog.

Statistics:

150 books repaired.
24 books withdrawn.
55 periodical volumes repaired.

Media Services

Media Center Statistics for fiscal year May 31, 2010- July 01, 2011

Equipment bookings: 17,951   1% decrease
Color Productions 79,548   19% increase
Digital Productions: 1837   28% decrease
Transfers/Duplications.. 3009   31% decrease
Posters.. 2,370   9% increase
Lamination 10000   34% decrease
A/V Streams... 358   1% increase
Repairs 243   1% decrease
Bindings.. 554   40% decrease
Laptop Reimaging...182   17% decrease
Web Counter……………………………………42,467 Hits   25% decrease
Work Orders Logged into SDP………………………..5258   49% increase
Web Activity Forms…………………………………..520   New Stat

Media Services Achievements 2010

-Re-classed Media Utilization Specialist to Instructional Technology Associate
-Continued to support streaming media needs for VSU's colleges and departments
-Work closely with Access office in assisting the development of CC for classroom media.
-Circulated over 17,951 items in Voyager Media Scheduling
-Migrated all machines in Media to Windows 7 and Office 2010
-Migrated all machines in Media to Active Directory
-Printed posters for the undergraduate and graduate symposiums
-Tested Adobe CS5 Master Collection for possible upgrade from CS4
-Install eLearning Suite on all faculty circulating laptops.
-Provided staff support and support website for CommuniCoach – new video upload interface for the College of Education.
-Provided workshops for Physical Biomechanics KSPE workshops
-Provide paid internship to international student (Mass Media Major)
-Continue to offer live chat via the Media Center website.
-Provided equipment and media support to GHP Faculty
-Continued to provide printer support for back office departments
-gained access to new digital repository for student media projects
-worked with IT to create a media drop box folder for Access office videos.
-Added 20 new Pro Book laptops and 20 new netbooks to faculty circulation inventory
-Participated in Online Lifeline Conference

New Equipment:
10 Digital Voice Recorders
10 HD Flip Camcorders
10 iPADs (circulated for psychology grant)

10 hd flip camcorder
4 Sennheiser headset (faculty circulation)
6 Olympus digital voice recorder (faculty circulation)
4 external hard drives (faculty circulation)
2 Epson perfection flatbed scanners
1 Epson GT 20000 large format flatbed scanner
1 Fender Passport P.A. System
4 Canon MiniDV Camcorders
10 tripod screens to support online lifeline conference
20 HP ProBooks for faculty circulation
20 Net Books for faculty circulation
25 new receiver/clicker sets for faculty circulation

Software:

Testing CS5 Collection Suite
eLearning Suite on all circulating faculty Pro Books
Captivate 4 on both editing room workstations
Camtasia 7.0 upgrade

Rex DeVane | Media Services Director:

Committees:

-*Signage, Space Utilization and Noise, Chair*
-*University Librarian Committee*
-*Library Web Committee*
-*Faculty Committee (Department Head)*

- Develop, implement, and evaluate strategic planning for the expansion of new and existing
 digital services
-Manage daily operations of Media Services
-Research, initiate, and encourage emerging trends in multimedia instructional and production
 software/technologies
-Oversee the development of multimedia content for faculty and students in direct support of
 classroom and online programs
-Maintain a current knowledge of copyright and fair use as it relates to higher education.
-Assist students and staff with their audio/video equipment and multimedia needs.
-Manage the repair, supply and NIE budgets for the Media Center
-Supervise CSI and Media Utilization Specialist
-Directs the development of online training modules for student technicians
-Maintain departmental webpage.
-Publicize the services offered at the Media Center via WebPages, brochures, bookmarks and
personal contacts.
-Developed support webpage for Communicoach – new video upload web interface for COE.
-Attended e-Pro Requester workshop.

-Heading committee to implement digital signage in Odum Library
-Participated in task force choosing a video management system for Valdosta State University

Presentations:
Using Digital Media to Support Student Learning: Eric Archer, Ginger Williams, Rex DeVane
Online Lifeline Conference, Valdosta State University

Philip Bishop | Media Utilization Specialist

-Assist faculty in media content development for classroom and/or online courseware.
-Implement, and enforce new policies for Media Center.
-Monitor project work flow and maintain Service Desk Plus as means of documenting Media Services traffic.
- Assist students and staff with their audio/video equipment and multimedia needs.
-Generate, edit, and assist with the creation of digital projects within the library and other departments on campus.
- Assist Media Services Director in daily operations of the media center.
- Keep abreast of new multimedia technologies and software applications such as Adobe CS4.
-Train student assistants to work in Media Services.
-Manage media scheduling, late fees, and equipment returns.
-Manage daily money log and cash drawer for the center.
-Create training and instructional videos for Media Center and various branches of the library for training and maintenance.
-Provide basic video editing workshop and assistance for Biomechanics course creating still images from video.
-Organize on site workshop for Biomechanics class with Sean Phippen and provide support for extracting still images from video recordings
-Set up video editing workshop for students in Dr. Emily Cantonwine's Horticulture course. -Provide framework for video editing process and project workflow to successfully document their course assignment.
-Create screen capture tutorial for extracting images from video using Flip Camera Software
-Generate tutorial for creating a standard 22x34 poster in PowerPoint for Graduate Symposiums
-Assist E-Learning in converting links to MPEG files for online posting and create screen capture for instruction
-Assist Catherine Schaeffer Theatre and Dance Department with capture, editing, and DVD production of dance archives
-Provide instruction for Women's Basketball converting videos and editing in Final Cut Pro
-Provide onsite video editing instruction and support for Sia *Poyer and Women's Volleyball*
-Philip was highlighted in the *Valdosta State University's News* webpage.

Bradley Cupp| Computer Services Assistant I

Accomplishments 2010/2011
- Processed 20 new Faculty Laptops to Replace existing inventory
-Existing faculty laptops migrated to Lab Setup Inventory
-Surplused aging Compaq n800c laptops
-Migrated student laptops from Windows XP/Office 2007 to Windows 7/Office 2010
-Migrated Media Workstations to Windows 7/Office 2010
-Coordinated warranty keyboard replacements for faulty student netbooks
-Added to inventory 10 Digital Voice Recorders
-Setup retired CP1700 for use as backup for Photo Printing
-Added to student inventory 4 MiniDV camcorders to replace aging MiniDV camcorders
-Added 20 Faculty Netbooks to circulating faculty inventory
-Setup new Epson wide format scanner to replace Legacy UMX scanner'
-Added to student inventory 10 FlipHD cameras to increase circulating availability
-Setup 2 Epson standard scanners to replace legacy scanners not compatible with Windows 7
-Setup 2 High Resource Z600 workstations for use in Audio and Video edit rooms
-Upgraded Flip dubbing workstations to Windows 7 and Roxio 10 DVD Burning
-Migrated Media circulation workstations to Windows 7
-Repaired/maintained 185 printers for the VSU campus
-Provided 358 digital streams to VSU faculty
-Coordinated the reimaging of all Media iMacs to include the latest OS and DeepFreeze
-Received "I caught you caring" card for good customer service.

Reference

State of the Interlibrary Loan/ Document Delivery Unit, 2010-2011

Borrowing

Each year when we have a year characterized by record increases in statistics, it is usually followed by slight declines, and this year was no exception to that rule. Although last year we had a 21.6% increase in borrowing requests following the first full year of SFX operation being turned on in the GALILEO databases, this year saw a slight decrease of -9.3%, dropping from 5,209 to 4,721 requests submitted. Book requests remained about the same, decreasing from 1683 to 1677 (-.35%). The decline in Article requests was 3,532 to 3,038 (-13.9%), but this did not completely wipe out last year's gain of +19.6%. Filled book requests managed a slight increase from 1,413 to 1,427 (+1%), but filled article requests plunged from 2,605 to 2247 (-15.9%) Total filled requests decreased from 4,018 to 3,674 (-9.3%). Not precisely sure why the numbers are down in regards to requests, but both statewide and nationally, similar trends have been reported, mostly because of budget factors that we do not have to deal with. Though perhaps, some patrons may not use to place requests for books because they cannot receive the materials in time, especially Distance Education students, since they have to be shipped to us before being shipped on to them. (OCLC is offering a program that involves shipping direct to the patron, but the catch is that it the supplier is the book vendor Better World Books, and it involves someone eventually paying for the book, either the patron or the library.)

