



# **Library Annual Report**

**FY 2014**

## *Acquisitions, Serials & Collection Development*

### Summary Figures

- The Acquisitions Unit purchased 7,832 monographic items at a price of \$439,165.
- The Unit purchased 1,897 serial items at a price of \$1,076,348. This total includes 18 new subscription titles. 75 titles were cancelled.
- An additional 1,710 journal titles were added via the Lyris-Springer Collection. This online collection includes access to the back file of journals, to 1997.
- As part of the acquisitions process, 6,190 bibliographic records were brought into the GIL catalog.

### Electronic Resources/Serials

- In November, Jessica Lee was hired as the Electronic Resources/Serials Librarian, a new position.
- Established access to new databases, including entry in proxy server, catalog record, and inclusion in GALILEO. New databases include the Philosophers Index, IBISWorld, and Mergent Archive Digital Manuals.
- Implemented LinkSource, a new link resolver, in EBSCO Discovery tool
- Added Sage Deep Backfile 2014 to A-Z list
- Cleaned-up and improved accuracy of EBSCO A-Z list
  - Compared reports from EBSCONET to EBSCO A-Z list to ensure accuracy of materials within catalog and A-Z list
  - Completed an inventory of electronic resources in EBSCO A-Z list which included adding and removing links necessary to ensure patrons have access to electronic material
- Began implementation of CORAL, an open source ERM (Electronic Resource Management system) to keep track of electronic resources, statistics, contacts, etc.
- Instituted new workflow for serial added volumes, eliminating backlog in Acquisitions.
- Cataloged African American newspaper microfilm collections. Titles include Atlanta Daily World and Chicago Daily Defender
- Compiled annual usage data of major databases.

## Collection Development

- **Core Titles:** Ken Smith submitted two successful funding pool requests to purchase YBP Core Title books. The first, covering quarters 2013 Q1 & 2 was in the amount of \$20,902.47. The second, for quarters 3 & 4, was in the amount of 27,000.
- **LitCrit:** A successful funding pool request was submitted to purchase books of literary criticism (\$8,577.26). Titles were largely derived from edited essay volumes indexed by the MLA Bibliography in the last 5 years.
- **Psychology:** A successful funding pool request was submitted to purchase Psychology titles. Titles were largely derived from recent years of PsycBooks (i.e., APA publications).
- **Social Work:** A successful funding pool request was submitted to purchase books relevant to Social Work (\$4,390).
- **E-Books:** End of year money was solicited by the University Librarian to purchase ebooks. In FY2014 we will cancel the ebrary Academic Collection subscription. To prepare, purchases focused on subjects supportive of existing VSU online programs.
  - **University Presses Scholarship Online:** 1,132 titles. Subjects included Biology, Business, Economics and Finance, Education, History, Literature, Political Science, Public Health, Social Work, Society and Culture, and Sociology.
  - **Ebrary Titles:** 123 titles. Miscellaneous titles, mostly composed of remaining book orders for FY 2014.
  - **GVRL Titles,** 107 reference titles to refresh the Gale Reference Library. The purchase included numerous recent titles in the Opposing Viewpoints series.
  - **EBSCO Ebooks:** 227 titles selected from the most heavily used ebrary Academic titles over the last 5 years.
- **Mergent Digital Manual Archives** The online version of the back issues of Moody's Manuals. This included a no cost subscription to Moody's Online and deeply discounted pricing thereafter.
- **Sage Deep Backfile:** The backfile extends our holdings from the beginning of a journal title to 1999.

## Weeding

- The following areas were chosen for weeding either because they had been the subject of a recent funding pool request or because books were being placed on the top shelf of the sacks (indicating relative congestion).
  - **Psychology, BF:** 651 items withdrawn
  - **Ethics, BJ:** 117 items withdrawn
  - **Family. Marriage. Women, HQ:** 878 items withdrawn

- **Communities. Classes. Races**, HT: 7 items withdrawn
- **Criminology**, HV: 705 items withdrawn
- **Socialism. Communism. Anarchism**, HX: 23 items withdrawn
- **IMC Curriculum Materials** – Elimination Project
  - The 618 items remaining from last year’s elimination of the IMC have been relocated or withdrawn.
- Weeding of the collection was suspended during the inventory of the book stacks. During the inventory, problem books (e.g., no barcode) were sent to collection development for review. Impressionistically, 1/3 of these problem books were withdrawn as no longer relevant to the collection.

### Gifts

- 1,247 gifts were received in FY 2014.
- Major donations include John Dunn’s history materials and Colette Drouillard’s children’s books and media.
- 829 gift items with offered up (i.e., not added to the collection).
- This year the technical services units made changes to simplify gift processing. Acquisitions responsibility consists of basic management of gifts (i.e, statistics, disposition of unwanted books, and tax letters), as well as the decision whether to add to the collection or not. Cataloging now brings in bib records at the moment of cataloging. They have also begun to record the donor’s name in the 852 subfield z of the holdings record.

### Repairs, Binding & Replacements

- The Acquisitions Unit repaired 454 books in-house (FY13: 368; FY12: 352).
- 1,051 bound periodicals and 69 government documents were added.
- 463 theses were bound (FY13: 413; FY12: 338).
- Additional binding include: 118 Monographs/Books, 22 Music Scores, 48 Rebinds, and 2 Serials.
- 145 replacement items were purchased.

## Odum Library Electronic Resources Annual Report 2014

### Methods:

Data are collected from each vendor or organization's administrative website, using COUNTER Database/Journal/Book Reports when available. EBSCO and ProQuest are separated from the rest of the locally licensed databases for both ease of reporting and trend analysis if needed.

According to COUNTER, full-text articles are a "complete text, including all references, figures and tables, of an article, plus links to any supplementary material published with it.

Search (regular) is a user- driven intellectual query, typically equated to submitting the search form of the online service to the server.

Session is a successful request of an online service. It is one cycle of user activities that typically starts when a user connects to the service or database and ends by terminating activity that is either explicit (by leaving the service through exit or logout) or implicit (timeout due to user inactivity) (NISO).

<http://www.projectcounter.org/r4/APPA.pdf>

### Usage Statistics Tables:

#### GALILEO-Licensed Databases

	FY 2014	FY 2013	FY 2012
<b>Searches</b>	14,957,412	9,893,202	2,261,842
<b>Full-Text Views</b>	251,501	473,188	991,311
<b>Citation Views</b>	305,337	1,078,396	2,992,689
<b>Links Chosen</b>	<b>145,156</b>	<b>109,476</b>	<b>122,577</b>

#### EBSCO Locally Licensed Databases

Database Name	Session s 2013	Session s 2014	Searches s 2013	Searches s 2014	Full Text 2013	Full Text 2014
<b>Art &amp; Architecture Complete</b>	2530	94671	10173	341188	627	916
<b>Art Museum Image Gallery</b>	2288	94439	10322	335936	0	0
<b>ATLA Religion Database with ATLASerials</b>	5062	95028	13538	340722	849	2313
<b>Biological Abstracts</b>	3052	95070	13517	339747	0	0
<b>Children's Core Collection</b>	2260	94429	9937	336351	18	10
<b>Family &amp; Society Studies Worldwide</b>	2497	94639	11671	339463	0	0

<b>GeoRef</b>	4505	94761	19569	338111	0	0
<b>Inspec</b>	2150	94475	9501	337385	0	0
<b>Library Literature &amp; Information Science (+Full Text) (H.W. Wilson)</b>	39905	85065	153780	304435	4823	6211
<b>Library Literature &amp; Information Science Retrospective: 1905-1983 (H.W. Wilson)</b>	2522	94654	11618	337940	0	0
<b>Library, Information Science &amp; Technology Abstracts (+Full Text)</b>	56242	100263	204680	360813	12676	11449
<b>RILM Abstracts of Music Literature</b>	2200	94532	9685	337745	0	0
<b>Teacher Reference Center</b>	2443	94563	11148	339698	0	0

### EBSCO Locally Licensed Databases

<b>Database Name</b>	<b>Regular Searches 2014</b>	<b>Searches- federated/automated2014</b>
<b>Art &amp; Architecture Complete</b>	4430	336758
<b>Art Museum Image Gallery</b>	3827	332109
<b>ATLA Religion Database with ATLASerials</b>	6078	334644
<b>Biological Abstracts</b>	6329	333418
<b>Children's Core Collection</b>	3770	332581
<b>Family &amp; Society Studies Worldwide</b>	4895	334568
<b>GeoRef</b>	4843	333268
<b>Inspec</b>	3880	333505
<b>Library Literature &amp; Information Science</b>	7881	296554

<b>(+Full Text) (H.W. Wilson)</b>		
<b>Library Literature &amp; Information Science Retrospective: 1905-1983 (H.W. Wilson)</b>	5089	332851
<b>Library, Information Science &amp; Technology Abstracts (+Full Text)</b>	5490	334538
<b>RILM Abstracts of Music Literature</b>	4166	333579
<b>Teacher Reference Center</b>	4823	334875

### Usage in EBSCO Discovery Service vs. EBSCOhost

	<b>EDS</b>	<b>EBSCOhost</b>
<b>Searches</b>	38,269,899	<b>684,285</b>
<b>Sessions</b>	124,215	<b>66,861</b>
<b>Full Text</b>	<b>213,901</b>	<b>98,420</b>

### ProQuest Locally Licensed Databases

<b>Database Name</b>	<b>Sessions 2013</b>	<b>Sessions 2014</b>	<b>Searches 2013</b>	<b>Searches 2014</b>	<b>Full Text 2013</b>	<b>Full Text 2014</b>
<b>ERIC</b>	6304	5562	13764	10450	52	58
<b>Library and Information Science Abstracts (LISA)</b>	5898	5186	12869	9728	1	9
<b>Meteorological &amp; Geostrophysical Abstracts</b>	5786	5087	12530	9385	1	0
<b>Physical Education Index</b>	6041	5159	13119	9374	2	7
<b>ProQuest Criminal Justice</b>	6357	5440	13769	10434	0	1790
<b>ProQuest Historical Newspapers: Atlanta Daily World</b>	0	n/a	0	n/a	0	n/a
<b>ProQuest Historical Newspapers: The Atlanta</b>	6707	5904	14965	11609	2176	2915

<b>Constitution</b>						
<b>ProQuest Historical Newspapers: The Christian Science Monitor</b>	6464	5763	14152	10999	115	95
<b>ProQuest Historical Newspapers: The New York Times</b>	6916	5982	15167	11742	3096	1649
<b>ProQuest Historical Newspapers: The Wall Street Journal</b>	6505	5774	14242	11043	100	92
<b>ProQuest Historical Newspapers: The Washington Post</b>	6534	5791	14301	11065	665	440
<b>Social Services Abstracts</b>	5881	5166	12995	9654	36	4
<b>Sociological Abstracts</b>	5877	5124	12907	9587	108	11
<b>Worldwide Political Science Abstracts</b>	5812	5102	12752	9490	2	7

