Library Annual Report

FY 2012

Acquisitions and Serials

STATE OF THE UNIT

<u>Acquisitions Activities</u>

- The Acquisitions Unit purchased 6,131 monographic items at a price of $286,378.72.

- The Unit purchased 2,030 serial items at a price of $1,057,287.57. This total includes 13 new subscription titles. 71 titles were cancelled.

- An additional 1,367 periodical titles were added via the Wiley Online Library, bringing the serials total to 3,397.

- As part of the acquisitions process, 5,809 bibliographic records were brought into the GIL catalog.

- Acquisitions deselected 806 old, damaged, or lost items.

- Acquisitions weeded the H's, L's, and RT's, withdrawing 1,161 second copies.

<u>Collection Development</u>

- Ken Smith submitted two successful funding pool requests to purchase YBP Core Title books. The first, covering quarters 2011 Q1 &2 was in the amount of $21,638.78. The second, for quarters 3 &4, was in the amount of 18,331.96

- Ken Smith, working in conjunction with Fred Knowles, submitted a successful Library Funding Pool request in the amount of $22,342.95 to buy books on Native American Studies.

- Ken Smith, working in conjunction with Shirley Hardin, submitted a successful Library Funding Pool request in the amount of $6,484.30 to buy books on African American Studies.

- Ken Smith worked with Nursing on a successful serials cancellation project.

- A new approval plan was established for Early Childhood Education and Special Education to buy academic books . (The existing plan was limited to Children's Award books.)

- The approval plan for Communication Arts was expanded to include books in the area of Public Relations.

Repairs & Binding

- The Acquisitions Unit repaired 352 books in-house.

- 1,350 bound periodical volumes were added.

- 338 theses were bound.

- Additional binding includes: 180 Monographs/Books, 67 Music Scores, 10 Rebinds, and 3 Serials.

ARCHIVES

2012 Annual Report Narrative for VSU Archives and Special Collections
General Service:

The VSU Archives and Special Collections served a total of 465 walk in patrons and a total of 301 phone and email patrons. This gives us a total of 766 patrons served, a decrease of 210 patrons or 13%. This is exactly the percentage we grew by last year. Part of the decrease is due to poor record keeping because we had an entirely new student workforce who did not ask patrons to sign in and took several months to become comfortable with the libstats program we use to record questions.

Outreach:

- Completed the "Art in the Odum" exhibits on the first and second floors of Odum North. This project took place from March – October of 2011, so it also appears on last year's annual report. 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, and working with Plant Operations, later permanently hung in its own alcove on the first floor, with documentation.
    - Kessler Collection: 1 tapestry, 1 weaving, and two framed photography hung in gallery area. Completed August 2011
    - In October, we hosted an Art in Odum event with special guest Ross Rosenberg from New York who spoke about his work and the exhibit. In lieu of an appearance, which she had to cancel at the last minute, Amalia Amaki donated six boxes of African American art books and ephemera to the library. Approximately 100 people attended the event, which was covered in the press through the VSU blog and the _Valdosta Daily Times._
    - PR for the art exhibit and the event included several articles in the _Times,_ on library and campus blogs, and an editorial praising the project in the _Valdosta Daily Times._
- 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 in October of 2012. This is a project that straddled last year's and this year's

annual report as it happens in October. Our Art in Odum event was publicized through Georgia Archives Month.

- The VSU Archives created a gallery exhibit, "The Kessler Collection" from January-April in the Odum Gallery, including 26 images of Tibet and 7 antique Indonesian IKAT tapestries. Elantu Veovode, local artist, assisted with research and hanging for this exhibit.
- The VSU Archives worked with art students and the VSU Gallery to present a student art exhibit, April-May of 2011 in the Odum Gallery. This show was a continuation of the VSU Gallery's senior exhibition.
- The VSU Archives created "Old Photographs, New Ideas" as a gallery show in the Odum Gallery from May-July. The work of student artist Alli DelleDonne, who created a series of pieces using images she had scanned from the archives, was combined with archival photographs for this show. The VSU Archives purchased three of DelleDonne's works based on archival images, and the artist donated a sculpture on the same themes. These will be part of the library's permanent art collection and will be hung in the archives and the third floor gallery when shelving renovations are complete.
- The VSU Archives is currently working with Andrew Tatler Burgess, a non-traditional student who has made a two-year loan of 100 medieval manuscripts, incunabula, and rare prints and engravings to the Archives. Working with student researchers, we are creating a descriptive catalog of these works, and starting in August of 2012, will have a series of revolving exhibits in the Odum Gallery and in Archives. Specialized workshops will be a part of this project in 2012-2013.
- Created a permanent 26-shelf exhibit on VSU History and Spirit for the VSU Hall of Fame Board Room, June, 2012.
- 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, 10 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; , and narrating the adult dance competitions for the International Folkdance Competition in March 2012.
- Oversaw permanent hanging of Odum Library Medieval Manuscript framed images to begin creation of third floor gallery.
- Participated in Parent's Day tours, September 2011. Gave Art Tours.
- With the Phi Alpha Theta, the history honor society, created table display and manned an Archives booth at the Happening, August 2011.
- Helped organize the Jack Kingston gift recognition event in October 2011.
- Library Blogs, VSU Blogs, Odum Commodum entries for all exhibits as well as VSU History Show-- 20 slide sets for new digital signage.

Teaching:

In 2011-2012 Deborah Davis taught 40 classes in Archives. This represents a 25% increase over two years ago, and holds steady with last year's increase. Even though we taught fewer History 3000 courses, we added art classes and continued our experiment with three-part history capstone classes and extended the three-part library instruction model to History 3000. The archivist is currently preparing to teach MLIS 7710, Archival Theory and Issues, for Fall of 2012.

- We continued 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, we continued our three part instruction on books, journals and primary sources/internet sources. According to student evaluations and professor interviews this approach has led to marked improvement in student research and more comprehensive bibliographies on student papers.
- Taught 2 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 John Crowley Collection. These classes met a total of 11 times.
- Taught 3 sessions of Ancient and Near East history on the Babylonian Clay Tablets.
- Taught three History of Disease classes and one history of food class
- Taught 12 orientations for our Volunteer Project
- Taught 5 classes centered on the library's art collections
- Worked with History graduate student and with IT to design a project and database for Civil Rights Newspaper indexing project.
- Supervised two interns, Valerie Clisbee from History who worked on Civil Rights Newspapers in addition to the above project, and Stephen Hornsby of MLIS (a distance internship) who is working on Metadata editing in Vtext. Both interns were summer of 2012.
- Taught 4 high school orientations on Art and the Babylonian Clay Tablets.

Volunteers:

In 2011-2012 year we had 80 volunteers. This is 15 more volunteers than we had the previous year, and these students worked a total of 1,356.5 hours, 395.5 more than the students worked last year. These volunteers donated hours whose total value is $9,834.62 to the Archives.

Create Research:

Volunteers indexed and added 9,482 descriptive records to our online databases for the Campus Canopy, the Publicity Scrapbooks, the *Valdosta Daily Times Vital Records Index*. This number is double last year's total. It partially reflects the increase in volunteer hours, but also the shift to the vital records project because records there are accrued more quickly.

For other records added to databases, see below.

Website and Digitization:

- Our Google Analytics show that we had 19,569 visitors to the VSU Archives Web Site in 2011-2012. This is a decrease from last year, which is to be expected since we focused our new content this year on Vtext additions. The Vtext numbers are aggregated for this year and show 19,588 views for all of Vtext. Since the Archives is responsible for the Archives Community and for the Thesis and Dissertation area of Vtext, and most of these hits come from the Thesis and Dissertation area, we are cautiously claiming that number. We scanned in the following areas:
- African Songye Tribal Artwork
- Art in Odum 2011 Project / Webpage
- David Williams Oral History Tapes and Transcripts
- Ashley Hall- Scans
- President's Annual Reports
- VSU Bulletins
- Pinecone 1977
- Converse Hall Cornerstone Ceremony 1975
- Nineteenth Century Song Book
- Vladimir Nabokov Collection
- Photographic Plate Scans
- Blazer Baseball Books
- Vertical File Photo Restoration
- Folklife- Harper Negatives and

Acquire and Preserve Materials:

This was an almost record year for VSU Archives acquisitions. The VSU Archives acquired 170 linear feet of new materials this year, not including Art. Notable non-art acquisitions include 45 feet from the William Gabard collection, most of which will be added to the library, but which also includes rare books and special collections materials; 65 feet from the Alumni Association, University Relations, and Special Events; and 20 feet from the President's Office. Louis Schmier donated 8 feet of Nazi-printed material and a collection of 50 paperback World War II history books. We also added over 19 feet of 16mm football film from Athletics.

In addition to the above 170 feet, we also acquired 30 feet of Songye Tribal art from the US Fish and Wildlife Agency in Atlanta, Ga. This represents a very important acquisition. In an effort to identify this art, which includes masks and tribal power figures, Elantu Veovode, a local artist, has created field drawings of each piece, which can be clearer than photographs for identification purposes. We also acquired four paintings and a sculpture through gifts/purchases this year. Julie Bowland, Gallery Director, donated "St. Marks Winter Palms" and Alle DelleDonne donated the sculpture "Cameo." The VSU Archives purchased three works by DelleDonne which were created using VSU Archives Photographs.

Archival Description:

This year we added 3,178 records to our Archon system. These represent folder or item level descriptions in Archon. This is lower than in past years, but they represent new

records, not those we imported or pasted in. We also are exploring which records to use from Archon to tally these totals. We will be going forward with the Collections, Subjects and Digital Items totals from now on. In the past we have used larger aggregate numbers. We added 9482 records to our indexing databases for the Campus Canopy and Vital Records. These records were created by student volunteers.

External Funding

- The VSU Archives continues in year three of the GKR state-wide grant through additions to the Vtext server and work with committees, state-wide and local. We are currently supervising an intern, trained by the project, doing metadata editing in our Vtext.
- Archivist wrote NEH/ ALA GHC Let's Talk about The Civil War with the VSU History Department and Chris Meyers, $2,500.00 and 60 books supplied for the project. Grant was funded by Georgia Humanities Council and the program will start in Fall of 2012.
- Just completed the NEH Preservation Assistance Grant for 6,000.00 to fund consultant on Digital preservation. Hosted consultants, completed survey, and have received final consultant report.
- Funding pool proposal for $10,000 funded to create digital classroom in Archives. Classroom complete.
- Funding pool proposal for $13,000 approved to purchase bookeye scanner. Funded, but not purchased because the equipment was slightly used and Purchasing would not give final approval.
- Volunteer program brought in 961 hours' worth $9,834.62 to Archives.