The total number of requests cancelled dropped from 1,164 to 1,036 (-10.9%). The most popular reason for cancellation among periodicals is still because the article is available full-text in one of our databases, but that is down noticeably from 325 last year to 255 this year (-18.5%), which suggests that more people at ease with locating full-text articles there or using the Find It button. For a second year in a row, the number of requests that were able to be filled from full-text articles on the internet had a significant impact on our statistics. Although it didn't have a 64.8% increase like this year, it instead had the distinction of rising to second place as a reason for cancellation among periodicals and knocking Periodicals Found on the Shelves to third place. In terms of numbers, the number of full-text articles found on the internet remained fairly steady, falling from 117 last year to 113 this year (-3.4%). Not only are open source journals helping us in this regard, but the increasing presence of institutional repositories are resulting in more journal articles that would otherwise incur copyright charges via ILL showing up on the internet.

The drop of Requests for periodicals found on our shelves from second to third place among articles cancelled becomes somewhat more understandable when looking at the numbers, since they plummeted from148 last year to 79 this year (-46.6%), which suggests that people were once more using resources on the first floor instead of trying to submit requests for them, as they had the previous year when the building was shut down. Surprisingly, considering that this past year was the period when the third floor was shut down, it didn't have a very big impact on attempted book requests for titles which were in the building, for although last year requests in this area dropped by 51.8%, this year the decline was only -11.7%, going down from 68 to 60 requests. Cost exceeds maximum amount has dropped from 85 to 71 (-18.8%), and more

importantly, gone from fourth to seventh place in the ranking of reasons for cancellations, due to the fact that this is our third year of being able to subsidize almost all faculty, staff, and graduate student requests and we no longer have to turn down their requests for that reason. And evidently either word has gotten around that we are serious about not accepting requests for textbooks, just as we state on the forms, or people just go ahead and request them GIL Express, since the trend of rising requests for textbooks has reversed itself, going down from 50 last year to 32 this year (-36%). The reference department has also provided links online to textbook rental sites and a site for renting electronic textbooks, so that also may be helping cut down on requests for textbooks. Altogether, items found within our collection, our full-text databases, or on the internet constituted 558 out of 1,036 cancelled requests, which is 55.8% of all cancelled requests, and contributes to cutting down expenses in filling ILL requests and contributes to the reference and instructional functions since we inform patrons where and/or to find them within the collection.

Statistics, however, do not always tell the whole story, as is the case with the reason, Unable to borrow dissertation, which is cited 21 times both last year and this year. However, this also does not indicate the number of times we have had to cancel a request and return it to an undergraduate because it was a dissertation that would incur charges, so perhaps we should create this as a reason so this could be better tracked as an additional reason for justifying the purchase of Dissertation Abstracts Full-Text. And of course, it does not mention the difficulties when researching a dissertation, of trying to find a record for which a library holds it in paper format (although some libraries have it in electronic formats that can be shared, others have it only available through Dissertation Abstracts Full Text), or in microfilm, and recently, some of our patrons have refused to accept dissertations in that format, either because they don't want to use it, or because the small towns they live in have no access to a microfilm reader/printer. Within the past year, it has become increasingly more difficult to borrow dissertations at a time when I am seeing more of them in our request file, usually 3 or 4 a week. I believe five years from now it will be extremely hard to get any dissertation via ILL that has been done since the year 2000.

Our fill rate via ILL remained the same as it did last year, with 78% items filled and 22% transaction cancelled. However, these rates can be considered higher if the transactions that were submitted that were found within our databases, on the book and journal shelves, and on the internet are counted as part of the fill rate. When those transactions are included in the fill rate, our fill rate is the same as last year's projected 90%, though if you include the duplicate requests it would rise to 93%. However, these can only be considered projections because it is unknown whether or not students follow through on the information that we provide them with and go to the sources—database, internet, or shelves—and retrieve the material, since unlike the faculty or staff, we do not retrieve the material and put it in their hands unless they happen to be distance education students. Obviously, the next step to improve our service would be to also deliver the in-house materials to the Circulation Desk for pick-up, or scan the articles from journals on the shelves. Other universities do this, though most of them which provide this type of service to students have much greater enrollment than Valdosta State University, or they charge for the service. But if the service was also free as it currently is for our faculty and staff, we would probably need a lot more student help.

The University of Georgia continues to be our largest supplier of materials, providing 346 items (9.41% of all borrowing requests). The number of items supplied by the big three of The University of Georgia, Georgia State University, and Georgia Tech dropped from 909 last year to 730 this year, and the percentage of the total items filled by these three as a group also dropped from 22.62% of all borrowing requests last year to 19.86% of all borrowing requests this year. The remaining libraries rounding out the top ten libraries on the list were Georgia Southern, West Georgia, Kennesaw, the Medical College, Emory University, Georgia College, and Augusta College, and which, when added to the big three supplied a total of 1,653 items, or 44.96% of all requests. Once more it illustrates the truth of the "long tail" theory, since the remaining 2,023 requests had to be obtained from 561 other libraries!

Overall turnaround time currently stands at 4.97 days (an improvement from last year's 5.24 days), with loan turnaround time averaging 8.69 (down from last year's 8.84 days) and electronic article delivery time averaging 3.28 days (down from last year's 3.68 days). Since UPS has been dropped in favor of the same courier service used by the public libraries, it is taking at least 5-7 days to get returnable materials within the university system, and many books that are requested via ILL must come from outside the Georgia University System, so we are lucky our average turnaround time is not higher.

Because of our decision three years ago to subsidize ILL request fees up to $20 for faculty, staff, and graduate students, it has enabled us to get necessary books and articles from libraries from 45 states, the District of Columbia, three Canadian provinces, Denmark, Great Britain, Germany, and New Zealand on behalf of both graduate students and faculty doing research. Though we do not advertise that we are subsidizing ILL fees for these patrons, they have been asking for increasingly esoteric and hard to get materials, so the number of requests, the amount paid, and the number of patrons for whom we paid for material all increased again from last year. At that time, we paid $1,522.50 for 101 requests from 71 libraries on behalf of 56 patrons; this year we paid 77% more, with charges totaling $2,721.25 for 121 requests from 77 libraries on behalf of 58 patrons. Of those 121 requests, $290.00 was spent for 19 dissertations, which represents 10.6% of charges. The jump in costs can probably partially be explained by the fact that last year only 9 patrons requested more than two requests that entailed charges, while this year, 22 patrons requested more than two requests which had charges, and that charges have increased or been implemented at various libraries that did not previously have them. The patron who requested the most paid items was a graduate student in English who incurred charges of $169.00 for 12 requests during a two month period this spring.

The five departments which submitted the most requests are as follows: History (713), English (657), Biology (548), Psychology (291), and Library and Information Science (283), while last year's rankings were: Biology (687), History (592), English (446), Nursing (436), and Library and Information Science (403). History's first place on the list is due to the fact that several graduate students are writing theses and have been using the ILL system heavily for their research. It's surprising to see that Nursing has dropped off the list of the top five, since their faculty is active enough with research that they usually make the list of top five most active departments of borrowers every year, but instead came in at sixth place with 242. The big drop in Library Science and Information can be explained by the fact that I completed my book and am no longer requesting more than one hundred books annually. The fact that the same four

departments consistently show up on the top five list of borrowers each year shows that faculty in these departments are in the lead on campus for doing quality research.

This year the most frequently requested journal title by our patrons was Deus Loci: the Lawrence Durrell Newsletter, with 19 requests, but that was hardly typical, since most of the users were from one class in the English department, and more than one person requested the same articles. More in keeping with our needs as possibly being considered for acquisition were the two runners up, which tied at 16 requests apiece, which were the Journal of Applied Sociology, and Personality and Individuality Differences. Both are titles that we have had repeated requests for over the years, so we should continue to monitor them closely to see if they should be added.