**\*ProQuest Full Text counts were added in FY2013.**

**\*There are no federated searches for ProQuest Locally Licensed Databases.**

#### **Sage Collection FY14**

<b>Total Searches 2014</b>	<b>Successful full-text 2014</b>
456	8670

#### **Wiley Collection FY14**

<b>Total Searches 2014</b>	<b>Successful full-text 2014</b>
n/a	6583

#### **Springer Collection FY14**

<b>Total Searches 2014</b>	<b>Successful full-text 2014</b>
n/a	1879

#### **Other Locally Licensed Databases**

<b>Database Name</b>	<b>Sessio n 2013</b>	<b>Sessio n 2014</b>	<b>Searc h 2013</b>	<b>Searc h 2014</b>	<b>Recor d 2013</b>	<b>Recor d 2014</b>	<b>Fullte xt 2013</b>	<b>Fullte xt 2014</b>
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<b>ACM Digital Library</b>			363	269		409	467
<b>ARBA Online</b>	157	286	22	1914			
<b>American Chemical Society Journals</b>	1642	***	2259	2431		n/a*	1717
<b>Biography and Genealogy Master Index</b>	166	135	233	219	142		
<b>Books in Print</b>	765	1304	3953	7211			
<b>Charleston Advisor</b>						27	43
<b>Children's Literature Comprehensive Database</b>		n/a	56	1733			
<b>Choice Reviews Online</b>		171		218			112
<b>Chronicle of Higher Education</b>	1604	2919	4105	559		45891	25601
<b>eHRAF World Cultures</b>	258	3824	806	136			
<b>eMusicQuest</b>			34	28	158	89	
<b>Health and Psychosocial Instruments</b>	116	128	185	101			
<b>IEEE Computer Society Digital Library</b>			117	160		50	51
<b>IngentaConnect</b>	709	642	129	151			91
<b>JSTOR</b>	39410	27133	68727	32362			49415
<b>Journals@Ovid</b>	33		24				
<b>Material ConneXion</b>	n/a			1574			
<b>Oxford Music Online</b>	n/a	292		720			729
<b>PILOTS Database</b>	2355		6708				
<b>RIA Checkpoint Tax Library **</b>	1222						
<b>SciFinder</b>	335	273	3142	1877			659
<b>Standard and Poor's NetAdvantage</b>							

<b>Theatre in Video*</b>	7		20					2
<b>Ulrich's Periodicals Directory**</b>								
<b>Zoological Record</b>	116	59	319	199				
<b>eBook Databases</b>	<b>Sessio n2013</b>	<b>Sessio n2014</b>	<b>Searc h 2013</b>	<b>Searc h 2014</b>	<b>Recor d 2013</b>	<b>Recor d 2014</b>	<b>Fullte xt 2013</b>	<b>Fullte xt 2014</b>
<b>CRCnetBASE</b>				23				10
<b>eBooks on EBSCOhost</b>	48429	98906	17645 9	35453 2	3703		3609	4649
<b>eBrary</b>	4496	6931						3474
<b>Gale Virtual Reference Library</b>	1221	460	2587	953		790	1599	

\*Administrative page under construction during reports during FY13

\*\*New reporting tool experiencing technical difficulties during reports

\*\*\*No longer offers session numbers in COUNTER 4 reports

#### EBSCO A to Z

	<b>FY14</b>	<b>FY13</b>	<b>FY12</b>	<b>FY11</b>	<b>FY10</b>	<b>FY09</b>	<b>FY08</b>
<b>Searches</b>	30,944	38,841	38,334	38,155	45,791	61,504	<b>53,606</b>
<b>Sessions</b>	11,564	14,456	16,398	24,170	30,484	22,793	<b>33,705</b>
<b>Pages Viewed</b>	<b>42,581</b>	<b>53,028</b>	<b>63,349</b>	<b>94,910</b>	<b>116,252</b>	<b>126,586</b>	<b>132,844</b>

#### Statistics for ACRL E-Metrics Report

	<b>GALILEO</b>	<b>Local</b>	<b>EBSCO A-Z</b>	<b>Grand Total</b>
<b># of Resources Reported</b>	287	83	1	371
<b>Sessions/Logins</b>	129,377	213,921	11,564	354,862

		(without EBSCO numbers)		
<b>Queries/Searches</b>	14,957,412	536,519 (w/o EBSCO numbers)	30,944	15,524,875
<b>Full-Text</b>	251,501	92,380 (w/o EBSCO numbers)	42,581	386,462

**Statistics for ACRL E-Metrics Report (with EBSCO Discovery numbers)**

	<b>GALILEO</b>	<b>Local</b>	<b>EBSCO A-Z</b>	<b>Grand Total</b>
<b># of Resources Reported</b>	287	83	1	371
<b>Sessions/Logins</b>	129,377	1,066,498	11,564	1,207,439
<b>Queries/Searches</b>	14,957,412	3,549,857	30,944	18,538,213
<b>Full-Text</b>	251,501	101,830	42,581	395,912

## *Archives and Special Collections*

### General Statistics:

Year	Number of recorded questions and sign in patrons	Observed reasons for changes
2013-2014	570	Added four student workers and one Grad assistant in Aug 2013. Large training impact here because the students didn't start asking folks to sign in and recording questions until spring.
2012-2013	968	Better Record keeping, fewer staff
2011-2012	766	Less systematic record keeping
2010-2011	976	
2009-2010	748	
2008-2009	907	

We seem to fluctuate by 200 questions every time that we do a large hiring/training. This past year because we went from a single temporary staff worker and a trained GA to 4 new students and a new GA we had a particular steep training curve. Archives work is highly technical and takes a lot of training. We need to move the recording function up higher in the training and stress it more because this year's numbers do not reflect the reality of who came into the archives.

### Outreach:

- a. Archives Presentations;
  - i. "Documenting the past at VSU" Talk given to VSU retiree board in Spring 2014
  - ii. Presentations of Eichberger Collection to total of 2000 Georgia seventh grade students at Azalea International Folk Fair/Field Trips, Spring 2014

- iii. VSU Integration History—talk given at Kick-off Integration event, Fall 2013
  - iv. VSU Integration History—video created for Integration Kick-off, Fall 2013
- b. Outreach:
- i. Participated in the Library Mystery tours for Archives, Fall 2013
  - ii. Participated in the Happening for Archives, Fall 2013
  - iii. Organized the Event “Art in Odum” opening two galleries on the third floor: Valdosta Artists and the Songye African Art Collection. Event featured special guest artist Amalia Amaki and was sponsored by the library and the 50 years of integration committee. Event was attended by 100 people.
- c. Exhibits:
- i. Put up exhibit of Joe Morgan’s photography in the 2<sup>st</sup> floor gallery, Summer 2014
  - ii. Working with the Library Art Committee, completed installation of two permanent exhibits on third floor of Odum Library, North: Valdosta Artists, 33 paintings by VSU-related artists; and the Songye African Art Collection, 34 artifacts from the DRC and 13 banners of drawings of African Art by artist Elantu Veovode. Working with the Art committee and VSU Plant Operations, pictures were hung, display cases purchases and outfitted, lighting adjusted for art preservation, and research into Artists and the art conducted to create informative and extensive signing.
  - iii. Supplied materials and helped design Andrew Tatler Burgess Rare Printed Materials exhibited in the VPAA office, winter 2014
  - iv. Put up exhibit of Andrew Tatler Burgess/Andrew Wallen paintings in 2<sup>nd</sup> floor gallery, Fall 2013
  - v. Created and installed a 25 poster board exhibit for 2 locations for the 50 years of Integration event.

### **Teaching:**

- Fall Semester:
  - History 3000-2 classes
  - History 1011—Babylonian Clay Tablets-1 class
  - Food History—2 classes
  - History 4950, Ancient History—3 classes
  - Math History—Babylonian Clay Tablets—1 class

- Music Bibliography—1 class
- History 4206—20<sup>th</sup> Century—1 class
- Higher Ed History—Graduate class—1 class
- Spring Semester
  - History 1011—Babylonian Clay Tablets—2 classes
  - History 4950—Haggard, Native American History, 1 class
  - History 1011—Volunteer Orientations—2 classes
  - History 3000—Dunn work project—8 classes
- Summer Semester
  - MLIS—Rare Books—tour and instruction on Rare Book Collection for all Valdosta area members of Class—1 class

**Total 26 classes taught in Archives in 2013-2014**

### **Volunteers:**

Fall Semester 2013

Total Extra Credit Volunteer Hours = **106.38**

Non-Extra Credit Volunteer Hours = **2.33**

Spring Semester 2014

Total Extra Credit Volunteer Hours = **295.68**

Non-Extra Credit Volunteer Hours = **0**

**Total Volunteer hours: 402.06**

**Value of volunteer work to the Archives: \$2914.94**

### **Website and Digitization**

#### *Website:*

This year we continued adding and updating content to our new website and completed the migration begun in 2013. Our new content on

<http://www.valdosta.edu/academics/library/depts/archives-and-special-collections/welcome.php> includes:

- Migrated "50 Years of Integration Website" to Archives directory.
- Redesigned and updated the South Georgia Folklife Collection website (est. 30 pages, mixed media)
- Redesigned and updated the Babylonian Clay Tablets website (est. 10 pages w/ images)
- Began hosting the Cobec.org website. Requires periodic updates to content.
- Updated Art in Odum webpage for Valdosta Artist Series
- Genealogical Resources at Odum Library page created.
- GENDEX Website

*Additions to the Vtext Institutional Repository:*

- 489 New Digital Objects added
- 56 Theses and Dissertations Added

*Analytics for Website and Vtext:* These are the pageviews and unique user counts for our Website, our Archon, and our Vtext

*Website;* [www.valdosta.edu/archives](http://www.valdosta.edu/archives) - **17,804** total page views

- Website Unique Pageviews **14,096**

Popular sections of the website:

- Regional History - **1,317** pageviews
- VSU History - **2,338** pageviews

Specific Collections on website:

- Folklife: <http://archives.valdosta.edu/folklife> - **1, 929** pageviews, 233 unique users
- COBEC: [www.cobec.org](http://www.cobec.org) - **2,269** pageviews, 895 unique users
- Babylonian Clay Tablets - **365** pageviews
- Eichberger - **51** pageviews;

*Vtext:*

- **23,177** pageviews; 2967 unique users

*Archon:*

Archon is our integrated archival description system. It is where people search for items in the archives. Our total number of searches and viewers on archon:

- **24,132** pageviews; 2,816 unique users

*Social Media*

- Flickr - **2829** photos added (w/ metadata)
- Twitter - 177 tweets, **205** Followers
- Facebook - **144** Likes
- Google+ - 14 Followers, 7,219 Views
- YouTube - 6 Subscribers, 15 Videos

**Digitization Activities**

- Campus Canopy Digitization (ongoing) - 33 Issues Digitized as of Aug 2014
- Yearbooks - All Yearbooks digitized - Internet Archive/Lyrasis. This is very significant since we worked with Galileo who funded all the digitizing of the 59 yearbooks. They are currently on the international database **Internet Archive**.