Processing:

This is a new metric that we are keeping and is partially reflected in the Archon statistics above, in that everything processed must have an Archon record. Notable collections processed include The Kessler Collection, with 102 digital images added to Archon. The David Williams Collection included 158 oral history interviews on VHS and cassette tape. All interviews were digitized and added to our collections with records in Archon. The 22-foot Arthur White collection relating to his time as a reporter for *Time* magazine was completed in Archon, with the processing done by students and student volunteers in a large project in Fall of 2011. Other significant collections processed include the Schmier Collection, the reprocessing and moving of the Georgia Library Association Collection, and numerous parts of the University Archives.

Assessment:

The VSU Archives and Special Collections continued to assess student satisfaction and student learning in 2011 and 2012. The average for perspective classes, 1000 level classes, and high school groups for satisfaction was 4.0. The average for upper level classes was 4.62. Where a test was included with the evaluation, students achieved 83%. Other evaluations of student learning were more qualitative and were judged through professor interviews and grades on assignments.

Activities of Staff and Faculty in Archives
Deborah Davis:
Service to the Profession
Service to the Profession in the State:
> Georgia Library Association, member and Archivist. Attended annual meeting and have worked with officers on questions for materials from GLA Archives.
> Society of Georgia Archivists, member: attended 2011 Annual meeting in Morrow, on the program planning committee with responsibility for planning a session on Digital Preservation for 2011 meeting and on Assessment for the 2012 annual 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.
> 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.
> University Assessment Committee member representing the library. Resigned in June 2012 when Archives reorganized under the graduate school.

Service to Odum Library:
> Library Art Committee, Chair. See description of Art in Library outreach.
> 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. Completed draft in July 2012.
> Vtext committee, responsible for creation, outreach, and maintenance of VSU's institutional repository, Vtext. See above under Digitization for activities. Member
> Library Emergency Planning and Preparedness Committee, Member, not active this year because of Art Committee commitments.
> Library Signage and Space Utilization Committee, member. Chair space utilization area. Member, attend as time permits.

Service to the Community:
> 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:
 Oguz, Fatih and Davis, Deborah S. (2011) "Developing an Institutional Repository At a Medium-Sized University: Getting Started and Going Forward," *Georgia Library Quarterly*:

Vol. 48: Iss. 4, Article 5.
Available at: http://digitalcommons.kennesaw.edu/glq/vol48/iss4/5

Presentations:

Davis, Deborah, Moderator, Digital Preservation Session, Society of Georgia Archivists Annual Meeting, November 2011.
Davis, Deborah, Panel Speaker, with Michael Holt of VSU and Christine de Catanzaro and Mandi Johnson of Georgia Tech: "The Judgment of Solomon: Implementing Archivist's Toolkit or Archon" November, 2011Society of Georgia Archivists Annual Meeting, Morrow GA
Fred Smith, Alan Bernstein, Deborah Davis, et. al. Panel Discussion: "Trends in Faculty Roles, Promotion, and Tenure: A discussion" GLA Como 2011 Athens Ga.
Davis, Deborah and Howard Carrier, "Assessment of Student Learning in Academic Library and Archival Teaching/BI Programs" GLA Como 2011 Athens Ga.

Training Attended:
Digital Archives Training: Society of American Archivists, New Orleans, March 2012.
Technology Bootcamp, Clayton State Archives Program, Morrow, Spring 2012.

Special Projects, not otherwise accounted for:
- The Herbarium Project: with Richard Carter and Mike Holt planned for the creation of a herbarium database to store photographs created for NSF project.

- Mentoring Brandon K. Gipson, Archivist at North Georgia College through the Society of Georgia Archivists Mentoring Program.

Stacey Wright, Archives Technical Assistant:
- Attended GLA Como in Athens, Fall 2011
- Attended Society of Georgia Archivists Annual Meeting in Morrow, Ga. Fall 2011
- Attended the Archives Technology Bootcamp training at Clayton State, Spring 2012
- Was responsible for packing, labeling, inventory and security for the VACA International Folkfair Eichberger East African Art Exhibit, March, 2012
- Responsible for day-to-day administering and documenting of Extra Credit Volunteer program in Archives.
- Member and active participant of Library Art Committee, assisted with hanging, documenting, and planning exhibits.
- First responsibility for Reference questions in Archives.

Automated Systems

General Accomplishments of the Unit
- Print Management System replacement of Ricoh by Xerox and the Pharos Uniprint system pilot conducted in conjunction with Campus IT staff in September, 2011. Full Xerox MFP (Multi-Functional Printer) deployment completed in February, 2012 when Omega terminal screens were added . This equipment replacement included 2 color Xerox MFPs, 7 black and white Xerox MFPs, and 4 Xerox copiers. (FY 2012 stated objective)
- Electronic Classroom OL 3270 workstation replacement (60) . IT Infrastructure Funding Pool Request in August, 2011. Workstations received and deployed in November, 2011. (FY 2012 stated objective)
- Electronic Classroom OL 2634 and Annex Computer Lab 2633 workstation replacement in January, 2012.

Staff Accomplishments
- iMacs removed from 2nd floor to the Media Center, Spring, 2012.
- Voyager 8.1.0 client upgrade May 15, 2012.
- ILLiad 8.2 hosted server/workstation client upgrade March 13, 2012.
- Mobile library website in development. Mobile website deployment delayed and will be part of a later overall Campus Website redesign as started in the Fall of 2011 with the contracting of the Shannon James LLC Project Management Consultation firm and subsequent Spring, 2012 selection by Campus IT of Hannon Hill's Cascade Server Enterprise Content Management System to replace the current Contribute content management system. (FY 2012 stated objective)- In progress
- Inventory workflow resumption in progress. ShelfLister 3.0 has been identified as the iPad software of choice. Pilot conducted on Ready Reference collection by Deb VanPetten. Still to be determined and documented is the workflow steps and how to proceed in the circulating collection. (FY 2012 stated objective)- In progress
- Sullivan Literacy Center - Voyager Circulation and Cataloging deployed and supported at the request of Dr. Gina M. Doepker.
- Collection Assessments: Doctorate in Speech language pathology SACS substantive change prospectus, Jan. 2012, African American Studies, Feb. 2012, Art for NASAD (National Association of Schools of Art & Design) accreditation, March, 2012, Doctorate in Nursing practice SACS level change, Jun. 2012.
- SurveyMonkey library site license upgraded to Campus IT licensed Gold service level, May 2012. The Gold level includes the ability to provide a 'shared custom report link' which was the functionality needed for implementation of the InterLibrary Loan assessment survey, because of the desire to include the possibility of a personal response, in addition to collecting data.
- Library Automation Systems Manager, Keith Watson, joined Campus IT Desktop Engineering group that meets regularly.
- Library server that supports EZproxy aka Anywhere Access, Electronic Reserves, and library mailing lists was replaced in May, 2012.

Professional Development Committee
- Quarterly Birthday celebrations were sponsored by the Professional Development Committee.
- Ex Libris Learning Center two user seat license account renewed and held by Maureen Puffer-Rothenberg and Sherrida Crawford
- RACL (Regents Academic Committee on Libraries) webinar series on "Next Generation Library software" hosted in library electronic classroom and other free webinars as listed in Attachment 1

Conferences and Workshops Attended
Crawford, Sherrida

- Sexual Harassment Awareness Training by Dr. Maggie Viverette, Director of the Office of Social Equity, September 13, 2011
- Employment Law for Supervisors by Jeff Thompson, a managing member of Constangy, Brooks & Smith, LLP in Macon, GA. Constangy, Brooks & Smith, October 26, 2011
- Voyager Product Update Webinar, Ex Libris webinar by Mike Dicus, October 26, 2011
- Online Lifeline Instructional Technology & eLearning Conference, February 16 &17, 2012
- ELUNA, 2012, Salt Lake City, UT, May 8-11, 2012
- "Safety & Emergency Preparedness Training" by Valdosta State University Police Department Sergeant Maestas, May 15, 2012
- Georgia Users Group Meeting, May 17, 2012, Macon, GA.
- Discovering GALILEO conducted by GALILEO staff, Lauren Fancher, Courtney McGough, Merryll Penson, and Bill Clayton, University of Georgia Systems, June 6, 2012, Macon, GA.

Downey, Jordan
- Contribute training, September 7, 2012
- Web Accessibility training, September 7, 2012
- New Employee Orientation, October 27, 2012
- Sexual Harassment Awareness Training by Dr. Maggie Viverette, Director of the Office of Social Equity, September 13, 2011
- Cascade server enterprise content management system from Hannon Hill training, April 23 -24, 2012.

Watson, Keith
- Sexual Harassment Awareness Training by Dr. Maggie Viverette, Director of the Office of Social Equity, September 13, 2011
- "Safety & Emergency Preparedness Training" by Valdosta State University Police Department Sergeant Maestas, May 15, 2012

Williams, Brett
- Sexual Harassment Awareness Training by Dr. Maggie Viverette, Director of the Office of Social Equity, September 13, 2011
- Online Lifeline Instructional Technology & eLearning Conference, February 16 & 17, 2012
- "Safety & Emergency Preparedness Training" by Valdosta State University Police Department Sergeant Maestas, May 15, 2012
- People Admin training in April 17, 2012.

Webinar Title	Sponsor	Date	Attendees
Next Generation Library Systems Presented by Marshall Breeding	*RACL Next Gen Library Systems	11/29/2011	S. Crawford, G. Frost, M. Moye, M. Puffer-Rothenberg, K. Smith, A. Smoot, B. Williams
RDA in a nutshell by Linda Gonzalez	LYRASIS	12/06/2011	S. Crawford, J. Gallant, M. Moye, S. Peacock, K. Smith, A. Smoot, D. VanPetten, A. White, B. Williams
Google + Presented by Michael Sauers	GLA Caterette Webinar Series	12/13/2011	J. Bailey, S. Crawford, M. Moye, A. Odrusek, A. Smoot,

Webinar Title	Sponsor	Date	Attendees
Collections management in a global information world by Michael Levine-Clark, Collections Librarian, Associate Professor, Penrose Library, University of Denver, Denver, Colorado	*RACL Next Gen Library Systems	12/14/2011	S. Crawford, M. Moye, A. Ondrusek, A. Smoot, D. VanPetten
What is cloud computing? by John Scoville, USG (University System of Georgia), Executive Director, Enterprise Infrastructure Services (EIS)	*RACL Next Gen Library Systems	1/11/2012	S. Crawford, M. Moye, E. Rogers, A. Smoot, K. Smith, A. White, B. Williams
Kuali Open Library Environment (OLE)	Educause	1/18/2012	S. Crawford, M. Moye, A. Smoot, D. VanPetten, B. Williams
Ebooks, Discovery, and the Library	GLA Caterette Webinar Series	1/18/2012	S. Crawford, J. Gallant, A. Smoot
Discovery tools USG Library experiences	*RACL Next Gen Library Systems	2/20/2012	S. Crawford, K. Watson, B. Williams
Your library at Webscale: How radical collaboration is redefining library management services Marshall Breeding, Vanderbilt University Libraries; Gregg A. Silvis, University of Delaware Libraries; and Andrew K. Pace, OCLC, as they share perspectives on the current and future state of library management services	OCLC Worldshare Library Management System	2/21/2012	S. Crawford, M. Moye, K. Smith, A. Smoot
Library Workflows Transformed	OCLC Worldshare Library Management System	2/29/2012	S. Crawford, M. Moye, K. Smith, A. Smoot, B. Williams
WorldShare Management Services (WMS) (OCLC)	RACL Next Gen Library Systems	4/5/2012	A. Smoot
Sierra (Innovative Interfaces), Peter Zeimet, presenter Technical difficulties encountered	RACL Next Gen Library Systems Technical difficulties encountered	4/12/2012 Technical difficulties encountered	J. Gallant, K. Watson Technical difficulties encountered
ALMA (Ex Libris) Chris Spalding	RACL Next Gen Library Systems	4/26/2012	A. Smoot