The busiest day in Borrowing occurred on March 23, 2011, when our patrons requested 59 articles and 6 books, for a total of 65 requests. We will have to wait till next year to have another chance to break the all-time record of 103 requests set on February 2, 2010, when our patrons requested 90 articles and 13 books.

Three years ago ILLIAD provided a new category of information in regards to statistics on the source of where patrons got their citations from, so when we made the decision to turn on SFX, the requests that were submitted through the Find It button show up on the table Copy of Requests Finished, with the label, Cited in, on the line beneath it. Last year we had 4,018 filled requests, and of those, only 2,147 requests (53.4%) listed a source of where the citation came from. This year, we had 3,674 filled requests, and of those 3,674 filled requests, only 1,996 requests (54.3%, a 0.9% improvement) listed a source of any kind. Of those 1,996 requests, 1,321 requests (35.9% of the filled requests) were submitted through via SFX through one of the GALILEO databases. 409 requests (11.1% of the filled requests) cited one of our GALILEO databases, or our library catalog, or the GIL Universal catalog, or a library catalog somewhere from which they had obtained their citation. The remaining 266 (7.2% of the filled requests) cited traditional print sources (mostly bibliographies at the end of journals or books), professors' syllabi, references from friends or professors, citations found from various commercial sites on the internet (i.e., Springer, Sage, Taylor & Francis, Amazon) or from databases we don't have (Science Direct), and Google or Google Scholar, and two patrons cited "mom mentioned" and "my immense intellect". And the sheer variety of sources cited on this table, as well as the wide range of places, both physical and virtual, from which these references came from, would make it an interesting resource for any interested in studying patrons' information seeking behavior.

Lending

Lending showed its fifth straight year of decline from 7,878 requests last year to 6,799 this year, and its 13.5% decline was higher than the past three years. The lending fill rate for books dropped from 1184 to 995 (-15.9%). The article fill rate also took a sharp plunge, falling from 3,729 to 2,943 (-21.1%). Figuring out the reason for this fifth straight decline in lending numbers is not difficult, but there are a variety of factors involved. From postings on the listservs, there is a great deal of evidence of economic hardship through notices of libraries raising fees, leaving LVIS, posting information about staff cutbacks in ILL, raising concerns about shipping costs, making inquiries about how to limit patron requests or charge patrons for

ILL service, mentioning severe cuts in their library budgets, cutting back hours or service at locations, and in a few rare cases, cutting out ILL service altogether. Our own state has opted for cheaper and slower methods of shipping via courier service in ILL and GIL Express, which we know from experience at the reference desk has discouraged patrons from placing requests for material because the 5-7 day waiting period is too long for most students. Queries have been placed on the G2 listserv about whether libraries in the University System charge their patrons for ILL, though no library has yet gone so far as to start charging beyond passing along charges to patrons. And of course, fewer requests are probably being placed because of increasing availability of both articles and book online in electronic formats.

It is also quite likely that our inability to loan electronic serials from the Proquest and Ebscohost databases due to the licensing, as well as the fact that we have turned on deflection for electronic books and articles, are a significant part of the reason for the decline, since the Reasons for No lists Auto Deflection as a reason on individual book and article requests, and we only have that turned on for electronic books and serials. Other reasons consist of why we cancel requests and do not fill them. For books, the five most frequent reasons are because they cannot be located in the library, are checked out, or because they are requests for non-circulating material, and these constitute 48.71% of this year's lending requests. (Last year, Title not owned was in fifth place, but this year was replaced by Lack volume/issue):

1) Not on shelf   440   (21.58%)
2) Non-Circulating 281   (13.78%)
3) Checked out   214   (10.50%)
4) Lost   33   (1.62%)
5) Lack volume/issue 25   (1.23%)

For articles, the seven most frequent reasons also have do with being unable to be located in the library, but also have some reasons unique to this genre, such as not receiving an issue, or most frequently, our holdings ending before or beginning after the date requested, and these constitute 35.05% of all lending requests:

1) Holdings END before this volume   708 (15.19%)
2) Not on shelf   558 (11.97%)
3) Lack vol/issue   152   (3.26%)
4) Issue not yet received   76   (1.63%)
5) Holdings BEGIN after this volume   64   (1.37%)
6) Other   40   (0.86%)
7) Non-Circulating   36   (0.77%)

Not on shelf had a major increase from 437 to 558 (+27.7%). This is especially worrying since last year's percentage increase in this category was only 1.4%, and since ILL requests reflect only a small fraction of user traffic, then what must be the frustration factor among users in the stacks who cannot locate titles? This is something that calls for more attention by not only our department, but also the Circulation and Automation Departments, on how to address this problem, since it seems to indicate steady losses and/or misplacement of materials in our collection.

We loaned 3,938 books and articles to 895 libraries in 48 states, one Canadian province, Denmark, and an academic library in the United Arab Emirates. (This is down 19.8% from last year's total of 4,913 books and articles to 1,003 libraries, 50 states and the District of Columbia, Puerto Rico, one Canadian Province, Denmark, and Hong Kong.) Twenty of the libraries were responsible for generating 1,233 requests (31.33%), with the remaining 68.67 % requested by 875 libraries—yet another instance of the long tail at work! And Kennesaw State, which had been the library to which we loaned the most items for three years running, was not only displaced by Georgia Southern, who asked us for 215 items (5.46% of all lending requests), but Kennesaw also dropped to sixth place among our lenders. Our top ten libraries for lending requests actually included two libraries from out of state: the University of Hawaii in fourth place, and East Tennessee University in seventh place.

Seventy-six libraries and document delivery services paid a total of $3,948.50 for 207 items that our library supplied them, which constituted 5.3% of all filled lending requests. Our best customer was The University of Hawaii, which ordered 90 items from us for a total cost of $2,250.00! (The last couple of years I have suggested sending them a "Best Customer" gift basket from South GA pecans as a thank you gift in recognition of their patronage, which is much appreciated by us!)

The busiest day in Lending was September 27, 2010, when we received 73 requests for 57 articles and 16 books. This is more than last year's busiest day on October 26, 2009, when we received 69 requests for 52 articles and 17 books.

The most frequently loaned journal title was Nurse Education Today, which was requested 77 times. This is the fifth year in a row that this journal has come out on top; the three previous years it was 96 times the first two years, 102 times the third year, and 88 times the fourth year.

Turnaround time in all categories decreased, most notably in regards to books. Articles loaned dropped from 18.15 hours to 17.80 hours, turnaround time for books loaned decreased from 1.34 days to 18.67 hours, and overall turnaround time went down from 18.21 hours to 18.02 hours.

Document Delivery

Document Delivery/Odum Express completed its fourth full year of service by also suffering a decrease, dropping from 751 filled requests last year to 692 this year (-7.7%). However Books delivered provided a bright spot: rising from 235 to 310 (+ 31.9%), while Articles delivered decreased from 516 to 382 (-35%). Faculty and staff usage of Odum Express Document Delivery Service remained stable, for their transactions rose slightly from 435 last year to 437 this year (+0.04%).

The five biggest departmental users of Document Delivery this year were: Library and Information Science (113, also first place last year with 179), English (54), Communication Arts (34), Middle Grades and Secondary Education (33), and Psychology (29). What is surprising

about these programs is that Library Science was the only one on the list last year, and, with Middle and Secondary Education, is one of two programs to have a number of its courses online. The Psychology Department is fairly remotely based on campus, but soon will be relocated to the main campus, so it will be interesting to see if they continue to ask for enough to propel them into the top five. Much of a department's research can be propelled by research projects of one or two users; the Library Science department's drop in numbers may be attributable to the fact that I finished research for my book within the past year and no longer needed to request the large numbers of books I had been requesting for the past few years.