- Digitized Gendex (VDT Genealogy database created)
- 1200+ Herbarium Slides digitized

### **Acquire and Preserve Materials.**

#### **Archival (non-digital) Acquisitions**

This year we added **56 linear feet** of paper materials and artifacts. Highlights include the purchased early faculty papers of Harold Gulliver and Augusta Rentz Gulliver, paintings and sculptures by Elantu Veovode, Stephen Lahr, and Andrew Tatler-Burgess for our third floor gallery, and 12 lf of memorabilia from the Bailey estate. We also received 6 boxes of books about African American Artists from the Paul R. Jones collection donated by Amalia Amaki.

#### **Digital Acquisitions**

Digitally we added **30.26 GB**:

- Lowndes County Memories Pictorial History Photograph Scans (4.67 GB)
- Mississippi Choctaw Tribal Recognition Documents (4.51 GB)
- Valdosta State University Flickr Collection (19.46 GB of Images)
- Peach State Theater Posters (217 MB)
- Historic Preservation Images from Campus Architect (1.4 GB)

#### **Rare Books:**

Evaluated and selected for cataloging **81 rare books** donated by Lou and William Gabard.

#### **Special Collections:**

**85 books** were selected and purchased with the archives book budget this year to add to Special Collections or the Archives Practice section on the third floor.

Our preservation actions were of course built into regular processing activities. Specific preservation initiatives include creating 63 phase boxes for Rare Books and working with plant ops to change the lighting near newly hung art and in the Archives Storage Area. We also worked with Plant to change the lighting on the “Dances with Books” piece by Amalia Amaki. We processed over 600 Herbarium slides for freezing to provide long-term storage.



## Archival Description and Processing:

We added **4235** new entries to our Archon system, describing new and existing collections to the item, folder, and box level as appropriate. We also completed metadata descriptions for **2829** Flickr photographs, including 653 Herbarium images. Our volunteer indexing program yielded the addition of **847** records into our Campus Canopy Index and **2378** records to our Vital Records Index. These are valuable resources for research offered via the web.

Noted collections that were processed this year include the important Leonard/Long Civil Rights Journalism collection with 6 boxes, the Gulliver Rentz early faculty papers, with 6 boxes, and 64 boxes of the Georgia Library Association papers and the University Relations collection.

## External Funding

This year marked the beginning of our Bailey Endowment for Archives, which happened with the unfortunate death of Joan Bailey. \$95,000 has been invested for the endowment which we can begin using in three years. \$5,000 has been set aside for earlier use to create a display and other expenses in the interim. Also, the value of our volunteer work to the Archives: \$2914.94.

## Assessments

Below is a table of assessments for some of the classes taught last year. Those not on the table, such as History 3000, had qualitative email assessments that did not yield numerical data. Qualitative assessments were uniformly positive. Some classes were not assessed as professors might not have returned the assessments.

Class	Question: How satisfied were you with the orientation you attended at the VSU Archives and Special Collections?
Summer 2013	
Engl 2110	4.0
Fall 2013	
HIS 3000	4.2
MATH 3610	4.3
HIS 4950	4.7
Food History	4.4
HIS 4950	4.9
Higher Ed History (grad class)	4.5
Spring 2014	
History 1101	4.3
History 1101	4.1
For our volunteer program we collected qualitative surveys at the end of the volunteer project. While I do not have numerical analysis of those surveys, the comments we gathered were uniformly positive. For example	

- It was interesting learning about the history of VSU.
- It worked and went well, I liked learning about history in Valdosta, GA.
- I like that it is a good way for students to know where everything is.
- It was great. I'm glad there was an extra credit option.
- I enjoyed working in the Archives and I will be coming back.
- I liked reading from the Canopy. It opened my eyes to how life was in the 1950s.

The evaluations are dispersed in a typical pattern. Classes at the 1000 to 2000 level averaged a 4.1 level of satisfaction with the class. Students in 3000 level classes averaged a 4.3, and students in 4000 level and graduate level classes averaged a 4.7. All of these measures are out of 5.

### **Deborah S. Davis, Director, VSU Archives and Special Collections**

#### **Awards:**

Deborah S. Davis "In Appreciation for your Outstanding Service and Distinction to COBEC, (Consortium for Belize Educational Cooperation)" August 2013

Deborah S. Davis Collegiate Women of Valdosta State University "Outstanding Staff Member," March 2014

Deborah S. Davis "AFAM Community Servant of the Year," May 2014

Deborah S. Davis Promotion to Full Professor, July 2014

#### **Service to the profession and institution:**

##### *Service to the profession nationally and in the State:*

- Academy of Certified Archivists, member, recertified in 2010, served as a test proctor for the ACA Exam, Fall 2013, New Orleans
- 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:
- COBEC, Consortium on Belize Educational Cooperation. Serving as Archivist since 2005, and have been elected treasurer for 2013-2015. Attended summer meeting in

Indianapolis and winter meeting in Dangriga, Belize. Presented treasurer's report at meetings and collected dues, paid bills and transferred account to Valdosta from Bainbridge. Valdosta State University, VSU Archives is also the webmaster for COBEC and Davis was chosen Documentarian beginning in fall, 2014. Worked with Guy Frost to offer continuing education class on cataloging to librarians in Belize. Currently working on a 24 hour course on Archives for May 2015.

*Service to Valdosta State University*

- Committee on the 50 years of VSU integration, member. Creating displays and supplying photographs and information for committee projects. Created an Art Event in the library co-sponsored by 50 years of integration.
- Remnant Trust committee, in charge of exhibition sub committee
- 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. On Hiatus this year.
- Since I am now under the Graduate School because of my husband's promotion to University Librarian, I am unable to serve on many campus committees that I used to serve on. The Graduate School does not have allocated faculty slots on the Faculty Senate or senate committees.

*Service to Odum Library*

- *Service to Odum Library:*
- Library Art Committee, Chair. See description of Art activities in outreach section.
- Vtext committee, responsible for creation, outreach, and maintenance of VSU's institutional repository, Vtext. See above under Digitization for activities. Member
- Membership on Liaison Committee, Strategic Planning committee, and Emergency preparedness committee.

*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**

- With the Odum Library Art Committee, created Valdosta Artists, 33 paintings and sculptures on the third floor of Odum Library with extensive researched signage, including preservation actions and layout.
- Created Songye African art exhibit, including 34 sculptures and 13 banners of drawings by local artist Elantu Veovode.

- Organized event with 50 years of Integration and the Library to kick off the opening of those two permanent galleries. Invited nationally known artist Amalia Amaki, and gave speech summing up the project.
- Created a gallery exhibit, “Joe Morgan’s Photographs” from June-July 2014 in the Odum Gallery. Several blog articles publicized this exhibit.
- Created a gallery exhibit, “The Paintings of Andrew Tatler Burgess/Andrew Wallen” from August 2013-present. Blog articles for publicity

#### **Training and Meetings:**

- COBEC 2014 Summer Meeting, Indianapolis, July 2014
- COBEC 2014 Winter meeting, Dangriga BZ, Feb. 2014
- GLA Midwinter meeting, January, 2014
- GLA COMO annual meeting, Macon, October 2013
- SAA (Society of American Archivists) New Orleans, August 2013

#### **Stacey Wright—Archives Technical Assistant**

- Enrolled in MLIS program starting August 2014

#### **Dallas Suttles—Computer Services Associate**

#### Conferences, Meetings 2014:

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Attended DAS Certificate Training.

- Certificates of Continuing Education - May 2014
  - Digital Forensic for Archivists, Part I and Part II
  - Preserving Digital Archives
  - Digital Archives and Libraries
  - Digital Curation: Creating an Environment for Success
- MLIS Courses
  - Spring 2014 - Information Architecture, MLIS 2014

## Cataloging

Cataloging became fully staffed with the hiring of a Head of Cataloging in February of this year. In addition, Rebecca Griggs filled the LTA position, bringing Cataloging to a fully-staffed level.

Most notably, the efficiency of the Department has improved dramatically. All new print titles that were awaiting cataloging and processing have been completed and sent to the stacks. Cataloging and processing time is now typically two weeks from the time an item is received in Cataloging until it is sent to Circulation for shelving. Of these two weeks, one week is typically dedicated to the record going to a third-party vendor for authority work and waiting for state staff to load the returned files. In situations of extreme urgency, Cataloging can often get an item to a patron in 30 minutes or less, including processing time. Videos, games, and kits take a bit longer due to the backlog and more extensive time required for cataloging.

Current production numbers average approximately 2,206 unique items per month, or roughly 105 items per working day. The Department is doing roughly 400 more items per month than are coming into the building, representing a significant impact on the backlog. These numbers will decrease as staff begin to work on non-print titles.

After the major impact that Resource Description and Access (RDA) had on the authority files received from our authority processor (Marcive), the Department is now current on loading all new and changed authority files and processing them on a weekly basis. Department staff are working through the backlog of problematic titles; training of the Acquisition staff on better OCLC searching strategies and record selection will help reduce the amount of time devoted to non-matching terms in bibliographic records. Being current on these files ensures that our database is accurate and in alignment with other schools in the state, thereby facilitating state-wide searching by students and faculty.

Gift cataloging has been progressing with the backlog in the Acquisitions area completed. Cataloging currently is working through the backlog in the Acquisitions storage area with an anticipated completion of the end of the spring semester. As part of this process, the Acquisition librarian has delegated broad item assessment responsibilities to the Head of Cataloging, with questionable items being routed back to Acquisitions on a regular basis.

An area of challenge remains the cataloging of musical scores. These fall into three areas: Purchased scores, gift scores, and legacy scores. Cataloging staff attended a webinar on RDA for scores cataloging with Guy Frost developing a policies and procedures guide; other staff will slowly “ramp up” to work through the backlog of purchased scores as the gift books are moved out to the collection. The staff will then turn to the gift scores and finally, working with Acquisitions, ascertain what needs to be done with the legacy scores.

Another area of challenge is the extensive collection of sound recordings currently housed in the Department. This includes an extensive collection of concerts recorded on campus on cassette tapes. The director has taken responsibility to work with the Music Department as to the disposition of these. The Department currently also has an extensive collection of record albums

that were gifted to the collection. There are approximately 5,500 albums. How the library will handle these has yet to be decided as there are no dedicated listening stations to play them; if they are retained, then some methodology will need to be developed to allow the “capture” of them by students into a more portable form.

There is also an extensive collection of CDs in the Department. These appear to have been gifted some time ago. As of now there is no movement on these items as decisions on retention and storage will have to be made. The items are predominantly classical and jazz with some show-tune titles also. There are also CDs of on-campus musical performances; disposition of these will need to be made in conjunction with the Music Department.

In the area of e-resources, the Department, in conjunction with Systems and Acquisitions, is examining the potential use of OCLC’s Worldshare platform for record management. There is also the potential of using this platform for on-going bibliographic quality updating and access. The Department is also exploring the use of OCLC’s Data Reclamation program to harmonize actual holdings with what is presented to the world in the OCLC database, thereby improving the quality of material and loans which can be provided to internal and external customers.

#### **EXTERNAL ACTIVITY**

The library added over 151 original records to OCLC and enhanced an additional 1736 others. 82 authority records were created as part of the NACO/SACO program.