Webinar Title	Sponsor	Date	Attendees
KUALI OLE Rachel Schipper, University of Florida will act as MC/moderator for the presentation. Tim McGeary from Lehigh will deliver the main Kuali OLE overview and Kristin Antelman will deliver the main GOKb overview. There will be a demonstration of Kuali OLE, likely hosted by Brad Skiles (Project Manager) or a member of our Core Team. Robert McDonald (Executive Director) and Michael Winkler (past-Chair of the Functional Council) will participate in the question and answer session.	*RACL Next Gen Library Systems	5/2/2012	S. Crawford, A. Smoot, K. Smith

*RACL webinar series on Next Generation Library Systems are archived in the USG Wimba GIL Training Room, as available.
http://gbor2.wimba.com/launcher.cgi?room=GIL_Training

Ebook Report

Date	Source	FY12	FY 11	FY 10	FY 09	FY 08	FY 07
11/08/2001	GALILEO EBSCO ebook	14,466	14,466	14,466	14,466	14,466	14,466
07/20/2011	VSU EBSCO ebook	313	219	219	219	219	219
		46	94				
02/24/2003	GALLEO EBSCO ebook	12,918	12,918	12,918	12,918	12,918	12,918
05/20/2011	GALLEO EBSCO ebook Shared 9	4,594	4,594				
	EBSCO ebook SubTotal:	32,337	32,291	27,603	27,603	27,603	27,603
07/20/2011	Safari Tech Books Expired 5/31/2012	113	90	90	90	90	90
05/28/2010	Gale Virtual Reference Library	222	222	222			
	ebrary perpetual previous year	1,180	1,167	909			
	ebrary perpetual current year	63	13	258	909	0	0
	ebrary Academic Complete	76,949	69,668	47,403	42,632	36,042	31,696
	Online Book Title Total:	110,864	103,438	76,485	71,234	63,735	59,389
	Ebook title growth	7,426	26,953	5,247	7,499	4,346	
	BKS print Format Acq	5,292	4,370	4,768	2,258	3,621	

Cataloging

VALDOSTA STATE UNIVERSITY   FY 2012 ANNUAL REPORT

UNIT: TECHNICAL SERVICES/CATALOGING 2011-2012

Cataloging Activities

- The Cataloging/Serials unit provided access to 5,567 new titles, establishing bibliographic and holdings records in GIL-Find for items selected by librarians and departmental faculty to support their research and instruction. This is a slight decrease (43 titles) over last year's overall totals.

- The above number includes 5,006 new monographs, 17 new journals, 241 music scores, 201 DVDs, and 17 sound recordings on compact disc.

- Guy Frost and Maureen Puffer-Rothenberg contributed respectfully 276 and 111 new, original bibliographic records to the international Online Computer Library Center (OCLC) database.

- Guy Frost added 220 holdings records for serials and updated 174 holdings records to meet Georgia Online Database (GOLD) standards.

- Maureen Puffer-Rothenberg updated or corrected 202 records in GIL-Find, bringing them into compliance with national standards. This is a significant decrease from the previous year.

- Frost 2113 (with minor contributions from Puffer-Rothenberg, 17) enhanced metadata in 667 records as a participant in OCLC's national Expert Community Experiment, an effort to share data and expertise throughout the national and international cataloging community. This is an increase of 178 records over last year.

- Frost hosted and coordinated a week-long training session at Odum Library for the Name Authority Control Cooperative (NACO).

- Frost established authorized headings for 214 names in Library of Congress authority files.

- Cataloging received donations of 2,233 items (primarily monographs) and selected 1,070 for the Library's collections.

- Cataloging deselected 976 outdated, damaged or redundant titles, primarily (approximately 85%) from print collections.

Collection Development (Primarily Funding Pool Requests)

- In collaboration with the Music Department, Frost submitted a successful funding pool request, receiving $3,600.00 from the Library Reference & Special Collections pool for purchase of reference materials.

- Puffer-Rothenberg submitted a successful funding pool request, receiving $4,009.16 from the Library Reference & Special Collections pool to update our print collection of graphic novels, comics, manga, and monographs about comic book history.

- Puffer-Rothenberg located appropriate replacements for deselected Instructional Materials Collection (IMC) items and submitted a successful funding pool request, receiving $5,580.92 from the Library Reference & Special Collections pool to replace damaged/outdated items.

- In collaboration with the Music Department, Frost submitted a successful funding pool request, receiving $57,601.63 from the Campus-Wide Renovation/Maintenance/ADA-Non-Classroom pool to replace shelving for music scores and Fine Arts' AV collections.

- Puffer-Rothenberg compiled a small bibliography (30 titles) of children's literature dealing with Asian countries and military service/family life, which were purchased to replace outdated titles deselected in the previous fiscal year.

- Puffer-Rothenberg selected titles throughout the year for the Popular (bestselling and recent) book collection.

Service Related to Cataloging

- Puffer-Rothenberg cataloged 1,866 titles in the College of Education's Ruby Sullivan Literacy Center.

Marketing Activities

- Puffer-Rothenberg created a newsletter, *Odum Commodum*, to promote library collections and services, posting 28 issues between December 2011 and June 2012. Puffer-Rothenberg ran a contest for students to name the newsletter, receiving 375 entries.

- Puffer-Rothenberg created 80 digital signs to promote collections and services

- Throughout the year Puffer-Rothenberg continually updated 6 Web displays of recent acquisitions in popular (bestselling) books, children's literature, graphic novels, and DVDs

- Puffer-Rothenberg installed a display featuring Odum Library's collection of graphic novels

Committee Service

Frost
- Library of Congress Program for Cooperative Cataloging (PCC) - Subject Authority Cooperative (SACO) (Institutional Member)
- Library of Congress PCC - Name Authority Cooperative (NACO) (Institutional Member)
- Georgia Integrated Libraries (GIL) Serial Holdings Working Group (Chair)
- GIL Technical Services Interest Group
  - Research Working Group
- VSU Gay-Straight Alliance (Faculty Advisor)
- Odum Library Tenure and Promotion Committee
- Tenure and Promotion Policy Subcommittee
- Odum Library Information Management Committee
- College of Education, Ruby Sullivan Literacy Center Advisory Group (Ex-Officio)

Puffer-Rothenberg
- Online Audiovisual Catalogers (OLAC)
- Georgia Library Association
- GIL Cataloging Committee
- VSU University Librarian Search Committee
- VSU Faculty Excellence Award Committee
- Odum Library Tenure and Promotion Committee
- Odum Library Information Management Committee
- Odum Library Art Committee

Staff Achievements

- Government Documents staff member Samuel White received the Master of Library and Information Science Degree from Valdosta State University.

Annual Report Kings Bay Library

Kings Bay Campus Resource Center
Annual Report 2011-2012

Annual Report Kings Bay Library

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. Peggy Coulborne rejoined the staff in August of 2011 to complete the staff. 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 2011 through June 2012 the CRC recorded 1279 circulation transactions. 183 new user cards were issued. 205 items were added to the CRC's collection and over 200 items were amended in the catalog. 14

bibliographic instruction classes were held in the CRC's computer lab in the last year for 121 students. 1245 reference questions were answered by CRC staff during the library's 1,812 hours of service. The CRC provided classroom space for 32 classes for both VSU and Brenau University. The CRC also checked out 301 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 2,041 signed in with 975 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. 74 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 air conditioning unit installed this spring, new windows added and various other improvements were made to the building. The facility is also utilized by other entities including Navy/Marine Medic training and for Navy K-9 bomb/drug patrol teams and the Dolphin Store.

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. He's is also exploring opening the library more hours to be staffed by volunteers. 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 Sixth Annual Camden Faculty Workshop.

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.

Annual Report Statistics
2010-2011

Faculty Member: _____Steven Scheuler_____
Department/Division: ___Odum Library/Kings Bay__

Kings Bay Library Circulation

Charges	Discharges	Renewals
599	619	179

Total Transactions
1279
New Patrons
183
Base Check-Outs
Navy/Marine Personnel
301
Reference Questions
1245
Cataloging
Items added to catalog
205
Items weeded
66
Sign in Statistics

Total People Signed In	Total VSU/Brenau/other colleges
2041	975

Valdosta State University/Brenau Classes Conducted at Kings Bay Library

Fall	13
Spring	13
Summer	6
	32 classes

Courses Taught: Bibliographic instruction 'one-time' sessions

Spring		
English	1101	16
CRJU	1100	12
History	2111	15
POLS	4200	18
English	1102	12
Summer		
English	1102	14
English	2120	6
PSYC	2500	8
POLS	2101	9
Fall		
English	1101	15
Sociology	4800	15
CRJU	3700	20
History	1011	19
English	2120	6

14 bibliographic active learning and participation sessions in librarys' computer lab.