Both the turnaround times for Document Delivery of books and articles have again been adversely affected by one or more individual transactions each that took an extraordinarily long time to obtain the material through purchase or because of waiting for a loan of microfilm serials from the Library of Congress, and then deliver it via document delivery, so I have included the detailed list of each transaction on separate book and article charts which lists the amount of time of each transaction so it shows what aberrations these transactions were in comparison to our usual transactions, which usually are less than a couple of hours or even can be measured in minutes. They caused them to be 1.75 days for books, and the turnaround time for articles to increase from 3.23 days, but that is much better than last year's rate of 5.06 days, which resulted from one item that had taken us nearly two years to receive before we were able to deliver it!

Total and Other ILL Statistics

Although our first full year of using SFX had substantial enough gains to cause a modest overall increase of 7.2% last year, reversing two previous years of declines, our second year of SFX usage failed to sustain the momentum, since we fell from 13,848 total requests last year to to 12, 215 this year (-12.1%).

The total number of packages wrapped for GIL EXPRESS reversed its downward trend of the last two years and had a modest increase from 4,140 last year to 4,402 this year (+6.3%). This year saw the first full year of the Courier service for ILL Delivery, for which we wrapped 906 packages, which was a slight increase for last year's ILL Total of 882 for both UPS CampusShip and the Courier Service, which did not start until October 12, 2009, so last year's total includes the 623 items shipped via the Courier Service.

This year continues to see the continuing acceleration of the diminishing use of ARIEL in the ILL workplace. Hardly a week goes by that we do not see yet another library announce that they are no longer using it, and this year, only about one-third of our requests of all our requests were sent or received by ARIEL, dropping from 937 received last year to 595 received this year (-47.2%), and decreasing from 1199 last year to 877 this year (-26.9%), with the overall total dropping from 2136 to 1472 (-31.1%) This year the number of articles received via Odyssey rose only slightly from 1311 articles to 1,347 (+2.7%) and those we sent actually decreased, since we sent 2,154 articles last year and 1,740 this year via Odyssey (-19.2%). Last year, the total ARIEL transactions of 2,136 equaled 38.1% of all items sent or received over the internet, but this year the 1,472 total ARIEL transactions represent only 32.2% of all articles sent or received over the internet. Both the decreasing use of ARIEL among ILL departments, and the increasing

incompatibility of the system with modern computer systems such as Windows 7 suggest that its demise will come well before the five to ten years that was predicted in last year's report.

Another alternative to ARIEL which first appeared as a statistical category two years ago are figures on e-mails sent and e-mails received, for an increasing number of libraries who no longer or never did use ARIEL are sending articles as PDF attachments to e-mails, or asking to have articles sent to them via this method. There was a dramatic rise from 84 articles sent last year to 233 sent this year by this means (+177.3%), but articles received via e-mail had only a miniscule increase, rising from 168 articles to 168 (+8.9%). Combining the two categories showed an overall rise from 252 to 416 (+65.1%). What is significant about this method of conveying articles is that it is free, both in terms of the technology and the means of getting it to the user, and requires little maintenance from overburdened IT staffs.

 Staff Accomplishments

Montgomery, Denise:

Attended the ILLIAD International Conference, March 23-25, 2011, Hilton Oceanfront, Virginia Beach, VA

Attended the GUGM Conference, May 19, 2011, Macon State University, Macon, GA

Have finished work on the 8th edition of **Ottemiller's Index to Plays in Collections**, which will be published in August 2011 by Scarecrow Press.

Listed in **Who's Who of American Women,** 28th ed., 2010-2011.

Wallace, Lina:

Lina is retiring on June 30, 2011, after 22 years of exemplary service; having served as an LTA in Reference, Government Documents, and Interlibrary Loan. She will be greatly missed!

Government Documents
(Public Services)
Summary Annual Report, Fiscal Year 2011

Public services in Odum Library's Government Documents department in FY 2011 largely depended on the transition between documents librarians/depository coordinators. For the fall semester of FY 2011, the new documents librarian, Emily Rogers, was also serving as the library instruction coordinator. Spring semester offered the first opportunity for her to begin concentrating on training with the documents librarian for technical services, Guy Frost, and on working with documents.

The new documents librarian has begun focusing on the important function of outreach to the public to increase access to government information and use of the collection. The FDLP provided an online survey of users of federal depository libraries, made locally available December 2010-February 2011 through a link on the government documents home page, a library blog entry, and postcard notices distributed in the library's reference area, especially around the four public-access computers for community patrons. Results of the survey, to be analyzed through the FDLP, are not yet available.

Other outreach activities have included reference-area exhibits for Constitution Day, Veterans, Notable Government Publications, and Georgia Recreation and Wildlife. The documents librarian initiated blog entries, averaging two times a month, featuring government information resources available online and in print. Topics for blog entries have included volunteering opportunities with government agencies such as national parks; State of the Union and State of the State addresses; federal and state tax forms and filing information; spring break travel opportunities in Georgia; the earthquake and tsunami in Japan; government information about snakes (to complement the exhibit in honor of the Bechtel herpetology collection donation); Census Bureau information on educational attainment; and an invitation for public comment on the draft Public Participation Plan for the Valdosta-Lowndes Metropolitan Planning Commission.

Statistics for reference questions, circulation, and consultations involving government documents have all increased since FY 2010. Average monthly use of government documents/information resources to answer reference questions is 19.1, up 114% over the 2010 average of 8.9. Circulation of government documents averages 18.8 per month, up 19% over the 2010 rate of 15.8. Consultations for government documents/information average 3.6 per month, up 56% over last year's monthly average of 2.3. As in past years, GPO's statistics for PURL referrals, which intend to reflect the number of times GPO Access links are accessed either through our web site or, predominantly, through our GIL catalog, are difficult to read conclusively (see GPO's 2010 press releases on reporting of PURL referrals at http://www.fdlp.gov/collections/building-collections/618-purl-referrals-reporting). GPO Access referrals are down, from a monthly average of 72.4 to 54.5, a decrease of 24%. It is particularly interesting to note the total FY2011 circulation rate of print documents to reported PURL referrals: 226 to 599. If we view PURL access as circulation records for electronic documents, this number demonstrates that approximately one-third of the documents accessed through the library are in print format.

In addition to the annual Georgia Depository Libraries meeting on December 15, 2010, the new documents librarian attended the spring meeting of the Federal Depository Library Council in San Antonio, Texas, April 4-6, 2011. This meeting offered an excellent opportunity for further depository coordinator training, including understanding ways to access Census 2010 results and the Government Printing Office's (GPO's) new digital system, FDsys, for free online access to official government publications. The documents librarian gathered further ideas for outreach, instruction, and research by attending sessions and networking with other depository coordinators, including Hallie Pritchett, regional federal depository coordinator for Georgia.

Campus and community awareness and use of the documents collection need development. The documents librarian engaged in outreach activities such as attending the Constitution Day lecture sponsored by the VSU Department of Political Science; including government information resources in library instruction sessions for economics and composition classes with an environmental focus; and participating in a training session on the Census 2010 and American Community Survey web sites offered through the Southern Georgia Regional Commission. Such activities offer opportunities to promote the documents collection and build campus and community circulation and reference consultation requests.

Staff training remains an important issue, with periodic reminders for reference staff to record questions about government resources as government documents reference statistics. Several reference department members were not recognizing annual publications such as the *Occupational Outlook Handbook* and the *Statistical Abstract of the United States* as government publications. In response, the documents librarian marked the spines of government publications within the Ready Reference collection with FDLP stickers as an aid to collecting accurate statistics for government information reference questions. The documents librarian can also better acquaint other reference staff with the arrangement of information and resources accessible through the documents web pages and solicit suggestions for ways to make these pages more accessible.

Ongoing projects include maintaining the government documents web site and developing the documents collection. Federal subject pages on the environment, commerce, and education have been updated, along with the local resources subject page. The government documents web guide that has received the most use this academic year is the Environment page, followed by Health, Law, History, and Labor. In the staff transition, the collection of documents received by request grew considerably less than in previous years: 577 in 2010 to 42 in 2011, reflecting the previous documents librarian's acquisition of several large offers from other depository libraries. Cultivation of the department's relationship with local and regional government representatives by the documents librarian should enhance the municipal documents collection. Active pursuit of offers from other depository libraries and of non-depository federal and state government publications should also contribute to reversing the direction of this trend in the forthcoming year. Cataloging of government resources is reported by the library's cataloging department.