Cataloging staff continued to serve as committee chairs for ALA and GLA as well as the ongoing program for training cataloging staff and librarians in Belize.

## *Circulation*

Two full time staff members were hired and began working in Circulation August 2013. One of the new staff was a former student assistant in both Circulation and Reference departments. The other new staff is the spouse of a new faculty member. Both staff completed their six month probationary period successfully and they are working well with the other Circulation staff members.

One of the Circulation staff members, Rebecca Taylor, agreed to work in the Cataloging department to help during the transition period when a new department head was hired. Rebecca was able to gain valuable experience working with the Cataloging department. During the time Rebecca was on loan to the Cataloging department the job vacancy within the department was posted. Rebecca applied for and was offered a Library Technical Assistant (LTA) position in the Cataloging Department. The vacancy created in Circulation when Rebecca accepted the LTA position in Cataloging was transferred to Media Services in order to facilitate extended hours in the Media Services department.

Circulation staff provided 24 hour open coverage for the entire library building during the finals week of spring semester 2013. Building usage during finals week between the hours of 2:00AM and 8:00AM showed the extended operating hours were well received.

The Circulation department, with assistance from the Automated Systems department, completed an inventory of the main circulation collection. Bruce Bailey, Luke Smith, and several student assistants began the inventory process in September 2013. The inventory consisted of collecting data on what books are currently on the shelves and currently checked out to library users. The inventory of the main collection was completed in May 2014.

After the inventory of the main collection the Automated Systems department provided a report of all the books that are in the library's catalog but did not show up during the inventory. Bruce Bailey, Luke Smith, and several student assistants performed a search for the books included in the missing report. The team was able to find many of the books on the report. Some of the missing books were cataloged and shelved during the inventory process but they were not recorded as being present in the inventory before shelving.

Once the first search of the missing books was complete Bruce Bailey began an inventory on the children's books collection. Bruce completed the inventory in a few weeks and moved on to inventory the "Big Book" collection. During FY 2015 the library hopes to complete an inventory of all the circulating materials.

Luke Smith began supervising the library's computer lab assistants during FY 2014. In February 2014 the Information Technology department approached the library with a plan to phase out lab

assistants stationed in computer labs across campus. IT is in the process of developing a Technical Response Unit (TRU) to provide technical support across campus using the existing computer lab assistants. The library agreed to participate in the pilot stage of the TRU program by allowing several lab assistants to cross train in IT and begin working as IT student assistants. Currently the TRU program is on hold until a coordinator is hired. Once the coordinator is in place the remaining lab assistants in the library will transition to IT student assistants.



## **Media Services**

### **Media Center Statistics for fiscal year June 1, 2013- May 31, 2014**

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Equipment bookings: .....	<b>12072</b>
Color/BW Prints .....	113027
Digital Productions: .....	<b>3990</b>
Transfers/Duplications .....	<b>1115</b>
Posters .....	<b>2109</b>
Lamination .....	<b>17500</b>
A/V Streams .....	<b>150</b>
Bindings .....	<b>965</b>
Laptop Reimaging .....	<b>395</b>
Web Counter.....	42578
Workshops.....	<b>38</b>
3D Prints.....	<b>225 Hours</b>

### **Media Center Achievements fiscal year 2014**

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- Hired new CSA – Joseph M. Mitchell
- Plan to extend hours and bring on new staff
- Created job description for Instructional Technology Assistant
- Implemented new policy on late fees and check out privileges
- Automated equipment and media supply inventory
- Added 17 new all in ones to the media center
- Added 2 iMacs to iMac Lab
- Added new 42 inch printer (Z5400) to center
- Printed over 100 posters for the undergraduate and graduate symposiums
- Added OmniPage Ultimate version 18 to two work stations
- Added Camtasia 8.0 to two work stations
- Added studio sound board (24) to three editing suites
- Added informational display for equipment circulation service point
- Added new 3D printer to Center
- Provided 38 workshops for fiscal year 2013/2-14
- Develop formal student technician program using D2L
- Added 20 laptops to equipment circulation inventory
- Provide new shirts for Media Services Staff
- Provided assistance and equipment to the GHP specialist during 2014 Program
- Generated 3D print gallery for website
- Provided table at Faculty Orientation
- Re-classed ITA to Instructional Technology Specialist
- Added 24 more Hon Mesh back/upholstered swivel/tilt chairs
- Continue to use Lynda.Com for staff training
- Utilizing Intern to consult about D2L student training program

- Continue to provide support for new ShareStream video management system (copyrighted - materials following TEACH Act stipulations).
- Transferred printer repair service to IT Micro-support.
- Transferred over to VOIP phone system
- Provided Internship to one undergraduate student and one graduate student
- Completed over 225 hours of 3D printing for academic led assignments

### New Equipment

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- 24 Hon Mesh back/upholstered swivel/tilt chairs
- 4 SM58 Handheld microphones
- 40 inch informational Display for Equipment Circulation Point
- 17 new All in One Computers for Lab
- \_\_ iMacs for iMac Lab
- New staff computer for new staff in ECP
- New MakerBot 3D printer
- New studio sound panels for all 3 editing suites
- New sound meter

### New Software

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- OmniPage Pro Utima 18 (OCR Application)
- Finale (Music Composition Software)
- Camtasia 8.0

### Rex DeVane | Media Services Director:

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#### Committees

- Signage, Space Utilization and Noise*
- Department Heads (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.
- Manage the repair, supply and NIE budgets for the Media Center
- Supervise CSA and Instructional Technology Specialist
- Directs the development of online training modules for student technicians
- Oversees departmental webpage.
- Publicize the services offered at the Media Center via WebPages, brochures, bookmarks and personal contacts.

- Re-classed Media Instructional Technology Associate to Instructional Technology Specialist
- Continued new service of providing workshops to students
- Transferred printer repair service to IT Micro-Support
- Hire Instructional Technology Assistant to expand hours to 9:00pm Mon – Thu and weekend hours 12pm to 9:00pm.
- Worked with IT Assistant Director over Client Services to procure 17 All in Ones to replace aging workstations.

### Kyle Culpepper

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- Received 4 I Caught You Caring cards
- Students received two
- Became CPR Certified on June 6 2014
- Roughly 73% finished with earning the Management Certification offered through EOD
- Completed all hours needed for the electives component of the Management Certification
- Classes attended and passed:
  - “How to Hire the Right Person”
  - “Workplace Violence”
  - “Lean Six Sigma White Belt”
  - “Lean Six Sigma Yellow Belt”
  - “CPR Class”
  - “Conflict Management”
  - “Customer Service: Management Issues & Strategies”
  - “Leading a Diverse Workforce”
- Classes left to attend and pass in order to obtain Management Certification:
  - “HR 101” – Offered in Fall
  - “Coaching for Performance & Career Development” - Offered in Fall
  - “Fundamentals of Management and Supervision” - Offered in Fall
- Started the Masters in ITED program on June 11 2014
- ITED 7070 – Will use this class to evaluate a process that is being implemented by the ---- Helpdesk. The process observed and evaluated will possibly be transferable to the Media Center environment.
- ITED 7200
- Managed one intern in summer of 2013 and again in summer of 2014
- Summer 2013
  - Brandon S. Bryant, a student who worked towards obtaining an ACED bachelor, worked in both the Media Center and with Sheila Hall in IT Training and Communication as an intern.
  - Brandon’s special project request for the Media Center was to develop a quick reference guide - for the Photoshop Basics workshop and to develop a checklist of common printer problems -- encountered by IT before sending to the Media Center for service repair.
- Summer 2014
  - Currently we are working with our intern, Eric Jackson, to further improve our student employee involvement in the use of our BlazeView D2L course shell for employee training and - assessment.
  - What Eric Jackson has done:
    - Evaluate how other departments across campus have used D2L in their work environment for training purposes. (First 2-3 weeks)

- Took on more responsibilities as head student supervisor
- Duties include:
  - Generation of student projects
  - Build and define proficiency levels for students to aim towards becoming
    - Assistant – Level 1
    - Associate – Level 2
    - Specialist – Level 3
    - Lead – Level 4
  - Looked at ways to add gamification techniques to build interest in working towards progressing through each level
  - Other forms of building interest has been through designing discussion posts and modules inside of D2L to assist students with constructing portfolio worthy material
  - Modules will now be based on the four different expectation levels described above
  - Highly involved in the hiring process for the new staff position taking on the Computer Svcs -- Assistant position currently held by Joe Mitchell
  - Evaluated resume, portfolios, and job applications based on scales generated as to whom to bring in for interview
  - Meet with Rex after our separate grades were determined to evaluate who we believed was the best fit to bring in for interviews
  - Generated an assessment for the interview candidates to take after the interview
  - Assisted in the creation of questions and grading scale to use during the interview process
  - Proctored the assessment after participating in the interview process
  - Came to a decision with Rex on who to hire after thorough evaluations were made

**Joseph M. Mitchell | Computer Services Assistant/Inventory Control Manager:**

**Accomplishments:**

- Helped maintain Media Center policies
- Oversaw daily activities of the circulation area
- Maintained daily inventory and monthly inventory
- Created new Excel spread for daily inventory with drop-downs to allow for inventory to be done via -mobile device
- Created new Excel spreads for monthly, and supply inventory
- Automated email notification for supply inventory (ink, paper, etc.) \*work in process
- Built new Images for All-in-Ones, and Student Laptops/Netbooks
- Added and posted fees via Circulation
- Posted/Lifted Banner Holds on Student Accounts
- Reimaged laptops/netbooks
- Assisted patrons with various tasks as needed
- Retagged all laptop/netbook bags for easy identification
- Relabeled items with fading barcodes
- Contacted patrons regarding late equipment
- Organized Circulation area \*work in process
- Contact for HP support tech; working on large format printer

## Reference

Library Instruction Annual Report  
Academic Year 2013-2014  
Reference  
Odum Library  
Valdosta State University

### **State of the Unit**

The number of library instruction classes taught during fall semester increased slightly from last year; going from 91 to 99 classes.

The number of spring semester classes decreased 40% from last year. Most of this decrease is due a decreased in the number of Core Curriculum library instruction sessions.

The number of Core Curriculum library instruction sessions decreased 33% from last year. There are several possible reasons, including:

- a shift to hybrid and online formats, professors seem to prefer embedded librarians for online classes and are reluctant to devote an entire class to library instruction if a hybrid class only meets once a week
- changing assignments to need less research and therefore less library instruction
- the Discover search was implemented summer 2013 and is relatively easy for students to use, professors may be encouraging the use of Discover and discussing the evaluation of resources in class

Undergraduate, non-Core classes, increased slightly from last year.

Graduate level courses increased 53%, going from 15 to 23 classes. We have been advertising tailored instruction for graduate classes, including time for students to research their topic with a librarian present to answer questions.