Media Services

Media Center Statistics for fiscal year May 31, 2010- July 01, 2012

Equipment bookings:	18,237	.98% increase
Color Productions	800,57	.99% increase
Digital Productions:	1,291	30 % decrease
Transfers/Duplications	4,132	27% increase
Posters	4928	52% increase
Lamination	17,500	57% increase
A/V Streams	208	42 % decrease
Repairs	141	42% decrease
Bindings	**445**	**20% decrease**
Laptop Reimaging	298	39% increase
Web Counter	47,686 Hits	11% increase

Media Center Achievements fiscal year 2012
- Open new 14 station iMac lab
- Updated All Workstations to adobe suite collection CS5.5
- Updated all faculty laptops to CS5.5
- Replaced all staff machines to HP 8000s
- Increased circulation inventory for media equipment
- Designed service relocation for equipment circulation and duplication services
- Staff and Students began wearing work shirts with Odum Library Media Services branding
- Added OmniPage Pro 18 to two work stations
- Provided patrons access to two Yamaha electronic pianos
- Provided seven workshops for academic classes
- Provided support for New ShareStream video management system (copyrighted materials following TEACH Act stipulations).
- Converted workorders operation to LanDesk
- Took over old acquisitions for poster mounting and printer repairs.
- Continued to provide printer support for back office departments
- Printed posters for the undergraduate and graduate symposiums
- Circulated over 18,237 items in Voyager Media Scheduling
- Provided assistance and equipment to the GHP specialist during 2012 Program
- Provided table at Faculty Orientation

New Equipment
- 2 yamaha electronic pianos
- 1 epson V600 scanner
- 9 netbooks
- Fujitsu ScanSnap scanner
- Work Shirts for staff and students

- 4 canon tripods
- Passport 300 fender portable amplifier
- 2 Epson PoweLite 1750 LCD Projectors
- 10 LabTec Stereo Headsets0
- 5 Bloggie Touch Blk Cameras
- Upgrade memory for two workstations
- 96x96 Da-Lite Screen
- 3 handheld dynamic microphones
- 6 webcams for center
- Hi 8 deck

New Software
- OmniPage Pro 18 (OCR Application)
- Adobe Collection Suite CS5.5

Rex DeVane | Media Services Director:
-Signage, Space Utilization and Noise, Chair
-University Librarian Committee
-Library Web Committee
-Faculty Committee (Represent Media Services)
- 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 Instructional Technology Associate
-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.
-Re-classed Media Utilization Specialist to Instructional Technology Associate
-Attended People Admin Training

Committee Work
Signage, Space and Noise:
- Implemented 5 digital signage displays throughout Odum Library
- Developed policies for Digital Signage in Odum Library
- Ran survey to receive feedback on digital signage

- Generate webpages for digital signage
- 4 Study rooms were soundproofed with acoustical ceiling tiles and batting
- General signage was dispersed throughout Odum Library
- New Noise policy is being developed for Library
- GHP room was converted into a smart classroom – new technologies and classroom tables
- Old acquisitions was turned over to Media for media services activities
- Room 1320 in media converted to equipment and duplication room.
- Old duplication room to be converted to new production room for patrons
- Administered Axis TV – creating accounts and content

University Librarian Committee:
Committee selected Alan Bernstein for the new University Librarian

Philip Bishop | Instructional Technology Associates

-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 LanDesk 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.
-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
-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:
Accomplishments:
Upgraded Lab to CS5.5

Imaged Trickle Netbooks from LCOBA
Worked directly with IT in the replacement of defective parts from modern faculty laptops under warranty
Reinforced and relabeled the boxes for all circulating Flip camcorders
Added Sony Bloggie cameras to circulating inventory
Received trickle AV items including tripods and microphones from Archives and added them to current inventory.
Redesigned current inventory to reflect and physical count of all items in active circulation
Returned two student laptops with defective keyboards to service
Setup Yamaha digital keyboards in Audio and Video edit rooms
Performed 117 printer repairs for the campus
Upgraded Media workstations from 4GB-8GB Ram
Coordinated the upgrade of Adobe CS6 in Audio and Video edit rooms
Successfully migrated all current stream requests to Sharestream. No video clips have been added to Cinema
Upgraded OCR workstations to latest version of Omni Page professional
Worked with Dr. Oglesbe on a large audio project
Replaced front desk workstation with HP8000 and replaced Compaq Evo with Dell Precision from front desk for internal digital signage
Imaged and setup iMac lab using trickle iMacs
Reconfigured Audio/Video edit rooms for improved audio quality and ease of use
After receiving feedback, updated image for Faculty laptops 3 times this year
Relocated Flip Dubbing workstations to current printer repair area in anticipation of renovation
Migrated printer parts and accessories to former Acquisitions area in anticipation of renovation.
Reconfigured location of workstations and DVD dubbing equipment in multimedia room

Reference Services

STATE OF THE UNIT – Reference Desk

All statistics are derived from the Libstats report from July 1, 2011 to June 31, 2012. This change in measurement to the university's Fiscal Year makes year-over-year comparisons inapplicable. Comparisons will continue next year.

TOTAL QUESTIONS

Total Reference Desk questions:

- 14,539

Questions by status:

- Reference Librarians*: 11,886
- Peer Reference Counselors and Interns: 2,653

Percentage of total questions by status:

- Reference Librarians: 82%
- Peer Reference Counselors and Interns: 18%

QUESTIONS BY TYPE

Reference Librarians:

- Directional: 3,177
- Reference: 5,306
- Technical: 3,411

Peer Reference Counselors and Interns:

- Directional: 294
- Reference: 1,417
- Technical: 934

OVERALL STATISTICS

Questions by Type:

- Directional: 3,471
- Reference: 6,723
- Technical: 4,345

Questions by Format:

- In-Person: 12,196
- Chat: 1,128
- Text Message: 22
- Phone: 957
- Government Documents: 215

Questions by User Type:

- Unknown: 384
- Student: 11,914
- Faculty/Staff: 737
- Community: 968
- GHP: 536

Average Questions per Week:
- Total: 280
- Reference Librarians: 229
- Peer Reference Counselors: 51

*"Reference Librarians" now includes our new Library Technical Assistant position and our Reference interns, as they are authorized and encouraged to answer complex Reference Questions with Reference Librarians.

STATE OF THE UNIT – Technology

The following technology-based services were provided for Reference Services in Fiscal Year 2012.
  1. **Website Usability**

In Fall 2011, Odum Library focus tested the current library homepage in conjunction with the Office for Professional and Organizational Development. Findings from this study included:

- Services For tabs were hard to find
- News and Events were of low priority to students
- E-Reference Shelf was tough to find on the page
- Library Help tutorials were tough to find on the page
- Library Hours should be listed on the Main Menu

Actions: Wording and menu changes were made where applicable. Many findings were brought into the design of the new prototype homepage.
In Spring 2012, Odum Library focus tested a new prototype homepage in conjunction with the Office for Professional and Organizational Development. Findings from this study included:

- Participants wanted a more modern-looking font, such as Tahoma
- Participants wanted a smaller font size overall
- Change the color scheme to something more representative of the university
- Merge the left and right sides of the menu

Actions: The Division of Information Technology has begun a revision of VSU's web space. Odum Library is working with this office to create a homepage based on both our findings and newly created VSU web code/art assets. Testing will continue once the new homepage and other pages are developed, either in prototype or final form.

  2. **Live Chat and 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. We experienced problems with our chat client, Pidgin, not sending a "Gone" message to text messaging patrons, therefore locking future text conversations with the same patron to the computer of the person who answered the previous question. In Fiscal Year 2012, Odum sent a raw plugin to the developers of Libraryh3lp to add a "Gone" feature to Pidgin, and the compiled version worked successfully. The "Gone" plugin is now integrated into our chat/text messaging system. Live Chat and Text Messaging statistics will be available in FY 2013. Libraryh3lp's new administrative interface will have been functional, along with its reporting tools, for a full year at that point.

  3. **Email Reference Services**

Reference answered a total of 175 email reference questions through the Live Chat email form this year.

  4. **Mobile Website**

Reference has been testing the LibraryH3lp mobile widget in anticipation of the development of a mobile website by the Automation department. The mobile page is now being developed further by Jordan Downey in Automation, alongside the Division of Information Technology.

  5. **Tablet/EBook testing program**

In FY 2012, Odum Reference tested three iPad 2 devices for library use, lent to us from the Education department. All Reference Librarians were able to retrieve and view library eBooks using the devices. Guides to downloading eBooks were created based on the difficulties we encountered with each eBook delivery system.

All Odum Library faculty have now been issued iPads, and Reference continues to explore the mobile functionality of our webpages, databases, and electronic collections through these tablet devices.

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)

- Embedded Librarian requests rose sharply in the fall of 2011. As a result, we did not advertise the service in subsequent semesters. Assessment results show that faculty and students are happy with the service provided:
    - 31 requests in Fall 2011
    - 15 requests in Spring 2012
    - 21 requests in Summer 2012
- To manage the demand we're getting, we have moved towards a 'visiting scholar' model in which the librarian visits a class for one or two weeks. This focuses students' attention on the librarian's availability and maximizes their utility in the class.
- We supervised an embedded librarianship intern in Summer 2012.
- 71 books were cataloged and shipped to King's Bay.
- Workstations in the library's assistive technology study rooms were upgraded and licenses for software were acquired.
- A special study room was allocated for honors students.
- Attended ALA Editions Webinar: Serving Blind and Visually Impaired Patrons in the Library (June 13, 2012)
- Established connections with librarians at South Georgia Regional Library by visiting regularly in Fall 2011

Staff Accomplishments:
- Wright, L. B., & Williams, G. H. (2011). A History of the Embedded Librarian Program at Odum Library. *Georgia Library Quarterly. 48*(4), Article 4.
- Williams, G. (2012). Off the Shelf Book Review: Purity, by Jackson Pearce. *Georgia Library Quarterly. 49*(2), 25.
- Tanner, K., & Williams, G. (2012). Academic Librarians at Universities Large and Small are embedding. Are you? Presentation at the Online Lifeline Conference, Valdosta, GA.
- Williams, G., Guterman, K., & Riggs, S. (2011). One Size Fits No One: Embedded Librarian Programs in the University System of Georgia. Panel presented at the Georgia Council of Media Organizations, Athens, GA.

- Wright, L., Williams, G., & Byl, L. (2012). Evaluating Reference Customer Service with Secret Shoppers. Panel presentation forthcoming at the Georgia Council of Media Organizations, Macon, GA.
- Participated in Institutional Self-Assessment Survey (ISAS) (March 26, 2012)
- Participated in instruction sessions for elementary and high school students (March 2012)
- Suggested and participated in Secret Shoppers assessment of reference services
- Assisted in the preparation of the Big Read grant application
- Assisted with Read Fest (April 13, 2012)
- Attended the 2012 American Library Association Annual Conference in Anaheim, CA
- Attended Idea to Publication webinars (February 7, 2012 and March 7, 2012)
- Attended iPad Basics training program (April 19, 2012)
- Attended NMRT Online Program "Professional Networking for New Librarians" (June 7, 2012)
- Committee work:
  o Signage/Space/Noise Committee (Odum Library) – secretary
  o Disaster Planning Committee (Odum Library) – chair
  o Web Committee (Odum Library)
  o V-Text Committee (Odum Library)
  o Library Instruction Committee (Odum Library)
  o Scholarship Committee (GLA)
  o University Assessment Committee (Valdosta State University)
  o American Library Association New Members' Round Table Student Chapter of the Year Award Committee (American Library Association)
- Courses taught: Introduction to Library Resources – LIBS 1000 (Spring 2012)
- Courses completed towards MEd Higher Education Administration:
  o LEAD 7840: History & Philosophy of Higher Education (Fall 2011)
  o LEAD 8710: Campus Culture (Fall 2011)
  o LEAD 7800: Organization and Governance of Higher Education (Spring 2012)
  o PSYC 7860: The College Student (Spring 2012)
  o LEAD 7830: Law and Policy in Higher Education (Summer 2012)

STATE OF THE UNIT – Electronic Resources

This year, Odum Library is changing to the university-wide Fiscal Year, which starts on July 1st. June-July 2011 is therefore not included in this report, and year-over-year comparisons will be less accurate than usual.