STATE OF THE UNIT – Electronic Resources

Statistics for all databases licensed through GALILEO are reported in Table 1, and are taken from the new GALILEO reporting tool at http://stats-graphing.galileo.usg.edu
The new reporting tool does not track GALILEO sessions or logins.

This table excludes locally licensed resources for the first time; year-on-year comparisons cannot be made this year.

Table 1: GALILEO Usage Statistics

	FY 2011
Searches	1,329,252
Full-Text Views	278,644
Citation Views	253,585
Links Chosen	97,300

Adds:
RIA Checkpoint Tax Library (Thomson Reuters) - Mid-July 2010
IEEE Computer Society Digital Library - September 2010
WestLawNext - 2010
Children's Literature Comprehensive Database - November 17, 2010
Art and Architecture Complete - December 17, 2010
ACM Digital Library - January 3, 2010
JSTOR Life Sciences Collection - 2010

Drops:
Encyclopedia of Library and Information Science (online) - June 30, 2010
CCH Tax Research - September 1, 2010
STAT-USA - Ceased operations September 30, 2010
eBOARD - 2010
NCJRS - Freely accessible, no subscription 2010
WestLaw - 2010
Art Abstracts - December 2010
JSTOR Ecology and Botany Collection – 2010
JSTOR Biological Sciences Collection – 2010
JSTOR Health and General Sciences Collection – 2010

Statistics for those databases subscribed to locally by Valdosta State University are contained in Table 2. Since different databases offer different types of usage data, it is not relevant to post total figures.

Table 2: Locally Licensed Database Usage Statistics

Database	Sessions/Logins		Searches		Records		Full Text	
	FY10	FY11	FY10	FY11	FY10	FY11	FY10	FY11
Abstracts in Anthropology	Metapress does not offer usage statistics for Abstracts in Anthropology.							
ACM Digital Library								145
American Chemical Society Journals	1994	2946	3690	2623	2690	3940		2340
ARBAonline	295	92	1928	499				
Art & Architecture Complete		579		2768				186
The Art Museum Image Gallery		136	420	481				
Atlanta Daily World Historical Full Text		1377		4291				103
ATLA Religion Database with ATLASerials	3028	790	7662	10405				681
Atlanta Constitution Historical Full Text	944	1927	3236	6338				1661
Biography and Genealogy Master Index	1358	834	3187	1948				
Biological Abstracts	7549	3642	10084	16943				0

Database	Sessions/Logins		Searches		Records		Full-Text	
	FY10	FY11	FY10	FY11	FY10	FY11	FY10	FY11
Books in Print	349	907						
Children's Catalog		66	139	138				
Children's Literature Comprehensive Database				2116				
Choice Reviews Online	61	325						
Charleston Advisor							38	138
Christian Science Monitor Historical Full Text	600	1716	1695	5436				249
Chronicle of Higher Education		6898		7684				51739
CJPI (ProQuest Criminal Justice Periodicals)	3987	10465	12169	17721				3201
Ebrary							3820	3952
eMusicQuest	77	102	14	16				
Family & Society Studies Worldwide	1949	2534	9788	13076				12
Fiction Catalog		23	35	41				
GeoRef	1764	2917	6413	16034				0
GreenFILE	1002	1423	5597	7777				

Database	Sessions/Logins		Searches		Records		Full Text	
	FY10	FY11	FY10	FY11	FY10	FY11	FY10	FY11
Health and Psychosocial Instruments	75	251	119	595				
eHRAF World Cultures	216	85	377	80				
Guide to Reference		18						
IEEE Computer Society Digital Library				199				104
IngentaConnect	1168	870	439	213				
Inspec	1013	1340	5513	7332				0
JSTOR (new reporting tool in 2011)		36191	88407	84749				
Journals@Ovid	46	46	50	59				
Library Literature & Information Science	2279	3276	12008	17969				0
Library Literature & Information Science Retrospective		202	332	475				
Library & Information Science Abstracts (LISA)			1179	4712				152

Database	Sessions/Logins		Searches		Records		Full Text	
	FY10	FY11	FY10	FY11	FY10	FY11	FY10	FY11
Library, Information Science & Technology Abstracts with Full Text	6068	6403	19839	60921				12653
Meteorological and Geoastrophysical Abstracts (started January 2010)			71	633				0
New York Times Historical Full Text	1055	2111	3504	6967				2865
PILOTS Database			113	3611				
Physical Education Index			887	4130				20
Readers' Guide Retrospective		156	280	511				
Readers' Guide to Periodical Literature		100	187	299				
RIA Checkpoint Tax Library		1797						
RILM Abstracts of Music Literature	1029	1351	5662	7350				0
Safari Books							604	868
SciFinder		790	1151	2133				
Social Services Abstracts			633	4129				4

Database	Sessions/Logins		Searches		Records		Full Text	
	FY10	**FY11**	**FY10**	**FY11**	**FY10**	**FY11**	**FY10**	**FY11**
Sociological Abstracts			848	4211				
Standard & Poor's Net Advantage	Full reports missing from 2010-2011 months, not reported due to inconsistency							
State Academics of Science Abstracts	Database provider does not record usage statistics.							
Teacher Reference Center	1236	1744	7181	10061				0
Theatre in Video	89	125	42	81			80	48
Ulrich's Periodicals Directory	New SerialsSolutions reporting tool does not provide Ulrich's statistics before 5/1/11							
USA Trade Online	Not collected for GPO courtesy accounts							
Virtual Reference Library (Gale)		737		2019				
Wall Street Journal Historical Full Text	626	1768	1799	5556				177
Washington Post Historical Full Text	726	1794	2324	5710				920
Worldwide Political Science Abstracts			599	3812				4
Zoological Record	456	217	124	546				

Note: Blank cells indicate data is unavailable.

EBSCO A to Z

Table 3: EBSCO A to Z, Usage Statistics

	FY11	FY10	FY09	FY08	FY07
Total Searches	38,155	45,791	61,504	53,606	39,650
Total Sessions	24,170	30,484	22,793	33,705	28,707
Total Pages Viewed	94,910	116,252	126,586	132,844	109,557

Usage Totals for ACRL E-Metrics Report, FY 2011

	GALILEO	Local	EBSCO A-Z	Grand Total
# of Resources Reported	317	58 (63)*	1	381
Sessions/Logins	n/a	101,071	24,170	125,260
Queries/Searches	1,329,252	349,688	38,155	1,714,979
Full-Text	278,644	82,132	94,910	455,686

*The number of locally licensed resources in Table 2 total 63, but the five resources that did not release any statistics are not included in the total count.

Subject Guides and Tutorials

This section includes the Subject and Course Research Guides and Library Help, which includes the How to Research, Evaluate Sources, and Cite page and the E-Reference Shelf page. These statistics are from the Google Analytics Annual Report as provided by Jeremy Hankinson in the Automation Services department.

Table 4:
Total Accessions

	FY11	FY10
Subject and Course Research Guides	115,583	115,083
Library Help*	144,782	n/a

*"How to Research, Evaluate, and Cite" was replaced with the revised Library Help Index (/learn/index.shtml) in 2011.

Outreach

TABLE 1
STATE OF THE UNIT

Prepare a one-page sheet on the major accomplishments of your unit for the current FY. Include special accomplishments during the FY.   Include information such as the general accomplishments of the unit and accomplishments of staff. The information will be used to develop a summary of the major accomplishments of your unit for inclusion in the narrative section of the President's Annual Report to the USG Board of Regents. (List of items is acceptable; complete sentences are not necessary.)