### **Total Number of Library Instruction Classes Taught by Area**

	Fall 2013	Spring 2014	Summer 2014	Total
Core Undergraduate	26	29	0	55
Undergraduate (noncore)	47	17	1	65
Graduate	18	2	3	23
SGSC	3	4	2	9
Honors	2	1	0	3
Perspectives Classes	3	0	0	3
Other	0	0	0	0
Total	99	53	6	158

**Total Number of Library Instruction Classes Taught by Librarian**

Librarian	Fall 2013	Spring 2014	Summer 2014	Total
Howard Carrier	23	19	5	47
Jeff Gallant	11	7	0	18
Mike Holt	18	6	2	26
Jonathan Klotz	0	2	2	4
Emily Rogers	13	8	0	21
Steve Scheuler	1	6	0	7
Deb Van Petten	6	3	0	9
Ginger Williams	15	4	0	19
Laura Wright	17	8	1	26

Note: Total number is higher than Library Instruction Sessions Taught because it includes co-teaching.

**Comparisons of Number of Library Instruction Sessions Taught 2011-12, 2012-13, and 2013-14**

	2011-12	2012-13	2013-14
Total Number of Sessions Taught	210	180	158
Core Curriculum Sessions Taught	107	82	55
Undergraduate (non-Core Curriculum) Sessions Taught	79	62	65
Graduate Sessions Taught	18	15	23
Fall Semester Sessions Taught	104	91	99
Spring Semester Sessions Taught	106	89	53
Summer Semester Sessions Taught			6

## **Annual Report FY2013-2014 Marketing**

### Marketing activities in chronological order

Campus Organization Resource Fair for RAs  
Departmental Meetings  
New Faculty Opportunities Fair  
Part Time New Faculty Session  
Library Mystery  
The Happening  
Parent's Weekend  
Natural High's Board Game Night  
3D Printing Rollout  
Online Lifeline Conference 2014  
Nursing Mystery  
Visitation Days  
Read Fest 2014  
Vtext Repository  
Social Media  
Digital Signage

### **Campus Organization Resource Fair for RAs**

August 5, 2013, 4:00-7:00 in Odum Library

Housing & Residence Life's organized this event with the marketing librarian. All RAs were required to visit each table at the fair.

#### Attendance

- 75 RAs (all are required to attend)

#### Volunteers

- Michael Holt
- Ginger Williams
- Laura Wright
- PRCs

The RAs came to us again this year to take part in our library mystery program. The students were given cards with the marketing librarian's contact information on them and instructed to contact me if they wished to schedule any of their required events in the library. The RAs all seemed to really enjoy the event. No RAs ended up scheduling individual events with us, but they did heavily promote the mystery, which was well attended by students in VSU Residence Halls.

### **New Faculty Orientation**

New Faculty Orientation, August 2, 10AM-12PM in Odum Library

New Faculty Opportunities Fair, August 6, at 3:15-5:00PM, University Union Ballrooms

Part Time Faculty Orientation, August 5, 5:45

## Volunteers

Laura Wright– Part-Time Faculty Orientation

Ginger Williams, Howard Carrier– New Faculty Opportunities Fair

Howard Carrier, 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

## **Library Mystery FY2013-2014 – Portrait of an Art Thief**

Friday August 16, 2013 4 pm

Odum Library, room 1604 and 1480

## Marketing

- Advertised as part of Fall Explosion
- Advertised in Dorms
- Advertised through fliers
- Advertised through RA training
- Blogged Thursday, August 15.

## Sponsors

- Odum Library
- Bookstore

## Attendance

- 30

## Volunteers

- Michael Holt
- Laura Wright
- Jeff Gallant
- Deb VanPetten
- Emily Rogers
- Ginger Williams
- Denise Montgomery
- Jonathan Klotz
- Circulation, Media, and Archives staff
- PRCs



Ten clues led each team through the library. They visited the following areas: reference desk, live chat, copy room, stacks, reserves, circ II, media center, 3<sup>rd</sup> floor sitting area, and archives. Rex, Brett, and Deborah were all enthusiastic about participating in the event.

Each team had to find all the clues. Some clues had answers. We gave teams pencils and maps. Each team's last clue directed them to Room 148. Faculty and visitors were welcome to participate and enjoy pizza.

This year, several participants were stuck in an elevator during the event. We are working to plan out the clue layouts to minimize the need to rely on an elevator to get between floors.

## **The Happening**

VSU Front Lawn

Thursday, August 22, 2013, 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

### 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 a lot of bookmarks and all of our 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.

The happening went very smoothly this year. Everyone showed up for their shifts and the students seemed at least somewhat interested in the library.

## **Parent's Weekend**

Academic Expo, Saturday, September 21, 2013 9:30am – 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

- Laura Wright

There was a steady, but not heavy, flow of visitors at the Academic Expo. Most of the visitors were parents, as the morning progressed we saw more students with their parents. The 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**

Each librarian was responsible for inviting himself or herself to a departmental meeting.

### **Volunteers / Attendance**

- Guy Frost
- Sherrida Crawford
- Michael Holt
- Jeff Gallant
- Deb Van Petten
- Deborah Davis

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. There were also talking points for these meetings that we created at our annual retreat. These talking points focused on our customer service survey, our website redesign, LI Embedded promotion, Vtext, and the process of ordering books. These meetings were attended at about the same level as previous years. It remains rather difficult to attend the fall meetings for most departments, as these meetings tend to be the busiest ones of the year, so there isn't much room for the departments to fit us in.

## **Natural High's Board Game Night**

Odum Library Room 1480

2013: September 5, October 3, November 7

2014: February 6, March 6, April 3, May 1

### **Marketing**

- Handled by Natural High

### **Sponsors**

- Odum Library & Natural High

### **Attendance**

- Good, with an average of 15 – 20 people attending each event

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. We have been using the event as an opportunity to promote our library's tabletop gaming collection this year. David Funk from ILL has regularly been attending these events and bringing games from our collection to them.

### **3D Printing Rollout**

Odum Library Media Center  
January- April, 2014

During Spring Semester 2014, Odum Library began to offer 3D printing services to students, staff, and faculty. The service has proved to be overwhelmingly popular and Media Services has had to purchase another 3D printer to meet demand. Overall, there were 77 reservations for the printer in the Spring and Summer semesters for a total of nearly 300 hours of print time. In order to use the printer, interested patrons had to attend a workshop that trained them on how to use the printer. These workshops were in person this year, but will hopefully be moving to an online venue for Fall Semester 2014.

### **Online Lifeline Conference 2014**

VSU Student Union  
February 20-21, 2014

-HUB Social and Technology Showcase  
Student Union Ballrooms – February 21, 2014 5:30-8:30 PM  
- Mike presented on the Library Makerspace

Over one hundred people attended this informal presentation opportunity. The presentation on the library makerspace was well received by the conference goers. The response we received at this event continues to suggest that the library 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.

### **Visitation**

Mezzanine of the PE Complex  
Set up by 10:15, students visiting 10:30 – 11:15  
Saturday, November 9, 2013 – Emily, Mike  
Saturday, February 8, 2014 – Mike, Deb  
Saturday, April 5, 2014 – Laura, Deb

#### Marketing

- Visitation Day is organized and advertised by the University.

#### Sponsors

- Odum Library

#### Attendance

- Attendance varies.

### **Read Fest 2014**

National Library Week  
Communities matter @ your library  
Friday April 25, 2014, 9:30 – 11:00 am  
VSU West Hall Front Lawn  
Marketing

- Valdosta State University online press release 4/18/13

#### 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, 44 students, 3 teachers
- Clyattville Elementary School Pre-K
  - o 3 classes, 66 students, 3 teachers
- Pine Grove Elementary School Pre-K
  - o 3 classes, 66 students, 3 teachers
- Lake Park Elementary School
  - o 3 classes, 50 Students, 3 teachers
- Dewar Elementary School
  - o 2 classes, 44 students, 2 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 2013 document in the FY2012-2013 Marketing Annual Report Folder.

#### **Summer Bridge Orientation Scavenger Hunt**

Odum Library – June 3, 2013 2:00-5:00 PM

#### Sponsors

- OASIS Center

#### Marketing

- Handled by OASIS

#### Contact Person

- Elizabeth Bryan ([ebryan@valdosta.edu](mailto:ebryan@valdosta.edu) )

Attendance  
42 Students

This event, planned by the OASIS center, took place in the library early on during the summer semester. Attendees followed clues to complete a scavenger hunt that introduced them to important library services and resources. It was well attended and went smoothly. The event planner was very pleased with the event and wants to continue to hold the event in future years. She will work with the marketing librarian on future events.

### **VText Repository**

I chaired the Vtext committee and oversaw the addition of several new collections, including a number of new archival collections.

I also migrated the Repository to a new server that will be more diligently updated and maintained by campus IT services. It also has become more secure since it has been updated to require users to browse and log into the site via the encrypted SSL protocol.

The library did not succeed in purchasing to purchase the large storage server. We continue to explore other options for large data storage solutions.

The committee has become more active lately and has discussed new efforts to market the repository. One of these efforts will be conducted by an intern, who is currently surveying the university's faculty for potential material for the repository.

### **Social Media**

The library blog has taken a bit of a backseat to other forms of social media lately. We do continue to post on the blog, but it is not our main emphasis. We have placed our focus on forms of social media that foster more possibilities for interaction.

The library Facebook account has added a little under 100 likes in the past year and currently sits at 734 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. Facebook too, seems to not be the primary force for social media interaction, so less attention has been paid to this form of social media as well.

Our twitter account has exploded in popularity this year and thanks to Ginger Williams and Maureen Puffer-Rothenberg, it is constantly updated with great material and with awesome genuine interactions with our patrons. We are up to 508 followers on now and more followers pour in regularly. More importantly, we regularly engage with other department's social media accounts as well as with other students. This social media account has definitely become the most popular social media platform and one where we will focus our efforts in years to come.

Social Media has long gone without any sort of assessment, but within the next year, I would like to sort out a comprehensive plan for assessing the library's social media efforts. It is important

for us to know what sort of impact our social media posts have as well as how we can maximize that impact.

### **Digital Signage**

The library received digital signage in 2012 and thanks to the efforts of Maureen Puffer-Rothenberg and Rex Devane, it continues to be regularly updated with signs advertising events and collections in the library. It is also very popular with students.

**Government Documents  
(Public Services)  
Summary Annual Report, Fiscal Year 2014**

In FY 2014 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, and with the new Head of Cataloging, Scott Piepenburg, on managing the documents collection. The past year has seen improvements in services including more outreach activities through the Constitution Day event, exhibits, blog entries, and LibGuides. As federal depository coordinator, the public services librarian for documents monitors compliance with FDLP membership requirements.

Statistics for reference questions and consultations involving government documents have decreased in comparison to FY 2013. Average reported monthly use of government information resources to answer reference questions is 9.9, down 22% from the 2013 average of 12.75. Consultations for government documents/information average 2 per month, down 56% from last year's monthly average of 4.6. These numbers should be considered in the context of the more than 50% drop in recorded total reference consultations, tracked within Libstats for the first time within 2013-2014. It seems likely that the switch to recording consultations within Libstats has resulted in significant unreported data.

Ongoing projects include maintaining the government documents web site and beginning to replace current course guides using the LibGuides system. This updating will continue to be a priority in FY 2015.