Usage data for all VSU databases licensed through GALILEO are reported in Table 1, and are taken from the GALILEO reporting tool at http://stats-graphing.galileo.usg.edu, excluding all "-val1" coded databases, which are locally licensed.

Table 1: GALILEO-Licensed Database Usage

	FY 2012	FY 2011
Searches	2,261,842	1,329,252
Full-Text Views	991,311	278,644
Citation Views	2,992,689	253,585
Links Chosen	122,577	97,300

Database Adds:

H.W. Wilson-EBSCO merger 2012:
- Readers' Guide Full Text Mega
- Library Literature and Information Science Full Text

Database Drops:

Guide to Reference, 2011
Safari Books Online, 2012
State Academies of Science Abstracts - On Hiatus December 31, 2011

COUNTER-compliant usage data for those databases subscribed to locally by Valdosta State University are contained in Table 2. Please note that Odum Library has started following the official Valdosta State University Fiscal Year, July 1 – June 31, starting this year. Previous fiscal years, including FY 11, were from June 1 – May 31.

Regarding full-text counts: ProQuest's usage reporting tool for COUNTER Journal 1 reports was non-functional during the reporting period – the request was overtaxing the servers. EBSCO's merger with H.W. Wilson provided more full-text usage data for Wilson resources this year.

Table 2: Locally Licensed Database Usage

Database	Sessions/Logins		Searches		Records		Full Text	
	FY12	FY11	FY12	FY11	FY12	FY11	FY12	FY11
Abstracts in Anthropology	Metapress does not offer usage statistics for Abstracts in Anthropology.							
ACM Digital Library							220	145
American Chemical Society Journals	2142	2946	2185	2623		3940	2303	2340
ARBAonline	353	92	2180	499				
Art & Architecture Complete	1818	579	9260	2768			541	
The Art Museum Image Gallery	1070	136	5790	481				
Atlanta Daily World Historical Full Text	738	1377	1776	4291				103
ATLA Religion Database with ATLASerials	13709	790	22725	10405			1609	681

Database	Sessions/Logins		Searches		Records		Full-Text	
	FY12	FY11	FY12	FY11	FY12	FY11	FY12	FY11
Atlanta Constitution Historical Full Text	6087	1927	17495	6338				1661
Biography and Genealogy Master Index	217	834	383	1948				
Biological Abstracts	2583	3642	12423	16943				
Books in Print	464	907	864					
Children's Core Collection	4771	66	954	138				
Children's Literature Comprehensive Database**			288	2116				
Database	Sessions/Logins		Searches		Records		Full-Text	
	FY12	FY11	FY12	FY11	FY12	FY11	FY12	FY11
Charleston Advisor							54	138
Choice Reviews Online							225	325
Christian Science Monitor Historical Full Text	5913	1716	16790	5436				249
Chronicle of Higher Education	4892	6898	6392	7684			47408	51739
CJPI (ProQuest Criminal Justice Periodicals)	5658	10465	16142	17721				3201
Ebrary***	4496		4475				147832	3952
eMusicQuest			25	16	127	102		
ERIC (ProQuest)	5346		15386					

Family & Society Studies Worldwide	11271	2534	2159	13076			1	12
Fiction Core Collection	904	23	4660	41				
Gale Virtual Reference Library	585		1298					
GeoRef	1682	2917	8773	16034				0

Database	Sessions/Logins		Searches		Records		Full Text	
	FY12	**FY11**	**FY12**	**FY11**	**FY12**	**FY11**	**FY12**	**FY11**
Health and Psychosocial Instruments	122	251	194	595				
eHRAF World Cultures	207	85	1030	80				
IEEE Computer Society Digital Library			264	199			138	104
IngentaConnect	746	870	305	213				
Inspec	1541	1340	8212	7332			0	0
JSTOR	36753	36191	81543	84749				
Journals@Ovid	39	46	39	59				
Library Literature & Information Science Full Text*	4686	3276	16217	17969			2792	0
Library Literature & Information Science Retrospective	1124	202	5932	475				
Library & Information Science Abstracts (LISA)	5466		15662	4712				152

Database	Sessions/Logins		Searches		Records		Full Text	
	FY12	**FY11**	**FY12**	**FY11**	**FY12**	**FY11**	**FY12**	**FY11**
Library, Information Science & Technology Abstracts with Full Text	17785	6403	41040	60921			21009	12653
Meteorological and Geoastrophysical Abstracts (started January 2010)	5121		14422	633				0
New York Times Historical Full Text	6181	2111	17706	6967				2865
PILOTS Database	5075		14390	3611				
Physical Education Index	5407		15479	4130				20
Readers' Guide Retrospective	1046	156	5610	511			0	
Readers' Guide Full Text Mega*	2389	100	11982	299			336	
RIA Checkpoint Tax Library	1089	1797						
RILM Abstracts of Music Literature	1593	1351	8506	7350				0
SciFinder****	308	790		2133				
Social Services Abstracts	5265		14873	4129				4

Database	Sessions/Logins		Searches		Records		Full Text	
	FY12	**FY11**	**FY12**	**FY11**	**FY12**	**FY11**	**FY12**	**FY11**
Sociological Abstracts	5249		14884	4211				
Standard & Poor's Net Advantage								
State Academics of Science Abstracts	On hiatus until 2013.							
Teacher Reference Center	1835	1744	9594	10061				0
Theatre in Video	129	125	126	81			83	48
Ulrich's Periodicals Directory								
USA Trade Online	Not collected for GPO courtesy accounts							
Virtual Reference Library (Gale)	585	737	1298	2019				
Wall Street Journal Historical Full Text	9960	1768	16951	5556				177
Washington Post Historical Full Text	5967	1794	16899	5710				920
Worldwide Political Science Abstracts	5158		14535	3812				4
Zoological Record	216	217	507	546				

Blank cells indicate data is unavailable.

*: In FY2012, this database has had data merged from the original Wilson abstracts database and the new EBSCO full-text version, as part of the EBSCO-H.W. Wilson merger.
**: CLCD has a new statistics gathering method that started this year.
***: New eBrary measurement: Full Text is measured by Section Requests (COUNTER-compliant Book Report 2)

****: CAS changed their reporting tools in November 2011, and these numbers are not COUNTER-compliant.

EBSCO A to Z

Table 3: EBSCO A to Z, Usage Statistics

	FY12	**FY11**	**FY10**	**FY09**	**FY08**	**FY07**
Total Searches	38,334	38,155	45,791	61,504	53,606	39,650
Total Sessions	16,398	24,170	30,484	22,793	33,705	28,707
Total Pages Viewed	63,349	94,910	116,252	126,586	132,844	109,557

Usage Totals for ACRL E-Metrics Report, FY 2012

	GALILEO	**Local**	**EBSCO A-Z**	**Grand Total**
# of Resources Reported	308	56	1	365
Sessions/Logins	119,215	205,741	16,398	341,354
Queries/Searches	2,261,842	501,073	38,384	2,801,299
Full-Text*	991,311	224,551	n/a	1,215,862

*Local full-text requests in ProQuest are not being reported this year, due to recent problems with usage reports services.

Subject Guides and Tutorials

This section includes the Subject and Course Research Guides and Tutorials. These statistics are from the Google Analytics Annual Report as provided by the Automated Services department.

Table 4:
Total Accessions

	FY12	**FY11**
Subject and Course Research Guides	132,390	115,583
Tutorials	161,051	144,782

Annual Report FY2011-2012 Marketing

Marketing activities in chronological order
Campus Organization Resource Fair for RAs
Departmental Meetings
New Faculty Opportunities Fair
Part Time New Faculty Session
Fall Explosion
Library Mystery
The Happening
Comment Board
Parent's Weekend
Game Board Night
VSU Preview in Atlanta
Online Lifeline Conference 2012
Visitation Days
Read Fest 2012
Social Media
Social Media Focus Group

Campus Organization Resource Fair for RAs FY2011-2012
August 3, 2011, 3:15-5:15 in the Powell Hall Auditorium
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
- Michael Holt

Michael went to the RA Training Resource Fair. Each of the campus departments invited to present had about 10 minutes to speak. Michael passed out a flyer with programming information, including my contact information. Other campus departments included Health & Wellness, Alcohol & Drug Education, and the Access Office.

New Faculty Orientation Folders FY2011-2012
New Faculty Orientation, Wednesday, August 3, 10AM-12PM in Student Union Ballroom A
New Faculty Opportunities Fair, Friday, August, 5 at 3:15-5:00PM, UC Magnolia Room
Part-Time Faculty Orientation, Monday, August 8 at 5:00 pm in Odum Library 2634
- Part-Time Faculty Orientation – 25 attendees
- New Faculty Orientation – 50 attendees.

Volunteers
Laura Wright – Part-Time Faculty Orientation
Laura Wright, Michael Holt– New Faculty Opportunities Fair
Ginger Williams, Laura Wright – New Faculty Orientation

Booklet Contents:
Embedded Librarian Services
Services for Faculty at Odum Library
Library Instruction
Media Services
Government Documents

VSU Archives & Special Collections
Odum Library Reference Services

Information Fair
Table set-up:
        Library sign
        Candy bowl
        Reference flyer displayed in table top sign
        Bookmarks for new faculty
Mike checked out a laptop with wireless access

Library Mystery FY2011-2012 – Portrait of an Art Thief
Friday August 19, 2011 4 pm
        Odum Library, room 1604 and 1480
Marketing
- Advertised as part of Fall Explosion
- Advertised in Dorms
- Advertised through fliers
- Blogged Thursday, August 18.

Sponsors
- Odum Library
- Bookstore
- Tech Shop
Attendance
- 0

Volunteers
- Michael Holt
- Laura Wright
- Jeff Gallant
- Deb VanPetten
- Emily Rogers
- Ginger Williams
- Denise Montgomery
- Jenny Gallant (Community)
- Circulation, Media, and Archives staff
- PRCs and Intern

       This year's mystery suffered from a lot of promotional blunders, scheduling conflicts, and other mishaps. As such, it was a near total disaster and no one showed up. There needs to be a far more effective promotional effort to make the mystery a success. Current talks to make the mystery a collaborative effort with Housing and Residence Life should help make the mystery more successful next Fall.
       Ten clues would have led each team through the library. They would have visited the following areas: reference desk, live chat, copy room, stacks, reserves, circ II, media center, 3rd floor sitting area, and archives Rex, Alan, and Deborah were all enthusiastic about participating in the event.
       Each team would have had to find all the clues. Some clues had answers. We would have given teams pencils and maps. Each team's last clue would have directed them to Room 1480. Their clues would have been checked for the correct answers and each member would have been asked to show their VSU id and allowed to enter the prize drawing. Only VSU students could have entered the prize drawing. Faculty and visitors were welcome to participate and enjoy pizza and would have received a bag.