General Accomplishments of the Unit (include new programmatic efforts and services)

- One off-site library instruction session was offered in Macon, Georgia for Dr. Leech.
- Online library instruction was delivered via Skype for the Macon, GA group of EdD students.
- I took Web Accessibility Training from Mike McKinley in July 2010 to learn how to create websites and documents that will be universally accessible.
- I met with Kimberly Tanner and Mike McKinley of the Access Office for Students with Disabilities in July 2010 to gain an understanding of the available software on the workstations in the two adaptive technology rooms.
- In March 2011 changes were made to the Services for Students with Disabilities webpage. I updated the listing of adaptive software available after personally auditing the technology. The website was also updated during a short span of time when community patrons did not have access to the workstations due to the implementation of Active Directory logins. This has since been resolved and community patrons are again able to use this equipment.
- Embedded Librarian requests have continued to rise. 4 librarians embedded in 9 classes during the fall 2010 semester. During spring 2011, 7 librarians embedded in 12 classes. In the summer of 2011, 8 librarians will embed in 14 classes. The yearly total represents an increase from 15 classes in FY2010 to 32 classes in FY 2011 (a 113% increase). All 8 reference librarians and Steve Scheuler, King's Bay librarian, participated during FY 2011. *Note: Statistics from the summer 2010 semesters are unavailable due to staff turnover at this time.
- The first faculty informational drop-in session about embedded librarianship was held in May 2011. Information about traditional library instruction was also presented. Howard Carrier, Michael Holt, and I coordinated the event.

Staff Accomplishments:
- Williams, G. (2011). "Off the Shelf Book Review: Sisters Red, by Jackson Pearce". *Georgia Library Quarterly. 48*(1), 24.
- Williams, G. (2011) "My Own Private Library". *Georgia Library Quarterly. 48*(1), 4-5.
- Archer, E., DeVane, R. & Williams, G. (2011). "Using Digital Media to Support College Student Learning". Panel presented at the Online Lifeline Conference, Valdosta, GA.

- First Year Faculty Resources grant received ($3000) to support research on online embedded librarianship in USG institutions.
- Article in progress on embedded librarianship in USG institutions
- Article submitted about the history of Odum Library's embedded librarian program (with Laura Wright, co-author).
- Participated in ACRL eLearning course " Learning "To Go": Using the Learning Object Model to Develop Online Instruction"
- Admitted to MEd Higher Education program for Fall 2011
- Committee work:
  - Signage/Space/Noise Committee (Odum Library) – secretary
    - Library Signage/Policies Subcommittee
  - Disaster Planning Committee (Odum Library) – chair (as of June 2011)
  - Web Committee (Odum Library)
  - V-Text Committee (Odum Library)
  - Library Instruction Committee (Odum Library)
  - Academic Honors and Scholarships Committee (VSU)
  - Scholarship Committee (GLA)
- Courses taught: Introduction to Library Resources – LIBS 1000 (Spring 2011)

<u>FY2011</u>
STATE OF THE UNIT – Reference Desk

All statistics are derived from the Libstats report from June 1, 2010 to May 31, 2011.

TOTAL QUESTIONS

Total Reference Desk questions:
- 16,548 (+8% on FY2010)

Questions by status:
- Reference Librarians: 13132 (-2%)
- Peer Reference Counselors and Interns: 3416 (+73%)

Percentage of total questions by status:

- Reference Librarians: 79% (-8%)
- Peer Reference Counselors and Interns: 21% (+8%)

QUESTIONS BY TYPE

Reference Librarians:

- Directional: 3945 (-20%)
- Reference: 5383 (+6%)
- Technical: 4202 (+25%)

Peer Reference Counselors and Interns:

- Directional: 845 (+14%)
- Reference: 1538 (+88%)
- Technical: 635 (+55%)

OVERALL STATISTICS

Questions by Type:

- Directional: 4671 (-17%)
- Reference: 6575 (+12%)
- Technical: 4736 (+25%)

Questions by Format:

- In-Person: 13829 (+7%)
- Chat: 1491 (+14%)
- Text Message: 48

- Phone: 897 (+10%)
- Government Documents: 233 (+97%)

Questions by User Type:

- Unknown: 502 (-50%)
- Student: 13797 (+8%)
- Faculty/Staff: 854 (+44%)
- Community: 839 (+27%)
- GHP: 556 (+54%)

Questions per Week:
- Total: 318.23 (+8%)
- Reference Librarians: 252.54 (-2%)
- Peer Reference Counselors and Interns: 65.69 (+73%)

STATE OF THE UNIT – Technology

The following technology-based services were provided for Reference Services in Fiscal Year 2011.
1. **Website Usability**

In FY 2011, Odum Library conducted ten one-on-one website usability tests. Participants were asked to perform particular library-related tasks, and their actions were recorded by two outside researchers, Rebecca Murphy and Ebonye Bennett. The researchers then reported their results in January 2011. Their findings included:
1: The E-Reference Shelf's title is misleading, and the E-Reference shelf page is over-cluttered. All ten participants were not able to find the definition of a word using library resources. The one person that found the E-Reference Shelf page was daunted by the large, cluttered amalgamation of websites.
Actions: The Reference Department will conduct focus groups in the Fall, and look for a preferred name for the page from students, along with positioning on the front page and desired content. The E-Reference Shelf page has been revised to reflect library resources, also providing a link to the Internet Public Library for lists of recommended websites.
2: We confirmed that students often do click on "Library Help" when looking for help.
Actions: The Library Help page has been merged with "How to Research, Evaluate Sources, and Cite" on the /learn index page, with a focus on more video content, along with text pages for accessibility purposes and learning style preferences.
Additional issues found in the Usability Study and issues that Reference has with the website are being collected and either acted upon or marked as to be addressed in focus groups and one-on-one usability tests.
2. **Live Chat Reference Services**
3. **Text Messaging Reference Services**

In FY 2011, Odum Library implemented a Twilio text messaging gateway through LibraryH3lp. The result is a fast, reliable text messaging reference service that works through our chat system. Costs for the text messaging system are far lower than the original Verizon/Motorola Droid gateway, and we have not experienced any glitches or technical problems with the service this year.
Live Chat and Text Messaging statistics are not available at this time, due to a LibraryH3lp upgrade that has removed the "Reports" option until the upgrade is complete.
4. **Email Reference Services**

This year, Reference Services received 191 email reference questions through the Live Chat email form, up from 170 last year.
5. **Mobile Website**

Reference has been testing the LibraryH3lp mobile widget in anticipation of the development of a mobile website by the Automation department. We have been reporting problems to the LibraryH3lp developers, including Javascript errors on Apple iOS devices.
"Odum Library Blog" and "Social Networking Tools" have moved to Marketing.

Annual Report FY2011 Marketing

-This annual report contains materials from events that took place under the supervision of two librarians. Reports for events that took place in Fall 2010 were prepared by Laura Wright and reports for events that took place during Spring 2011 were prepared by Michael Holt.

Marketing activities in chronological order
Student Planners / Welcome Kit
Campus Organization Resource Fair for RAs
New Faculty Opportunities
Fall Explosion
Treasure Hunt
The Happening
Parent's Weekend
Departmental Meetings
Game Board Night
Online Lifeline Conference 2011
Visitation Days
Read Fest 2011 (More…with President Schloss TV)
University Librarian Candidate Search
Vtext Repository
Social Media
Quiet Zone Maps

Student Planner / Welcome Kits
July 31, 2010 - Materials were due to Housing & Residence Life for inclusion in welcome kits. Welcome Kits were distributed to 3000 students.
- 3000 Wordle Library Postcards

Campus Organization Resource Fair for RAs FY2010
August 4, 2010, 11:00 in the Bailey Science Center, Room 3009
Housing & Residence Life's organized this event. All RAs were required to visit each table at the fair.
Attendance
- 75 RAs (all are required to attend)

Volunteers
- Laura Wright

Laura went to the RA Training Resource Fair. Each of the campus departments invited to present had about 5 minutes to speak. Laura passed out a flyer with programming information, including my contact information, on one side and the flyer for the vampire mystery on the other. Other campus departments included Health & Wellness, Alcohol & Drug Education, and the Access Office.