Online and print circulation has also varied some since last year. The Government Printing Office (GPO) reports statistics for PURL referrals through the GIL catalog and the library website. These statistics have decreased in 2014 to an average of 31.5 a month, compared to the FY2013 average of 73 a month. However, the FY2013 data contains a true anomaly, with PURL referrals highest in February 2013 at 408, followed by 93 in July 2012 and 92 in July 2013. That year's February number represents the period in which the library's government documents web site was being revised, so 73 is not an accurate representation of the average for the year. Excepting February from the count, the annual average of PURL referrals for 2013 is 43, so the drop in FY2014 is less dramatic when compared to a more representative average from the previous year.

What is important to realize, however, is that the library web site and GIL catalog are not the only, or perhaps the most important, ways that users access online government materials. Searches directly from a government web site such as American Factfinder or Metalib or AGRICOLA (which is also accessible through commercial databases) would not be reflected in PURL referrals from the library web site or GIL. Library instruction sessions are also more likely to point students directly to agency web sites than through the library web site or catalog, so PURL referrals are not an effective means of demonstrating the extent of use of government sources by library patrons.

Compared to 116 circulating documents in FY2013, total annual circulation of print documents in FY2014 is 76, a decrease of approximately 34%. Circulation of federal government documents averages 5 per month, down 29% over the 2013 rate of 7. Circulation of Georgia government documents has likewise decreased by approximately 54% to an average of 1.25 per month, from 2.7 per month in FY 2013.

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 higher rate this year: 126 in FY 2013, compared to 66 in FY2012. These additions represent mainly the Strategic Studies Institute publications that are popular with international, political science, and military studies, and some local documents. In addition, we are receiving a small number of print items from the pre-1994 Georgia documents digitization project; these state documents are copies that have been scanned for digitization and then are sent to us from UGA. As the digitization project is nearing completion, no further documents are expected after August 2014. At present we are not as actively trying to fill in gaps in the tangible federal documents collection as we have in the past. Cataloging of government resources is reported by the library's cataloging department.

Outreach activities included the Constitution Day "Cookies and the Constitution" even on Constitution Day, September 17, 11:30am-1:30pm. This event was the product of collaboration among a number of campus constituents: the VSU President's Office, the Student Government Association, Academic Affairs, Odum Library, the Department of Speech Communication, and others. Highlights of the event were distribution of free copies of the Constitution, a Constitutional Jeopardy game created by Director of Institutional Effectiveness Michael Black, public reading of the Constitution, and free cookies and water. Readers included Associate Vice President of Academic Affairs Sheri Gravett, University Attorney Laverne Gaskins, University Librarian Alan Bernstein, SGA President Will Jimerson, COSA representative Jonathan Klotz, and additional readers from the SGA. This event received coverage on the VSU news web site and in the *Valdosta Daily Times* newspaper and was further publicized on the Odum Library Blog and electronic display boards.

Reference-area exhibits included ones for Constitution Day, student financial aid resources, American Heart Month, Veteran's Day, and Climate Change. In addition, the documents librarian began to coordinate the 1<sup>st</sup> floor exhibits, which gave her the opportunity to feature Constitution Day during the month of September and include government publications in later exhibits on fall and winter seasons and holidays and on student stress and study tips. Blog entries related to online and print government information continue at a rate of approximately two per month, often attempting to connect information in the entry to other exhibits within the documents area and in the library. Frequently a holiday blog entry featured notice of changes in library vacation hours along with government resources for holidays such as Independence Day, Thanksgiving, Labor Day, Martin Luther King Day, and Memorial Day. Additional blog entry topics have included financial aid resources, income tax resources, Daylight Savings Time, American Heart Month, Veteran's Day, winter weather tips, Human Rights Week, and the government shutdown.

In addition to the annual income tax forms, we now are making available various free government publications of interest to the public, including financial planning and credit history,



health issues, financial aid information, guides to using FDsys and the Catalog of Government Publication databases, and state of Georgia travel guides, maps, and state park guides. The state of Georgia has ceased distribution of print tax booklets to libraries, and we reduced the number of print federal tax forms we ordered because we had to recycle many more than usual in FY 2013, probably a sign that more people are e-filing their returns and downloading forms directly from tax department web sites.

Documents-related professional development opportunities included attending the Midwinter and annual meetings of ALA and the Georgia Depository Libraries meeting. At the annual meeting she attended the GODORT program, "Tribes and Scribes: A Double Feature Highlighting Native American and WPA Historical Research." These meetings allowed the public services documents librarian to meet with other depository library coordinators at the national and state levels. Free webinars have also been available from the Government Printing Office and GODORT 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 been able to participate in webinars on congressional resources, regulations, the Affordable Care Act, and the Congressional Record.

## **Annual Report: Virtual Services FY 2014**

### **1. Embedded Librarianship**

Number of embedded sections and % change over corresponding FY 2013 semester:

Summer 2013: 16 Sections (-20%)

Fall 2013: 32 Sections (+34%)

Spring 2014: 37 Sections (+46%)

### **2. Chat and Text Message Question Count (from Libstats)**

Chat: 1628 (+13%)

Text Message: 4 (-89%)

The downturn in text message questions signals a change in both our Live Chat design (which does not emphasize a text message option nearly as much as the old page) and student communication methods shifting from text messaging to messaging within applications and mobile websites. Since Live Chat is usable on nearly all mobile devices made in the last four years, I would recommend removing our text message services this upcoming year.

### **3. Video Production**

#### **Completed Projects:**

- Creation of Odum Library YouTube Channel
- Creation of video production plan and spreadsheet

#### **Completed Videos:**

- Library Homepage Getting Started
- GIL Express Request
- Finding Journals and Articles by Citation
- Online Orientation (Odum Library Online)
- Search Tips

#### **Newly Requested:**

- Library PIN (Sherrida)
- Using ERIC (Laura – Script)
- Legal Information in LexisNexis (Howard)
- Mergent (Jon)
- LexisNexis for Education (Jon)
- ProQuest Historical Newspapers (Jon)

### **4. LibGuides**

LibGuides was implemented at VSU by GALILEO at the beginning of FY 2014. We are one of the first institutions in the nation to upgrade our LibGuides system to LibGuides 2, and this upgrade was implemented alongside a full renovation of all subject guides.

In FY 2015, LibGuides must be indexed through Campus Web search tools, and we are planning on replacing all Reference web guides in Cascade CMS with LibGuides. LibGuides analytics will then be reported in the Virtual Services annual report.

Note: In the fall of 2013 the library website was migrated to Cascade. In spring and summer of 2014 the library's subject and course guides were migrated from Cascade to LibGuides. The migration is still in progress. Due to the timing of the migrations we did not collect analytics on the library's subject, course, and topic guides.

**FY2014**  
**STATE OF THE UNIT – REFERENCE DESK**

All statistics are derived from the Libstats report from July 1, 2013 to June 30, 2014 and the previous Fiscal Year 2013 Annual Report.

**TOTAL QUESTIONS**

**Total Reference Desk questions:**

2013: 13379 (-8%)

2014: 11490 (-14%)

**Questions by status:**

2013: Reference Librarians: 10954 (-8%)  
Peer Reference Counselors and Interns: 2438 (-8%)

2014: Reference Librarians: 8689 (-21%)  
Peer Reference Counselors and Interns: 2832 (+14%)

**Percentage of total questions by status:**

2013: Reference Librarians: 82% (no change)  
Peer Reference Counselors and Interns: 18% (no change)

2014: Reference Librarians: 75% (-7%)  
Peer Reference Counselors and Interns: 25% (+7%)

**QUESTIONS BY TYPE**

**Reference Librarians:**

2013: Directional: 3791 (+19%)  
Reference: 4932 (-8%)  
Technical: 2227 (-35%)  
Appointment: 3 (new measure implemented after the start of FY 2013)

2014: Directional: 2747 (-27%)  
Reference: 4421 (-10%)  
Technical: 1424 (-36%)  
Appointment: 65 (n/a)

**Peer Reference Counselors and Interns:**

2013: Directional: 653 (+221%)  
Reference: 1391 (-2%)  
Technical: 391 (-238%)

2014: Directional: 1028 (+57%)  
Reference: 969 (-30%)  
Technical: 829 (+112%)

## OVERALL STATISTICS

### Questions by Type:

2013: Directional: 4445 (+22%)  
Reference: 6323 (-6%)  
Technical: 2618 (-65%)

2014: Directional: 3775 (-15%)  
Reference: 5390 (-15%)  
Technical: 2253 (-14%)

### Questions by Format:

2013: In-Person: 11376 (-7%)  
Chat: 1142 (+1%)  
Text Message: 30 (+27%)  
Phone: 826 (-14%)  
Government Documents: 12 (category is now a govdocs “tag”, new measure)

2014: In-Person: 8981 (-21%)  
Chat: 1628 (+42%)  
Text Message: 4 (-87%)  
Phone: 713 (-14%)  
Government Documents: 85 (n/a)  
Blaze/GoView: 32 (new measure at start of FY 2014)

### Questions by User Type:

2013: Unknown: 483 (+26%)  
Student: 10866 (-9%)  
Faculty/Staff: 801 (+8%)  
Community: 771 (+26%)  
GHP: 471 (-14%)

2014: Unknown: 416 (-14%)  
Student: 9358 (-14%)

Faculty/Staff: 743 (-7%)  
Community: 527 (-32%)  
GHP: 445 (-6%)

**Questions by Time Spent:**

2014: 0-5 minutes: 8799  
5-10 minutes: 1587  
10-15 minutes: 510  
15-20 minutes: 248  
Consultation (20+): 345  
Blank: 1

**Average Questions per Week:**

2013: Total: 257 (-8%)  
Reference Librarians: 211 (-8%)  
Peer Reference Counselors: 47 (-8%)

2014: Total: 220 (-14%)  
Reference Librarians: 167 (-21%)  
Peer Reference Counselors: 54 (+15%)

### **Print Resources - State of the Unit FY 2014**

Worked with Jonathan Klotz on shelving the loose-leaf materials, and shifting of the law collection. The inventory project is on hold for now.

The Ready Reference, Ref Alcove, and Reference collections have been barcoded. I am currently barcoding the Law collection.

Presented at the 2014 GIL Users Group Meeting, with Sherrida Crawford, Steve Scheuller, and Brett Williams on “A GUGM InvenStory: Using Voyager-Friendly Inventory Software in the Stacks.”

Created a book display on the 1<sup>st</sup> floor for National Hobby month in January using the books from the Hobby book *Library Reference & Special Collections Pool* grant.

Submitted to the *Library Reference and Special Collections Pool* a grant for Open Education books in the amount of \$517.00, which was approved.

Working with Dr. Mark Smith, and Jeff Gallant on publicizing, and educating VSU faculty about Affordable Learning Georgia and other OER resources.