Happening FY2011-2012
VSU Front Lawn
Thursday, August 25, 2011, 12:30-4 pm

Marketing
- The Happening is one of the events scheduled for Fall Explosion; as such it is heavily advertised with other Fall Explosion events by Student Life.

Sponsors
- Odum Library
- SOLIS
- Papa John's Pizza

Attendance
- We did not take a formal attendance or tally. The Happening is a student freebie-fest with students cruising by in a fairly steady flow. We did manage to give away nearly 250 bookmarks and all 300 popsicles before the event was over.

Volunteers
- Everyone in reference helped with the happening.

All the reference librarians pitched in and I had 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. This year, I made a point to go around and speak with different student and campus organizations to see if there were any collaboration opportunities available. I ended up making several connections with both student and campus groups for possible events in the library later this year.

The happening went very smoothly this year. Everyone showed up for their shifts and the students seemed at least somewhat interested in the library. I would suggest that librarians continue to visit campus organizations to network during this event in future years.

Parent's Weekend FY2011-2012
Parent's Weekend, September 24 & 25, 2011
Academic Expo, Saturday, September 24 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
- Michael Holt
- Emily Rogers

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 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 FY 2011-2012
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
- Laura Wright
- Sherrida Crawford
- Michael Holt

At the beginning 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 handouts. The handouts were one page front and back that highlighted new and important services for our faculty. Next year, I want to use faculty responses to guide what we talk about in these meetings in the hopes it is more effective.

Game Night FY2011-2012
Odum Library Room 1480
2011: September 1, October 6, November 3, December 1
2012: February 2, March 1, April 5

Marketing
-   Handled by Natural High
Sponsors
-   Odum Library & Natural High
Attendance
-   Good, with an average of 15 – 20 people attending each event
Volunteers
-   September 1, 2011 - Laura
-   October 6, 2011 - Denise
-   November 3, 2011 - Mike
-   December 1, 2011 - Howard
-   February 2, 2012
-   March 1, 2012
-   April 5, 2012

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 2012
VSU Student Union, Women's Building
February 16-17, 2012

-HUB Social and Technology Showcase
Women's Building – February 17, 2012 5:30-8:30 PM
-   Mike presented on Vtext

Over one hundred people attended this informal presentation opportunity. The presentation on Vtext was 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 position this year with good visibility. I continue to be 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 pamphlets at the table, which had all disappeared by the end of the conference.

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 2012
National Library Week
You belong @ your library
Friday April 13, 2012, 9:30 – 11:00 am
VSU West Hall Front Lawn
Marketing
- Valdosta State University online press release April 18, 2012
- Library blog entry on 4/16/12
- Newspaper was booked and unable to come. Contact them earlier next year
Sponsors
- Campus Dining Services
- 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, 4 teachers
- Hahira Elementary School Pre-K
    o 3 classes, 56 students, 3 teachers
Volunteers included students, staff, and faculty from
- Odum Library
- Dewar College of Education
- MLIS Department

*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 completed the Read Fest paper and are currently working on revising it based on reviewer comments from SELA.

VText Repository
I chaired the Vtext committee and oversaw the addition of several new collections, including the CORE Matters Conference collection and a number of new archival collections.

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

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

The library Facebook account has tripled the number of likes in the past year and currently sits at 513 total likes. There has been a lot of good original content put out on the Facebook page this year, mostly thanks to the contributions of Ginger Williams.

A Twitter account was started this year and thanks to Ginger Williams and Maureen Puffer-Rothenberg, it is constantly updated with great material.

The social media committee is on hold while I discuss the future of campus wide social media policies with VSU's new social media coordinator, John Bennett. There are plans underway for a lot more cross-departmental collaboration with social media in the future. Perhaps even a campus-wide social media committee. So, until that's been settled, it is probably wise to hold off on the library's committee.

Print Resources - State of the Unit FY 2012

- Taught one section of PERS 2699 during Fall semester of 2011.
- Worked with Howard Carrier on submitting to the Library Reference and Special Collections Pool an e-book proposal for Gale Virtual Reference Collection, for $2,500.00, which was approved. The electronic books are now in the GIL catalog.
- Worked with Elizabeth and the Peer Reference Counselors on shifting the following parts of the Reference collection: Indexes, Legal and RefAlcove.
- Weeded and inventoried the RefAlcove collection. Working with Sherrida Crawford on: procedures for inventorying the Reference collection; acquiring equipment for the barcoding and relabeling of books to be barcoded; and having the Voyager software loaded on my office computer to correct inventory problems.
- Worked with Elizabeth on updating the Peer Reference Counselor manual, training and evaluation procedures. The Peer Reference Counselors Evaluation Rubric was used in Fall of 2011 and Spring of 2012.
- Currently working on weeding cancelled serial added volumes from the Reference Collection.

Government Documents
(Public Services)
Summary Annual Report, Fiscal Year 2012

In FY 2012 the documents librarian for public services and FDLP coordinator, Emily Rogers, continued to collaborate with the catalog librarian and documents librarian for technical services, Guy Frost, on managing the documents collection. The past year has seen improvements in services including an increase in the number of reference consultations related to government information, a proposed redesign of the government documents index page on the library's web site, increased acquisition of non-depository government publications, and more outreach activities through exhibits, blog entries, and web pages.

As federal depository coordinator, the public services librarian for documents monitors compliance with FDLP membership requirements. We completed the required biennial survey of depository libraries, which should help establish a benchmark for comparison of our collection and services to those of other depository libraries. The Legal Requirements & Program Regulations of the FDLP now require the library home pages of depository members to display the FDLP logo and to post a statement of guarantee for public access to the collection. At the end of the fiscal year, we submitted to the FDLP and to our regional depository coordinator, Hallie Pritchett at the University of Georgia, our responses to the FDLP library forecast questionnaire.

Statistics for reference questions and consultations involving government documents have varied in comparison to FY 2011. Average monthly use of government information resources to answer reference questions is 18.2, down 4.7% from the 2011 average of 19.1. Consultations for government documents/information average 4.2 per month, up 14% from last year's monthly average of 3.6.

Ongoing projects include maintaining the government documents web. This year's goals included development of a new government documents index web page. The proposed page arranges government information sources first by tabs for sections on the level of government (United States/Federal, State, Local, or International) and then by subject matter. More user-friendly names for various subjects will also be a part of the new site; for instance, the former Insurance link is now titled Social Security & Insurance. Campus constituents participated in a spring 2012 usability study that, in part, compared the old homepage and the new homepage; focus group participants strongly preferred the new design, finding it more clearly organized and easier to use. Subject guides on the documents site continue to be updated. The federal government documents subject guide with the most visits this academic year was the Defense page, followed by law, Constitution Day, criminal justice, and geology. The Georgia documents subject guides with the most visits were labor, law, commerce, and agriculture.

Online and print circulation has also varied some since last year. The Government Printing Office (GPO) has revised its method of reporting statistics for PURL referrals. Because of this new system, strictly comparing earlier years' statistics to this year's is probably not valid. GPO Access referrals in FY2011 averaged of 54.5 a month. The current system, which monitors the number of times GPO links are accessed from our institution, primarily through the GIL catalog and the library website, shows an average of 84 per month, with August and October 2011 significantly higher than other months. Compared to 226 circulating documents in FY2011, total annual circulation of print documents is 208, a decrease of approximately 8%. Circulation of federal government documents averages 15.5 per month, up 4.5% over the 2011 rate of 14.8. Circulation of Georgia government documents has decreased, however, to an average of 1.8 per month, from 3.25 per month in FY 2011. With PURL referrals appearing to have significantly increased, the print collection makes up approximately 20% of the documents accessed through our library in FY2012.

Another ongoing project for the public services side of government documents is collection development. We requested and received government publications from federal and state agencies and other libraries at a significantly higher rate this year: 192 in FY 2012, compared to 42 in FY2011. Cataloging of government resources is reported by the library's cataloging department.

Outreach activities include reference-area exhibits for hurricanes, Constitution Day, Veterans' Day, American Heart Month, Consumer Protection Week, American Wetlands Month, and birds of Georgia. In November, the librarian collaborated with Howard Carrier, the library instruction coordinator, on a World War II exhibit of books, documents, posters, and other materials in the three display cases on the library first floor. Blog entries related to online and print government information continue at a rate of approximately two per month, with attention this year to connecting information in the entry to other exhibits within the documents area and elsewhere in the library. Blog entry topics have included Independence Day, hurricanes, the Pentagon Papers, Pearl Harbor, holiday tips, tax information, sea turtles, energy conservation, world population, Constitution Day, and the final flight of the space shuttle Atlantis. In addition to the annual income tax forms, we now are making available various free government publications of potential interest to the public, including saving and investing (in English and Spanish) and using FDsys to track legislation.

Documents-related professional development opportunities included presenting at the COMO/GLA conference in the fall and attending the midwinter meeting of GLA. Both meetings allowed the public services documents librarian to meet with other depository library coordinators and members of the Government Information Interest Group within GLA. The librarian had the chance to take an online course from RUSA focusing on geospatial resources, which increased her understanding of maps and geospatial technologies. Free webinars have also been available from the Government Printing Office as well as the North Carolina Library Association's Government Resources Section in its "Help! I'm an Accidental Government Information Librarian!" series. The librarian has participated in webinars on the new FDsys search engine and government publications repository, international and European Union resources, the Economic Census, the American Community Survey, PubMed and MedlinePlus, and Census 2010.

Highlights of the Interlibrary Loan Unit, 2011-1012
Borrowing

Borrowing Statistics

- Overall borrowing requests submitted remained about the same, the increase from 4,721 to 4,756 was less than 1%.
- Overall borrowing requests filled dropped from 3,674 to 3,615, - 1.6%
- Book requests submitted **rose** from 1,677 to 1,939, + 15.5%.
- Book requests filled **rose** from 1,427 to 1,582, + 10.8%.
- Article requests submitted dropped from 3,038 to 2,817, - 6.9%
- Article requests filled dropped from 2,247 to 2,033, - 9.5%

Though at first glance this looks discouraging, it is much better than last year, when the department had losses in all of the above categories, with some losses ranging as high as 10-15%. This is largely due to the fact that we had we had a couple of months during the spring semester where requests were running 30% higher than they were the previous years. Article requests will probably continue to drop, because articles are increasingly available full text, and requests will be cancelled and returned to patrons as they are found by staff in our databases or on the internet during the course of processing.