New Faculty Orientation Folders FY2010
Part-Time Faculty Orientation, Monday, August 9 at 5:45 pm in Odum Library
New Faculty Information Fair, Tuesday, August 10 at 4:20-5:20, UC Magnolia Room
New Faculty Orientation, Wednesday, August 11 at 9:10 and 11:15 am in Odum Library
- Part-Time Faculty Orientation – 9 attendees
- New Faculty Orientation – 50 attendees.
Volunteers
- Emily Rogers – Part-Time Faculty Orientation
- Emily Rogers, Deb Van Petten – New Faculty Information Fair
- Emily Rogers, Laura Wright – New Faculty Orientation

Folder Contents:
      2010 New Faculty Welcome Letter
      Library Instruction Brochure
      What's New at Odum Library
      Odum Library Reference Services Flyer
      Government Documents Handout
      VSU Archives & Special Collections Handout
      Odum Library Media Services Handout
      Odum Library Floor Map
      Odum Library Acquisitions/Serials Department Brochure
      Faculty Guide to Odum Library Circulation Department Brochure
      Library Liaison's business card
      Embedded Librarian Flyer
      Distance Learning Faculty Brochure
      Odum Express Brochure
      Find It! SFX Brochure
      Top Ten Services

Information Fair
Table set-up:
      Library sign
      Candy bowl
      What's New displayed in table top sign
      Reference flyer displayed in table top sign
Emily checked out a laptop with wireless access

Treasure Hunt FY2010 - Fact or Fiction: Vampires in Odum Library?
Friday August 20, 2010 4 pm
      Odum Library, room 1480
Marketing
- Advertised as part of Fall Explosion
- Advertised in Housing & Residence Life's scavenger hunt
- Advertised as part of Survive the First Six (I am not sure who organized Survive the First Six)

- Blogged Friday, August 17.

Sponsors
- Odum Library
- Bookstore
- Tech Shop

Attendance
- 3 faculty, 36 students, 1 visitor = 40 total participants finished the mystery

Volunteers
- Laura Wright
- Jeff Gallant
- Deb VanPetten
- Emily Rogers
- Ginger Williams
- Denise Montgomery
- Charles Wright (Community)
- Circulation and Media staff
- PRCs and Intern

This year's mystery flowed better than previous years. Each team had to find the same clues but their clues were in arranged in different orders, which relieved the congestion and follow-the-crowd mentality we have experienced in previous years. The mystery was not a race but students are quite competitive and like to finish first, or at least not last.

Ten clues led each team through the library. They visited the following areas: reference desk, live chat, copy room, stacks, reserves, circ II, media center, 3rd floor sitting area, and archives (clues were posted on the door because archives was closed). Rex and Alan were enthusiastic about participating in the event.

Each team had to find all the clues. Some clues had answers. We gave teams pencils and maps. One clue was misplaced partway through the event; we suspect that one team sabotaged the others by hiding the book in which the clues were hidden. We pointed the remaining teams on to their next clue and did not hold the missing clue against them. Each team's last clue directed them to Room 1480. Their clues were checked for the correct answers and each member was asked to show their VSU id and allowed to enter the prize drawing. Only VSU students could enter the prize drawing. Faculty and visitors were welcome to participate and enjoy pizza and received a bag.

Students were laughing and seemed to enjoy themselves. One team did quit partway through the mystery.

Happening FY2011
Thursday, August 26, 2010, VSU Front Lawn
Marketing
- Student Life heavily markets this event as part of their "Fall Explosion" series of events.
Sponsors
- Odum Library
- Sodexho

Attendance
- Hard to say, there were lots of students wandering through the Happening. I did not try to count how many came by the library station.

Volunteers
- Jeff Gallant
- Ginger Williams
- Denise Montgomery
- Emily Rogers
- Laura Wright
- Deb VanPetten

At the library station we had water and cups, donated by Sodexho, and the library services handout copied on bright yellow paper. We also had foam visors and brightly colored plastic boomerangs donated by Sherrida. We had alphabet and Halloween foam stickers to use to decorate the visors and boomerangs. Students like to put their names or initials on the visors and boomerangs. A few handouts were taken.

All the reference librarians pitched in and provided lots of help with set up and clean up. Everyone took a turn staffing the library station; as a result no one got overtly hot or tired from spending a long time outside at the Happening. It is nice to have at least two people staffing the station.

Parent's Weekend FY2010
Parent's Weekend, September 11 & 12
Academic Expo, Saturday, September 12 9:30 am – 11:30 am
Marketing
- Marketing for Parent's Weekend is handled by Event Services

Sponsors
- Odum Library

Academic Expo
Attendance
- Attendance was steady but not too heavy throughout the morning at the Academic Expo.
Volunteers
- Deb Van Petten
- Laura Wright

There was a steady, but not heavy, flow of visitors at the Academic Expo. Most of the visitors were parents, as the morning progressed we saw more students with their parents. The students received the IT Student Resource diskette at orientation so we do not need to bring that to the Expo next year. The parents were pretty interested in the library hours and the live chat, we emphasized that we try to make it easy for students to ask for help.

Departmental Meetings Fall 2010
Various times during the semester, each librarian was responsible for inviting himself or herself to a departmental meeting.

Volunteers / Attendance
- Jeff Gallant

- Denise Montgomery
- Emily Rogers
- Deb Van Petten
- Ginger Williams – Adult & Career Ed, 10 attendees
- Laura Wright – Psychology & Counseling, approximately 17 attendees

At the end of July I emailed the library faculty listserv asking all the liaison librarians to contact their departments and invite themselves to a departmental meeting. I asked the librarians to tell me if they planned on attending a departmental meeting so that I could prepare a sufficient number of handout packets. Each handout packet included a copy of the What's New at Odum Library handout, the Library Instruction Brochure, and a two-question assessment.

We used the same assessment this year as last year. The assessment was two questions:
1. Was the information covered today useful?

Please circle the one that best applies

Not Useful …   …Very Useful

1   2   3   4   5

2. What would you like to learn more about?

For the assessment I recorded the name of the librarian, the department, the number of attendees, and the results of the assessment in an Excel spreadsheet.

* This activity was assessed. The assessment results are in the Departmental Meetings Fall 2010 Report on in the Marketing Annual Report Folder for FY 2010-2011.

Game Night FY2011
Odum Library Room 1480
2010: September 3, October 1, November 5
2011: February 3, March 3, April 7
Marketing
- Handled by Natural High
Sponsors
- Odum Library & Natural High
Attendance
- Good, with an average of 18 – 28 people through the evening
Volunteers
- September 3, 2010
- October 1, 2010
- November 5, 2010
- February 3, 2011 – Mike
- March 3, 2011 – Laura
- April 7, 2011 – Denise

Natural High provides refreshments and brings a variety of games. The reference department provides a few games as well. When possible a librarian attends Game Night. Game Night is a

lot of fun for the students and the librarians. It is a good opportunity to meet students in a slightly different environment.

Online Lifeline Conference
Regional Center for Continuing Education, 903 N Patterson St.
February 16-18, 2011

-HUB Social and Technology Showcase
The Garden Center Conference Room – February 17, 2011 5:30-8:30 PM
      -Laura and Deb presented on using Films on Demand
      -Mike and Jeff presented on Vtext

Over one hundred people attended this informal presentation opportunity. Both presentations from Reference were well received by the conference goers. The response we received at this event suggests that Vtext should have a yearly presence at this showcase. In addition, it would provide an excellent marketing opportunity for any new technological services that reference needed to promote in the future.

-The library table
The table was in a nice corner position this year with good visibility. I am satisfied with our choice to have a non-staffed table. Based on this and last years' experience I plan on setting up an informative, attractive, non-staffed marketing display again next year. In addition, I also left Vtext materials at the library table. I left around 30 Vtext bookmarks at the table, which had all disappeared by the end of the conference. This result suggests that it may be a good idea to continue to leave Vtext materials at the conference in future years.

Visitation FY2010
Mezzanine of the PE Complex
Set up by 10:15, students visiting 10:30 – 11:15
Saturday, November 14
Saturday, February 5 – Mike & Ginger
Saturday, March 26 – Mike & Emily
Marketing
-   Visitation Day is organized and advertised by the University.
Sponsors
-   Odum Library
Attendance
-   Attendance varies.