Average Turnaround Time

1.48 days for articles; 1.91 days for loans; 1.59 days overall

**Document Delivery/Odum *Express***

Loans filled via Document Delivery	85
Loans cancelled via Document Delivery	0
Loans in Process via Document Delivery	<u>0</u>
Total Loans Submitted via Document Delivery	85

Articles filled via Document Delivery	239
Articles cancelled via Document Delivery	0
Articles in Process via Document Delivery	<u>0</u>
Total Articles scanned and sent via Odyssey	239

Total requests filled via Document Delivery	324
Total requests cancelled via Document Delivery	0
Total requests in Process via Document Delivery	<u>0</u>
<b>Total All Document Delivery Requests</b>	<b>324</b>

Average Turnaround Time

4.64 days for articles; 10.44 days for books; 6.42 days overall

**Total Number of All Interlibrary Loan/ Document Delivery Transactions 9,401**

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

ARTICLE EXCHANGE transmissions

Received	122
Sent	<u>28</u>
TOTAL	150

ODYSSEY transmissions

Received	1,800
Sent	<u>1,613</u>
TOTAL	3,413

EMAILS

Sent	391
Received	<u>335</u>
TOTAL	726

GIL & Others

Delivered (GIL)	284
Picked up (GIL & Others)	<u>51</u>
TOTAL	335

STAT COURIER SERVICE

ILL	642
GIL	<u>3,370</u>
TOTAL	4,012

## Interlibrary Loan Statistics 2013-2014

### Items Borrowed

Loan requests filled	1,181
Loan requests cancelled	232
Loan requests in process	<u>10</u>
Total loan requests submitted	1,423
Photocopy requests filled	1,930
Photocopy requests cancelled	636
Photocopy requests in process	<u>2</u>
Total photocopy requests submitted	2,568
Total Requests Filled	3,111
Total Requests Cancelled	868
Total Requests In Process	<u>12</u>
<b>Total All Borrowing Requests</b>	<b>3,991</b>

Fill Rate 78% for ILL requests alone; 91.63% when including requests for materials in our building, our databases, or on the internet; and 93.46% if duplicate requests are counted.

Average Turnaround Time 4.07 days for articles; 9.68 days for loans; 6.17 days overall

### Items Loaned

Loan requests filled	818
Loan requests cancelled	706
Loan requests conditionalized	20
Loan requests in process	<u>0</u>
Total loan requests submitted	1,544
Photocopy requests filled	2,300
Photocopy requests cancelled	1,232
Photocopy requests conditionalized	10
Photocopy requests in process	<u>0</u>
Total photocopy requests submitted	3,542
Total lending requests filled	3,118
Total lending requests cancelled	1,938
Total lending requests conditionalized	30
Total lending requests in process	<u>0</u>
<b>Total All Lending Requests</b>	<b>5,086</b>

Fill rate 53% for loans; 65% for articles

Average Turnaround Time

1.48 days for articles; 1.91 days for loans; 1.59 days overall

**Document Delivery/Odum *Express***

Loans filled via Document Delivery	85
Loans cancelled via Document Delivery	0
Loans in Process via Document Delivery	<u>0</u>
Total Loans Submitted via Document Delivery	85

Articles filled via Document Delivery	239
Articles cancelled via Document Delivery	0
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-----------------	-----

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TOTAL	335

STAT COURIER SERVICE

ILL	642
GIL	<u>3,370</u>
TOTAL	4,012

**Highlights of the Interlibrary Loan Unit, 2012-2013**

**Borrowing**

*Borrowing Statistics*

- Overall borrowing requests submitted decreased from 5,199 to 4,239, -18.5%.
- Overall borrowing requests filled declined from 3,954 to 3,310, -16.3%
- Book requests submitted had a greater drop from 1,946 to 1,483, -23.8%
- Book requests filled declined the most from 1,629 to 1,224, -24.9%.
- Article requests submitted declined from 3,253 to 2,756, -15.3%.
- Article requests filled declined the least from 2,325 to 2,086, -10.3%.

This decline was very surprising, coming as it did after two years of double digit increases in our borrowing requests, with as much as 30% increases in the fall terms both years. Various patrons have kept us busy with either numerous or difficult requests from the standpoint that they required a good deal of work in reference time or they were hard to fill, or both. And we have had instances like this in the past where we have had a few years of increases, only to be followed by a year of declining requests. Often it is the result of introducing some new technology, such as purchasing more vendor databases and making them more visibly accessible through the Linksource in our databases.

*Loans/Copies Filled by Type of Material*

Type	Number	% of Requests Filled
Articles(C)	1981	59.5%
Books(L)	1143	34.4%
Book Chapter(C)	102	3%
Other(L) 1	45	1%
Music Score(L)	16	0.5%
Thesis(L)	10	0.3%
Article(L) 2	5	0.1%
Book Chapter(L) 3	5	0.1%
Book(C) 4	3	<0.1%
TOTAL	3,310	100%

1. Other are requests for DVDs, VHS, and CDs.

2. Article(L) are requests that were submitted by patrons as articles, but turned out to be monographs, and were converted to loan requests.
3. Book Chapter (L) are requests that were submitted by patrons as articles, but turned out to be books, and were converted to loan requests.
4. Book(C) are requests that were submitted by patrons as books, but turned out to be articles, and were converted to article requests.

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*Reasons for Cancellation*

2012-2013			2013-2024		
• Available Full Text	400	7.74%	Available Full Text	289	6.87%
• Available Stacks	294	5.69%	Available Stacks	140	3.33%
• Available Internet	105	2.53%	Available Internet	84	2.00%
• Available Periodicals	7	0.14%	Available Periodicals	45	1.07%
• Available Microforms	---	-----	Available Microforms	5	0.12%
• Available Reference	---	-----	Available Reference	3	0.07%
• Available Special Coll.	1	0.02%	Available Special Coll.--	-----	
• TOTAL Requests	807	16.12%	TOTAL Requests	476	13.39%

The numbers went down in all areas except one: Periodicals within the building, for which we received more than six times the number of requests we had received the previous year, and it created a fair amount of additional work this past year because it entails going down to the periodicals stacks, checking to see that the issue is on the shelves in the correct place, that the article is not torn out, and notifying the patron that it is downstairs with instructions on where to find it, and where to go if they need further help in locating it. Late in the spring semester I ran statistics to indicate the dramatic increase we had had in this area in order to justify Jeff making a video to show students how to locate periodical articles within the collection, since most students have no idea how to proceed if they find a journal citation for an article which is located in a print journal, except to ask the reference desk of last resort: the ILL department.

Available Stacks also plummeted from 294 to 140 cancelled, -52.4%. Good news for the staff, since it means less time looking for items on the shelves, but bad news for the patrons, since it does mean we don't have what they want in house, and we do have to request it elsewhere, which is regrettable because fewer requests have been getting filled by the first library on the lender string, and more libraries, especially public libraries, are specifying 8 days as the time they take to fill a request. And unfortunately, this means that patrons have to wait longer to get their loan requests filled.

The wisdom of adding Dissertation and Theses with Full Text to our database lineup is confirmed by the fact that in both years before we added it, there were 21 dissertation requests

apiece that we were unable to borrow. The year after purchasing it, the number we could not borrow dropped to six; and both last year and this year, there has only been one dissertation in each year that we could not borrow. We seldom even have to make requests because nearly every request, even requests pre-dating the 1990s, has been found full text in the Dissertations and Theses with Full Text database. And once patrons are notified this is the case, we have not had anyone insist upon getting an original copy.

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- Fill rate: 79% filled; 21% cancelled  
79% for ILL requests alone; 92.39% when including cancelled requests for materials in our building, our databases, or on the internet; and 94.15% if the 74 duplicate requests are counted.

*Our Ten Biggest Suppliers of Returnable Materials*

• Univ. of Georgia	105	8.58%
• GA St. Univ.	78	6.37%
• Univ. of W. GA	56	4.58%
• GA Southern Univ.	46	3.76%
• ?	41	3.35%
• Emory Univ.	41	3.35%
• GA Perimeter College.	31	2.53%
• GA Southwestern St. Univ.	31	2.53%
• Columbus St. Univ.	27	2.21%
• Armstrong St. Univ.	26	2.12%
• TOTAL	482	39.38%

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. There was a 0.7% increase in materials filled by this year's top ten suppliers over last year's. The remaining 742 returnable items (60.72%) were obtained from 308 other libraries in 41 states, the District of Columbia, and one library in Great Britain.

*Our Ten Biggest Suppliers of Articles*

• Univ. of Georgia	266	12.75%
• GA Regents Univ.	123	5.90%
• GA Tech Univ.	118	5.66%
• Georgia Southern Univ.	116	5.56%
• GA St. Univ.	116	5.56%
• ?	61	2.92%
• Armstrong St. Univ.	60	2.88%
• Emory Univ.	59	2.83%
• Univ. of West GA	58	2.78%
• Florida Atlantic Univ.	49	2.35%

- TOTAL 1,026 49.19%

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Again, there is no library's name listed in sixth place because OCLC did not supply the name of a library, just the number of statistics and percentage of total requests filled.

The remaining 1,060 articles (50.81%) were obtained from 331 other libraries in 46 states, the District of Columbia, one Canadian library, one German library, two Australian libraries, and one library from New Zealand.

Both loan and article borrowing patterns continue to demonstrate the validity of "the long tail" concept in the necessity of going to many places to be able to satisfy patrons' needs.

*The Five Departments Which Submitted the Most Borrowing Requests:*

- History 524
- English 524
- Biology 326
- Library Science 313
- Psychology 307

This is the first year we have had two departments tie for first place in requests, and the History department submitted 70 of those requests within the past month. Four of the five departments are the same ones as were on the list last year, with one exception: Biology, which had been knocked off the list by Nursing last year by a small margin of 8 requests, rebounded this year to overcome them by nearly twice as many requests (326) to the Nursing Department's 181. These departments and Chemistry always show up among our most heavily requesting departments because those are fields in which faculty are expected to do significant research, and they demand the same of their students in the classroom, even among undergraduates.

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

- The Sport Psychologist 27
- The Journal of Organizational Behavior Management 22
- Psychology of Sport and Exercise 19
- Personality and Individual Differences 17
- Journal of Safety Research 14

Of these five titles, the library had 15 requests last year for **Psychology of Sport and Exercise**, and 11 requests last year for **The Sport Psychologist**, neither of which we owned in any format, and which were in great demand for a distance education physical education class being taught last summer. I forwarded the titles to Emily Rogers, liaison to this department for purchase, since she had mentioned to me that the department wanted to spend more of their money on



periodicals. We now have **The Sport Psychologist** in both print and online formats, but we still do not have **Psychology of Sport and Exercise** in any format. **Personality and Individual Differences** is another title which we do not have in either format, and we had 8 requests apiece filled in each format last year, as well as the requests above this year. If it continues showing up in the top five for very many more years, we really should consider adding it to our collection, since usage comes from both faculty and students.