Reasons for Cancellation

- Available Full Text   319 6.73%
- Available Stacks   263 5.55%
- Available Internet   120 2.53%
- Available Periodicals   34 0.72%
- Available Microform   1 0.02%
- Available Reserve   1 0.02%
- TOTAL Requests   738 15.57%

These are the statistics of the requests which are cancelled and returned to patrons because they are materials which are found by in our collections or accessible on the internet by staff during ILL request processing, and the numbers represent the number cancelled in each category and the percentage of total requests submitted, which means that almost one out of every six requests is one that could be filled within the walls of the library. So why didn't the patron find this item on their own? Are we too imposing? Are things too hard to find? Did they not learn the concepts of how to find materials in the library? In some respects that's why I frequently refer to ILL as "The Reference Desk of Last Resort", but even so, we have no way of knowing if the patrons follow through on the links or directions given on requests we cancel and send back to them. Dissertation and Theses with Full Text has evidently been a worthwhile investment, since our statistics in the category of Unable to Borrow Dissertation dropped from 21 each of the previous two years to just 6 this year. We still get requests for dissertations, but nearly all of them have

been found in that database, even some surprisingly old ones, and returned to the patrons with instructions on how to access them.

- Fill rate: 76% filled; 24% cancelled

76% for ILL requests alone; 91.57% when including requests for materials in our building, our databases, or on the internet; and 93.51% if duplicate requests are counted.

Our Ten Biggest Suppliers of Returnable Materials

- Univ. of Georgia   113   7.14%
- Georgia State   80   5.06%
- Univ. of W. GA   67   4.24%
- GA Southern Univ.   65   4.11%
- ?   51   3.22%
- Emory Univ.   43   2.72%
- Georgia College   34   2.15%
- Georgia Perimeter Coll.   32   2.02%
- GA Southwestern Coll.   31   1.96%
- Columbus St. Univ.   30   1.90%
- TOTAL   546   34.62%

There is no library's name listed in fifth place because OCLC did not supply the name of a library, just the number of statistics and percentage of total requests filled. The remaining 1,036 returnable items were obtained from 443 other libraries in 46 states and the District of Columbia.

Our Ten Biggest Suppliers of Articles

- Univ. of Georgia   230   11.31%
- GA Southern Univ.   150   7.38%
- Georgia State   131   6.44%
- Medical Univ. of GA   124   6.10%
- GA Tech   101   4.97%
- Kennesaw St. Univ.   89   4.38%
- Emory Univ.   75   3.69%
- Univ. of W. GA   69   3.39%
- Univ. of Central FL   61   3.00%
- Georgia College   49   2.41%
- TOTAL   1,079   53.07%

The remaining 954 articles were obtained from 296 libraries in 43 states, the District of Columbia, and New Zealand.

Both continue to be valid demonstrations of the concept of "the long tail" in the need of having to go to many places to supply patrons' demands.

The Five Departments Which Submitted the Most Borrowing Requests:

- English   754
- History   687
- Psychology   435
- Biology   380
- Library Science 377

These are the same departments as last year, only the rankings are different. Last year, in order from first to fifth, it was: History, English, Biology, Psychology, and Library Science. The reason why these departments consistently show up in the rankings is because they are fields that heavily emphasize research among their faculty, and all have graduate programs, in which many of their graduates produce theses or capstone presentations.

The Five Most Frequently Requested Journals by our Patrons, which Odum Does not Own:

- Teaching and Teacher Education   19
- Computers & Education   14
- Physiology & Behavior   10
- Journal of Public Economics   9
- Social Science & Medicine   9

Of these five titles, the library did subscribe to Physiology & Behavior and Journal of Public Economics, but cancelled the subscriptions in 1982 and 1989 respectively. None of these titles are available full text. Computers & Education repeatedly shows up on our list of most frequently requested titles each year, but I have never recommended it for addition to the collection because it is very expensive, as is Social Science &Medicine. Physiology& Behavior is a title that has been requested with a good deal of frequency this spring and summer, so I suspect there may be a new professor who is assigning material which could necessitate use of this journal.

Citation Sources, or, Where Do They Find All This Stuff?

One final table that we run gives the source, when listed, of where the patron obtained the citation from. This is probably one of the best sources for doing research on our patron's research habits, since it indicates whether or not they are using our databases or library catalog, Google, publishers' databases on the internet (i.e., Elsevier, Springer, Wiley, etc.), traditional print resources, or networks of friends. This year, the number dropped from last year's total of 2,147 patrons whose requests indicated a source (53.4% of total requests) to 1,736 patrons whose requests indicated a source (48% of total requests). This is significant for two reasons: first, it indicates that fewer people may be using SFX, which automatically indicates a database; and

second, if there is no source, and the citation is incorrect, it makes it more difficult to verify without some information to start with. Here are some of the most frequently cited sources:

- Worldcat   239
- MLA Bibliography   209
- PsycInfo   155
- Acad. Search Comp.   129
- Proquest   66
- Amazon   53
- CINAHL Plus   49
- GIL/GIL Find   48
- Bio. Abstracts   46
- Lib. & Info. Sci.   43
- ERIC   42
- Soc. Index w/FT   40
- Medline w/FT   36

Others mentioned included for-profit web sites like Science Direct and Blackwell, bibliographies from print journals and books, class syllabi, professor and colleague recommendations, dissertation citations, some of our more esoteric databases such as Family & Society Studies Worldwide and Hospitality & Tourism Index, footnotes to journal articles, Google Books and Google Scholar, other universities' catalogs and web sites, and a sheet music web site.

Lending

Lending Statistics

- Overall lending requests submitted dropped from 6,799 to 5,670, -16.6%
- Overall lending requests filled dropped from 3,938 to 2,618, -33.5%
- Book requests submitted dropped from 2,060 to 1,816, -11.8%
- Book requests filled dropped from 995 to 732, -26.4%
- Article requests submitted dropped from 4,739 to 3.854, -18.5%
- Article requests filled dropped from 2,943 to 1,886, -39.3%

Messages and discussions at conferences have been mentioning for at least the last few years that lending requests seem to be down. (In our case, this is the sixth straight year that lending statistics have been down.) There are two basic factors for this: greater availability of full text material, both articles and books, both in libraries and on the internet as public domain books, plus, the fact that some libraries, both academic and public, due to economic factors, have cut back on their ILL service or have asked their patrons to pay for ILL service. And in the state of Georgia, there is no longer two day UPS shipping for ILL or UPS, so this may also deter users from borrowing books since they do not

have five to seven days to wait for the courier system to fill their needs. However, there are some other factors which may account for this, which I shall mention in the relevant sections.

Reasons for Cancellation: Major Reasons

Books

- Not on shelf 571 31.67%
- Other 211 11.70%
- Checked out 156 8.65%
- Non-circ. 98 5.44%
- Lost 12 0.67%
- At bindery 6 0.33%

Articles

- Not on shelf 937 24.79%
- Other 361 9.55%
- Holdings end before this volume 333 8.81%
- Lack vol./issue 57 1.51%
- Issue not yet received 56 1.48%
- Holdings begin after this volume 49 0.30%
- Not as cited 27 0.71%
- Exceeds copy limits 24 0.64%
- At bindery 23 0.61%
- Lost 1 0.03%

Obviously our fill rate has been greatly impacted by the fact that Not on Shelf, the major reason in both types of material, accounts for why we can't fill nearly one third of all returnable requests or one fourth of all article requests. The other major reason why we cannot fill—and it is also a reason that affects other libraries aside from our own—is represented by "Holdings end before this volume", which is usually selected as a reason when we receive a request which we have in electronic format, but we no longer subscribe to the print journal to fill it. (We could make up an additional reason which some schools have used, Not Licensed to Fill, which would probably more accurately describe the situation, since we do not know what we can fill in regards to e-journals, so if we do not have the print, we turn it down.) This reason, coupled with the fact that we are currently deflecting requests for electronic serials because we do not know what our licensing situation is another reason why our lending requests have gone down each year.

Our Ten Biggest Customers for Returnable Materials

- Baylor University 24 3.28%
- Berry College 19 2.60%
- Georgia College 17 2.32%
- Georgia Southwestern College 15 2.05%
- GA Southern Univ. 12 1.64%
- GA State Univ. 11 1.50%
- Gwinnett Co. Public Library 11 1.50%
- Wesleyan College 10 1.37%
- Emory Univ. 9 1.23%
- Mercer Univ. (Macon) 9 1.23%
- Total 147 18.72%

Surprisingly, the biggest book customer was a library from Texas! In all, we supplied 736 returnable items to 376 libraries in 42 states, the District of Columbia, and Denmark.

Our Ten Biggest Customers for Articles

- GA Southern Univ. 94 4.98%
- Georgia College 72 3.82%
- Live Oak Public Libraries 62 3.29%

• Kennesaw Univ.	59	3.13%
• Univ. of West GA	51	2.70%
• Univ. of Hawaii	46	2.44%
• Clayton State Univ.	38	2.01%
• Armstrong State Univ.	33	1.75%
• Coastal Carolina Univ.	28	1.48%
• Mercer Univ.	25	1.33%
• TOTAL	508	26.93%

Two customers on this list were from Hawaii and South Carolina. In all, we supplied 1,886 articles to 475 libraries in 46 states, the District of Columbia, and Denmark.

IFM Charges

Eighty-three libraries and document delivery services paid a total of $2,934.50 for 191 items that our library supplied them, which constituted 7.3% of all filled lending requests. The University of Hawaii continues to be our biggest paying customer, though their 46 requests were only half the 90 we supplied them last year, so it definitely explains why we dropped more than $1,000 from last year's total of $3,948.50. However, on the plus side, we have picked up additional universities who are giving us significant repeat business: Carnegie Mellon University, Indiana University, and the University of Michigan.

The Most Frequently Loaned Journal Title

For the past five years, our most frequently loaned journal title was Nurse Education Today, but this year, it dropped to third place, losing out first to The Valdosta Daily Times, which had numerous requests from Live Oak Public Library on behalf of one of our former residents. Second place went to Sport in Society.

Document Delivery

Document Delivery Statistics

- Overall document delivery requests submitted dropped from 695 to 392, -43.7%
- Overall document delivery requests filled dropped from 692 to 380, -45.1%
- Book delivery requests submitted dropped from 312 to 113, -63.5%
- Book delivery requests filled dropped from 310 to 106, -65.8%
- Article delivery requests submitted dropped from 383 to 279, -27.1%
- Article delivery requests filled dropped from 382 to 274, -28.2%

Like Mike's survey, the numbers show that faculty evidently are not aware they can also request our materials via ILL/Odum Express. (Of course, whenever we find an article or book we own within the ILL process, we route it to Document Delivery and supply it in house. The articles are not discernible. But one would think they would notice that they have copies of our books, with due dates that are not until the following May.) So, emphasize that this service is here—the best free thing on campus, available since 2006, when going to department meetings.

The Five Departments Which Submitted the Most Document Delivery Requests:

- Library Science   88

- Nursing   30
- International Programs 27
- Psychology   25
- English   19

Library Science, as always, continues to be number one on this list, which is not too surprising considering that the department has the online degree program, and we certainly process a good many requests for articles, and, to a lesser extent, books, since they can't always be located on our shelves. Psychology and English are holdovers from last year; the surprise is that English has dropped considerably, from 54 to 19, while Psychology has remained pretty close to the same, falling from 29 to 25, showing that moving much closer to the library has not made their professors more likely to want to hike to the library to get the materials themselves.