Read Fest 2011
National Library Week
Create your own story @ your library
Friday April 15, 2011, 9:30 – 11:00 am

VSU West Hall Front Lawn
Marketing
- More…with Dr. Schloss (TV show)
  o Filmed 03/01/2011 Laura Wright, Michael Holt, and Jherilyn Tuttle
- VSU online press release April 18
- Valdosta Daily Times reporter came to Read Fest, interviewed Michael Holt, published a story in the Saturday April 17, 2011 edition.
Sponsors
- Campus Dining Services/Sodexho
- VSU Bookstore
- Dewar College of Education
- Student Council of the International Reading Association
- Odum Library
- Bruester's
- Inner Perimeter Road Chick Fil A
- Parking & Transportation
- MLIS
- Access Office
- Athletics
Attendance
- Westside Elementary School Pre K
  o 2 classes, 40 students, 2 teachers
- Clyattville Elementary School Pre-K
  o 4 classes, 65 students, 3 teachers
- Pine Grove Elementary School Pre-K
  o 3 classes, 60 students, 3 teachers
Volunteers included students, staff, and faculty from
- Odum Library
- Dewar College of Education
- MLIS Department
- Black Student League
- Alpha Phi Omega

*This activity was assessed. The assessment results are in the Read Fest 2011 document in the FY2010-2011 Marketing Annual Report Folder.
*Laura and Mike are in the planning and research stages on an article about ReadFest and Outreach to the Community in Academic Libraries.

VText Repository
I chaired the Vtext committee and oversaw the addition of several new collections, including the Online Lifeline Conference collection and the OASIS collection.

I attended the Online Lifeline Conference technology showcase, where I presented and publicized Vtext to the VSU community

I attended the Gil Users Group Meeting 2011 conference where I presented on VSUs efforts to build and maintain Vtext.

Social Media
The blog has been updated at least weekly, and is usually updated several times a week.

The library Facebook account is updated with the same information as the blog. Plans are in place to develop unique content for the Facebook account in the fall.

There are also plans to attempt to incorporate Twitter into our social media strategy is well.

Plans are also underway for a social media committee that will set down policies for posting to social media when representing the library.

Quiet Zone Maps
Quiet Zone Maps have been updated since the renovation has been completed. Quiet Zone Maps were displayed at the beginning of the semester, and the last few weeks of the semester.

Print Resources - State of the Unit FY 2011

Health & Medical Reference Materials Initiative survey was sent to the Nursing faculty and staff. The deadline has been extended.

Moved to Office 1611 as Elizabeth was hired for the new Library Technical Assistant position in Reference. Elizabeth and I are reviewing/revising policies, procedures and training materials for the Peer Reference Counselors, as she is now their supervisor. We have also hired a new graduate assistant and a new Peer Reference Counselor.

Taught one section of VSU 1101 during Fall semester of 2010. VSU 1101 has been revised and is now PERS 2699. Am attending orientation/training sessions to become acquainted with the two (2) new textbooks required for the course.

Working with the Reference librarians to order more ebooks for the collection.

Initiated review of serials by the Library and MLIS faculty has been completed. List of titles for possible cancellation due to budget cuts has been emailed to everyone involved.

With the library renovation project done, am working on a plan to shift the Legal/Index collections due to lack of space in parts of the collections.

<u>Circulation</u>

ODUM LIBRARY STATISTICS FOR ANNUAL REPORT JUNE 1, 2010 - MAY 31, 2011

I. CIRCULATION TRANSACTIONS	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
(General Collection)													
Main - General Collection	2,754	1,632	1,892	3,367	2,907	2,779	832	1,863	2,675	2,783	3,111	1,206	27,801
FY 10	2,978	1,952	1,989	3,611	3,335	3,391	958	2,267	3,487	3,204	3,494	1,408	32,074
Renewals from General Collection	1,085	752	891	1,077	1,625	1,618	620	579	983	1,890	2,280	1,685	15,085
FY 10	740	718	602	969	1,382	1,561	848	733	1,018	1,841	2,937	1,837	15,186
Gil Express (Books Requested from VSU)	160	131	278	246	336	237	16	246	250	256	254	206	2,616
FY 10	245	254	297	285	282	244	43	250	210	305	272	132	2,819
Gil Express (Books Charged at VSU)	164	127	216	257	206	191	82	204	239	246	195	106	2,233
FY 10	188	144	240	265	295	223	86	243	239	207	218	136	2,484
Net Library Hits	78	80	176	261	291	357	106	208	368	256	412	161	2,754
FY 10	166	161	172	131	132	234	128	217	250	201	379	138	2,309
eBrary Documents Viewed	178	226	161	329	364	515	406	189	428	379	585	192	3,952
FY 10	281	310	156	314	345	421	241	277	408	368	521	178	3,820
Safari Sections Viewed	6	57	4	42	19	11	10	90	45	27	194	363	868
FY 10	233	6	97	18	15	23	9	69	31	24	42	37	604
Main - Media Equipment	773	919	772	2,311	2,023	2,264	926	905	1,356	1,486	3,285	931	17,951
FY 10	577	951	1,353	1,986	2,080	2,489	562	1,324	1,812	2,103	2,406	719	18,362
Gov Documents (Federal)	10	0	14	4	21	28	6	7	18	37	43	0	188
Gov Documents (Federal) FY10	9	0	0	25	8	27	3	8	27	18	31	4	160
Gov Documents (Georgia)	1	1	1	2	1	15	1	3	4	1	10	0	40
Gov Documents (Georgia) FY10	0	0	3	0	0	1	0	3	0	11	9	3	30
TOTAL CIRCULATION (GENERAL)	5,209	3,925	4,405	7,896	7,793	8,015	3,005	4,294	6,366	7,361	10,369	4,850	73,488
FY 10	5,417	4,496	4,909	7,604	7,874	8,614	2,878	5,391	7,482	8,282	10,309	4,592	77,848
II. RESERVE TRANSACTIONS													
Books, Articles -- Regular & Overnight	463	427	641	963	1,131	1,306	510	817	1,000	1,136	1,392	79	9,865
FY 10	450	374	421	722	643	773	347	574	447	1,097	1,445	522	7,815
Realia (Rooms, Headphones, etc.)	475	527	229	385	402	436	188	282	140	91	216	45	3,416
FY 10	803	864	769	1,686	1,620	1,501	657	679	1,365	1,106	1,395	525	12,970
Electronic Reserves Accessed	541	1,960	3,681	3,250	2,301	1,413	775	4,990	5,610	3,029	5,162	14,430	47,142
FY 10	619	250	225	76	56	86	25	121	93	240	73	569	2,433
TOTAL RESERVES	1,479	2,914	4,551	4,598	3,834	3,155	1,473	6,089	6,750	4,256	6,770	14,554	60,423
FY 10	1,872	1,488	1,415	2,484	2,319	2,360	1,029	1,374	1,905	2,443	2,913	1,616	23,218

III. ATTENDANCE													
Library North Entrance	22,097	25,236	35,339	59,195	50,025	40,942	27,179	29,406	38,980	38,237	51,192	22,747	440,575
FY 10	24,861	31,939	32,255	36,845	50,782	35,802	14,463	30,796	44,988	42,015	50,623	19,755	415,124
Library South Entrance	23,474	23,985	27,332	46,387	38,884	34,223	17,141	20,820	31,370	28,300	44,838	20,822	357,576
FY 10	23,644	27,139	38,373	52,995	48,383	47,660	26,237	28,563	36,380	33,327	45,547	22,698	430,946
TOTAL ATTENDANCE	45,571	49,221	62,671	105,582	88,909	75,165	44,320	50,226	70,350	66,537	96,030	43,569	798,151
TOTAL FY 10	48,505	59,078	70,628	89,840	99,165	83,462	40,700	59,359	81,368	75,342	96,170	42,453	846,070
IV. MISCELLANEOUS													
Desk Questions (Walk-Up)	355	295	300	511	478	608	215	408	369	388	541	369	4,837
Desk Questions (Phone)	295	226	219	397	365	341	299	302	199	209	251	259	3,362
Community Borrower Applications	7	11	6	7	3	4	3	3	4	4	2	3	57
Main - Overdue & Fine Notices	608	844	466	801	688	598	622	699	651	599	661	448	7,685