Total and Other Statistics

Total Statistics

Although we did have solid gains in returnable borrowing requests, and a couple months during the spring term where loan requests were more than 30% over last year's figures, the double digit losses in lending and document delivery offset these figures, and the department ended the year down from last year's total of 12,215 to 10, 818, -11.4 (which is a smaller loss than last year's 12.1% loss). And though there were fewer requests, they were also more complicated requests: we processed more requests than usual for microfilms, newspapers, music CDs, DVDs, and other hard to obtain materials that are more time consuming to get than normal requests. Some were for faculty, but an increasing number are being requested for graduate students in the wide array of programs offered by the university.

Article Transmission Statistics

Ariel		Article Exchange		E-mails		Odyssey	
Received	261	Received	59	Received	321	Received	1,418
Sent	219	Sent	0	Sent	266	Sent	1,026
TOTAL	480	TOTAL	59	TOTAL	587	TOTAL	2,444

The above statistics reflect a year of transition for this department. ARIEL has been increasingly less used by other ILL departments over the last couple of years, since the company that bought it has made no attempt to keep it compatible with the latest version of Windows, and so when a library upgrades, it is easier to abandon ARIEL, since there are other possibilities for sending, than struggling to make it work. Although that wasn't our problem, ARIEL simply stopped working just before Christmas, and the best efforts of the Automation department could not restore it. They sent several e-mails to the tech support department of ARIEL, but never received a reply, so we decided, about six months sooner than we intended, to terminate it. At the present time, we are relying on Odyssey, which is part of the ILLIAD system, and e-mail to send and receive material, but we are also receiving some material through a very promising new system from OCLC called Article Exchange, which is very easy to access for receiving materials. Although we started receiving articles in the spring, we have not yet sent anything, because we

have to install an add-on to ILLIAD that, from what I surmised from looking at the information about it, looks as though it is something that automation will have to do. This will be one of our goals for the 2012-2013 year to get it up and running as soon as possible.

Package Delivery Statistics

GIL & Others		Stat Courier Service	
Delivered (GIL)	652	ILL	583
Picked up (GIL & Others)	146	GIL	3,102
TOTAL	798	TOTAL	3,685

The fact that our department both unpacks and mails all GIL books, and these constitute five times as many books as it processes for mailing in the state courier service for ILL may have something to do with the fact that we cannot fill as many ILL requests as we would like to do. It is imperative to keep reciprocating to other libraries outside the university system if we hope to be able to obtain materials as needed for our patrons, since you can't expect to get materials if you don't respond, since that is what reciprocity among libraries is all about. Hopefully the additional full time staff member whose duties will be those of handling GIL can take some of the load of our staff, but since Meghan did calculate how much time they were spending on GIL packaging, along with asking both employees in Circulation how much time they spent, coupled with the fact we are losing our Graduate Assistant, I cannot be entirely optimistic that this will be the case.

Staff Accomplishments

Donathan, Meghan
- Promoted to Head of Lending and Supervisor of Student Assistants on July 1, 2011; replacing Lina Wallace, who had retired on June 30.

Funk David
- Left job as student assistant in our department to become Library Assistant in Interlibrary Loan, August, 2011, and resumed working on his undergraduate degree part-time.

Montgomery, Denise
- Published **Ottemiller's Index to Plays in Collections**, 8th ed. Lanham, MD: Scarecow Press, 2011, in August of 2011. Review appeared in "Short Takes", <u>Library Journal</u>, Dec. 2011, pp. 151, 154.
- Attended American Library Association Midwinter Conference, Jan. 20-24, 2012, Dallas, TX
- Attended American Library Association Midwinter Conference, June 21-26, 2012, Anaheim, CA

Interlibrary Loan Statistics 2011-2012

Items Borrowed

Loan requests filled	1,582
Loan requests cancelled	353
Loan requests in process	4

Total loan requests submitted	1,939
Photocopy requests filled	2,033
Photocopy requests cancelled	772
Photocopy requests in process	12
Total photocopy requests submitted	2,817
Total Requests Filled	3,615
Total Requests Cancelled	1,125
Total Requests In Process	16
Total All Borrowing Requests	**4,756**

Fill Rate	76% for ILL requests alone; 91.57% when including requests for materials in our building, our databases, or on the internet; and 93.51% if duplicate requests are counted.
Average Turnaround Time	3.89 days for articles; 10.36 days for loans; 6.82 days overall

Items Loaned

Loan requests filled	732
Loan requests cancelled	1,071
Loan requests conditionalized	13
Loan requests in process	0
Total loan requests submitted	1,816
Photocopy requests filled	1,886
Photocopy requests cancelled	1,893
Photocopy requests conditionalized	75
Photocopy requests in process	0
Total photocopy requests submitted	3,854
Total lending requests filled	2,618
Total lending requests cancelled	2,964
Total lending requests conditionalized	88
Total lending requests in process	0
Total All Lending Requests	**5,670**
Fill rate	40% for loans; 49% for articles
Average Turnaround Time	1.78 days for articles; 1.50 days for loans; 1.70 days overall

Document Delivery/Odum *Express*

Loans filled via Document Delivery	106
Loans cancelled via Document Delivery	7
Loans in Process via Document Delivery	0
Total Loans Submitted via Document Delivery	113
Articles filled via Document Delivery	274
Articles cancelled via Document Delivery	5
Articles in Process via Document Delivery	0
Total Articles scanned and sent via Odyssey	279
Total requests filled via Document Delivery	380
Total requests cancelled via Document Delivery	12
Total requests in Process via Document Delivery	0
Total All Document Delivery Requests	**392**

Average Turnaround Time   5.49 days for articles; 5.93 days for books; 5.62 days overall

Total Number of All Interlibrary Loan/ Document Delivery Transactions   10, 818

Other ILL Statistics Related to Electronic Delivery of Articles and Package Shipping

ARIEL transmissions (missing 12/2011, due to total failure of software, and decision to terminate it)

Received	261
Sent	219
TOTAL	480

ARTICLE EXCHANGE transmissions (begun 12/2011)

Received	59
Sent	0
TOTAL	59

ODYSSEY transmissions

Received	1,418
Sent	1,026
TOTAL	2,444

EMAILS

Sent	266
Received	321
TOTAL	587

GIL & Others
      Delivered (GIL)   652
      Picked up (GIL & Others)   146
      TOTAL   798

STAT COURIER SERVICE
      ILL   583
      GIL   3,102
      TOTAL   3,685

JULY 1, 2011 - JUNE 30, 2012													
I. CIRCULATION TRANSACTIONS	**JUL**	**AUG**	**SEP**	**OCT**	**NOV**	**DEC**	**JAN**	**FEB**	**MAR**	**APR**	**MAY**	**JUNE**	**TOTAL**
(General Collection)													
Main - General Collection	2,030	2,368	4,191	3,220	2,697	738	2,742	3,220	2,357	2,816	1,168	2,080	27,547
FY 11	1,632	1,892	3,367	2,907	2,779	832	1,863	2,675	2,783	3,111	1,206	2,754	25,047
Renewals from General Collection	736	939	1,199	1,862	1,721	446	1,266	1,668	1,892	2,213	1,609	991	15,551
FY 11	752	891	1,077	1,625	1,618	620	579	983	1,890	2,280	1,685	1,085	14,000
Gil Express (Books Requested from VSU)	136	305	279	337	168	89	451	348	326	211	84	155	2,734
FY 11	131	278	246	336	237	16	246	250	256	254	206	160	2,456
Gil Express (Books Charged at VSU)	113	166	205	201	146	60	228	211	167	138	46	106	1,681
FY 11	127	216	257	206	191	82	204	239	246	195	106	164	2,069
eBrary Documents Viewed	341	197	551	512	732	161	340	706	167	591	185	368	4,483
FY 11	226	161	329	364	515	406	189	428	379	585	192	178	3,774
Safari Sections Viewed	225	338	50	76	29	62	774	1,162	838	1,009	0	0	4,563
FY 11	57	4	42	19	11	10	90	45	27	194	363	6	862
Main - Media Equipment	584	1,174	1,834	1,713	2,608	1,210	1,024	1,609	2,254	2,487	849	546	17,346
FY 11	919	772	2,311	2,023	2,264	926	905	1,356	1,486	3,285	931	773	17,178
Government Documents (Federal)	1	3	37	10	28	3	6	7	27	64	0	7	186
Government Documents (Federal) FY11	0	14	4	21	28	6	7	18	37	43	0	10	178
Government Documents (Georgia)	0	0	2	3	4	4	0	2	0	7	0	0	22
Government Documents (Georgia) FY11	1	1	2	1	15	1	3	4	1	10	0	1	39
TOTAL CIRCULATION (GENERAL)	4,166	5,490	8,348	7,934	8,133	2,773	6,831	8,933	8,028	9,536	3,941	4,253	74,113
FY 11	3,845	4,229	7,635	7,502	7,658	2,899	4,086	5,998	7,105	9,957	4,689	5,131	65,603
II. RESERVE TRANSACTIONS													
Books, Articles -- Regular & Overnight	654	818	1,277	1,315	1,436	537	1,210	995	826	1,245	386	306	11,005
FY 11	427	641	963	1,131	1,306	510	817	1,000	1,136	1,392	79	463	9,865
Realia (Rooms, Headphones, etc.)	0	0	1	1	41	21	6	0	0	1	0	1	72
FY 11	527	229	385	402	436	188	282	140	91	216	45	475	3,416
Electronic Reserves Accessed	510	9,859	17,492	14,721	10,536	11,191	10,009	11,592	6,417	11,931	4,814	619	109,691
FY 11	1,960	3,681	3,250	2,301	1,413	775	4,990	5,610	3,029	5,162	14,430	541	47,142
TOTAL RESERVES	1,164	10,677	18,770	16,037	12,013	11,749	11,225	12,587	7,243	13,177	5,200	926	120,768
FY 11	2,914	4,551	4,598	3,834	3,155	1,473	6,089	6,750	4,256	6,770	14,554	1,479	60,423
III. ATTENDANCE													
Library North Entrance	26,949	51,640	62,741	47,419	52,338	21,242	39,184	55,765	44,493	63,031	17,561	19,061	501,424
FY 11	26,236	36,539	59,195	50,025	41,942	27,179	29,406	38,980	38,237	51,192	22,747	22,097	443,775
Library South Entrance	16,108	22,093	39,694	32,451	43,400	13,624	21,917	29,408	26,710	30,954	13,971	15,830	306,160
FY 11	23,985	27,332	46,387	38,884	34,223	17,141	20,820	31,370	28,300	44,838	20,822	23,474	357,576
TOTAL ATTENDANCE	43,057	73,733	102,435	79,870	95,738	34,866	61,101	85,173	71,203	93,985	31,532	34,891	807,584
TOTAL FY 11	50,221	63,871	105,582	88,909	76,165	44,320	50,226	70,350	66,537	96,030	43,569	45,571	801,351