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

The Requests Finished table allows us to select an option that gives the source, when indicated, of where the patron obtained the citation. This is probably one of the best resources for doing research on our patrons' research habits, since it indicates whether or not they are using our databases or library catalog, Google, corporate databases on the internet (i.e., Elsevier, etc.), traditional print resources, or networks of friends to find citations they submit for ILL. This year, the number rose from last year's total of 1,736 requests indicating a source (48% of total requests) to 1,592 requests indicating a source (39.9% of total requests). This information is interesting to track for three reasons: first, it shows whether or not library instruction is effective in reaching people, second, if they are aware that requests can be placed within the databases, and finally, from an ILL workflow standpoint, if there is no source, and the citation is incorrect, it makes it more difficult to verify without some information about where the citation was found to start with. Here are some of the most frequently cited sources, and comparisons of last year and this year. Note the changes in numbers and ranking of some sources:

2012-2013

2013-2014

• MLA Bibliography	253	PsychInfo	170
• PsychInfo	200	Worldcat	151
• Worldcat	192	Acad. Search	
• Acad. Search Comp.	110	Complete	131
• CINAHL Plus	100	CINAHL Plus	107
• Medline w/FT	77	MLA Bibl.	93
• Amazon	70	Proquest	68
• ERIC	70	ERIC	67
• Lib. & Info. Sci.	59	Bio. Abstracts	61
• Proquest	49	Medline w/FT	56
• Bio. Abstracts	44	Lib & Info. Sci.	45
• GIL/GIL Find	42	Soc. Ind. w/FT	21
• Soc. Ind. w/FT	42	Amazon	20
•		Gil/GILFind	14

Other GALILEO databases listed were: America: History & Life, ATLA Religion database, Environment Complete, and GeoRef. Other types of resources mentioned were bibliographies from print journals, books, and dissertations, class syllabi, professor and colleague referrals, footnotes to journal articles, Google Books and Google Scholar, other universities' library catalogs and web sites, the Edith Wharton Society and Charles Brockden Brown Society web sites, two named reference librarians from Odum Library (Denise Montgomery and Emily Rogers), author websites and an author vita.

## Lending

### *Lending Statistics*

- Overall lending requests submitted decreased slightly from 5,670 to 5,409, -4.6%.
- Overall lending requests filled decreased slightly more from 3,515 to 3,335, -5.1%.
- Book requests submitted had a miniscule **rise** from 1,663 to 1,666 +0.18%.
- Book requests filled dropped slightly from 969 to 903, -6.8%.
- Article requests submitted dropped slightly from 3,969 to 3,743, -5.7%
- Article requests filled declined slightly from 2,546 to 2,432 -4.4%

Prior to this year, we had six previous years of declining statistics for lending, followed by whopping increases of over 30% in our lending categories last year. Since the numbers are not that far off from what last year's numbers were, and there has been mention on the listservs about receiving declining numbers of lending requests, it is heartening that the drop is comparatively small.

### *Reasons for Cancellation: Major Reasons*

Books	# Rqs. Canc.	% of All Rqs.	Articles	# Rqs. Canc.	% of
All Rqs.					
• Non-circ.	209	12.70%	Holdings end before this vol.	504	13.50%
• Not on shelf		182	11.06%	Not on shelf	366
					9.80%
• Checked out		155	9.42%	Other	84
					2.25%
• Borrower Blocked	49	2.98%	Holdings begin after this vol.	55	1.47%
• Lost	30	1.82%	Issue not yet received	53	
					1.42%
• Request Expired	30	1.82%	Not licensed to fill this e-per.	48	
					1.29%
• Other	25	1.52%	Request expired	46	
					1.23%
• Title not owned	12	0.73%	Lack vol./issue	44	
					1.18%
• At bindery	9	0.55%	Exceeds copy limits	24	
					0.64%

- Exceeds max cost            8            0.49%    At bindery                            16  
0.43%
- Not as cited                    2            0.12%    Not as cited                            10  
0.27%

Surprisingly, the primary reason for not filling book requests last year was Non-Circulating, a reason that has never been first. Without looking at the requests, I can only surmise they were turned down because

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they are from categories of material we do not lend on ILL (CDs, some materials from archives, or Popular Books, since we get many requests for books in that area), since otherwise, our policy is to loan an item if the item is physically capable of being loaned, we will loan it out since it is entirely likely our patrons will want us to get similar items, and reciprocity is crucial to successful ILL. Not on Shelf continues to decline as an important reason for turning down requests, since the year before last it constituted one third of all book requests, and last year it was first with 12.3% of all book requests and this year is now second with 11.06% of book requests. Not Filled continues to hold second place as a reason in Articles, but its percentage has dropped from 25% the year before last, 10.06% last year, and 9.80%. Our first place reason in articles this year continues to be “Holdings end before this volume”, which we no longer use when we receive a request which we have in electronic format, but we no longer subscribe to the print journal to fill it, so obviously, it is a matter of not having the holdings. The new reason to cover this situation of being unable to fill from electronic content, Not licensed to fill, is currently in sixth place, and I anticipate it will rise higher within the next few years.

*Our Ten Biggest Customers for Returnable Materials*

- GA Southern Univ.                    37            4.10%
- Florida State Univ.                    25            2.77%
- GA St. Univ.                            22            2.44%
- Cobb Co. Public Library            18            1.99%
- GA Tech                                17            1.88%
- Berry College                            16            1.77%
- Savannah Coll. of Art & Design    16            1.77%
- Covenant College                    15            1.66%
- Univ. of GA                            14            1.55%
- UNC, Wilmington                    13            1.44%
- Total                                    193           21.37%

Two customers were from Florida and North Carolina. The remaining 710 returnable items were supplied to 410 other libraries in 42 states, the District of Columbia, and Puerto Rico.

*Our Ten Biggest Customers for Articles*

- GA Southern Univ.                    150           6.17%

• Univ. of W. GA	113	4.65%
• East Tenn. St. Univ.	75	3.08%
• Armstrong St. Univ.	66	2.71%
• Clayton St. Univ.	37	1.52%
• Western Kentucky Univ.	37	1.52%
• Antioch Univ. (NH)	36	1.48%
• Gardner-Webb Univ.	35	1.44%
• GA Southwestern St. Univ.	34	1.40%
• Maryville Univ. of St. Louis	33	1.36%

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• TOTAL	616	25.32%
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Five customers on this list were from Tennessee, Kentucky, New Hampshire, North Carolina, and Missouri. We also supplied 1,816 articles to 538 other libraries in 47 states, the District of Columbia, and Denmark.

#### *IFM Charges*

Sixty-two libraries and document delivery services paid a total of \$1,434 for 108 items that our library supplied them, which constituted 4.4% of all filled lending requests. This is thirty-four requests and \$628 less than we took in last year. We do have a half dozen universities that give us repeat business, among them The Univ. of Washington, Carnegie Mellon Library, the Univ. of Maryland, and the Univ. of California at Santa Barbara.

#### *The Most Frequently Loaned Journal Titles*

Sport in Society continued in first place for the second year in a row, with 195 requests, over double last year's 94 requests. In fourth place, with 58 requests, was Nurse Education Today resumed its slot in third place this year, after dropping from third to fourth last year, and being in first place for five years running before that.

### **Document Delivery**

#### *Document Delivery Statistics*

- Overall document delivery requests submitted dropped from 362 to 324, -10.5%.
- Overall document delivery requests filled dropped from 361 to 324, -10.2%
- Book delivery requests submitted **rose** from 82 to 85, +3.7%
- Book delivery requests filled **rose** from 82, to 85, +3.7%
- Article delivery requests submitted decreased from 279 to 239, -14.3.
- Article delivery requests filled decreased from 274 to 239, -12.8%.

This is the first year that we have had no cancellations of either book or article requests, so the number filled in each category was same as the number submitted. And we did at least have a

slight increase in the book delivery category for the second year, which is encouraging. So keep pushing this service whenever you can, since it is the best free thing on campus.

*The Five Departments Which Submitted the Most Document Delivery Requests:*

- Library Science            53
- Nursing                      31
- English                        23
- Kinesiology/PE            20
- Other/Unlisted            20

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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 it is used by MLIS faculty and librarians and staff in the building. Nursing and English are holdovers from last year; with Nursing returning from fifth to second place, while English remained in third place. And this is the first time we have ever had the Other/Unlisted category appear on a list of the departments as being among the most users. It is not a helpful category, since it tells us nothing about the users in this area.

### **Total and Other Statistics**

#### *Total Statistics*

We had a total turnaround from having solid gains in many areas in both borrowing and lending to decreases in almost every area, as noted above. The only exceptions were the miniscule rises in the number of book requests submitted in lending and the number of book requests submitted and filled in document delivery. There was also a 3% increase in our Borrowing fill rate for ILL requests alone and a 0.9% increase in our Lending Articles fill rate. We also had a great improvement in our lending turnaround times: a 63% decrease from 3.97 days to 1.48 days in our Article Lending Turnaround time, and a 56% decrease in our Overall Lending Turnaround time from 3.58 days to 1.59 days. Fall continued to be busier than spring, but the last two months of the year were slower than any I remember since the implementation of GALILEO. As a result, our total figures dropped from 11,223 to 9,401, (-16.3). We are not the only ILL department who has noticed substantially lower numbers this year, and in discussing it on the ILL-L listserv, there seems to be consensus that this is due to increasing access to and awareness of full-text material, as well as the inability to satisfy instant gratification or the need of students for items they need tomorrow. Yet we are increasingly looked to as the source for hard to get materials: microfilms, newspapers on microfilm, music CDs, DVDs, old/rare books and other such materials that are more time consuming to get than normal requests. Many are for faculty, but an increasing number are being requested for graduate and even undergraduate students in the wide array of programs offered by the university.

### *Article Transmission Statistics*

Article Exchange		E-mails		Odyssey	
Received	122	Received	391	Received	1,800
Sent	<u>28</u>	Sent	<u>335</u>	Sent	<u>1,613</u>
TOTAL	150	TOTAL	726	TOTAL	3,413

We finally got our technical problems with Article Exchange worked out, as reflected in our statistics. We received nearly four times as many articles, going from 31 last year to 122 this year, and we are now finally able to send articles, going from 0 last year to 28 this year.

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Because we had decreases in both Borrowing and Lending Articles Filled, our electronic transmissions statistics also went down. Odyssey transactions received fell from 1,853 to 1800 (-2.9%), and transmissions sent by this means decreased from 1,699 to 1,613 (-4.5%). Articles received via e-mail dropped from 673 to 391 (- 42%), while articles sent via e-mail decreased from 401 to 335 (-16.5).

### *Package Delivery Statistics*

GIL & Others		Stat Courier Service	
Delivered (GIL)	284	ILL	642
Picked up (GIL & Others)	<u>51</u>	GIL	<u>3,370</u>
TOTAL	335	TOTAL	4,012

This is the second straight year of declining deliveries and pickups to faculty, dropping from 388 deliveries last year to 284 this year (-26.9%), and a larger decrease in pickups from 110 to 51 (-53.6%). ILL books delivered by courier also fell from 1,045 to 642 (-38.6%), while GIL Express had a surprising drop from 3,879 to 3,370 (-13.1%). Probably a marketing campaign should be undertaken with faculty and staff, to remind them of the best free service this campus offers to increase awareness and usage in this area. As for why the decreasing figures in GIL book requests, again, as mentioned earlier, it could be the fact that the time involved does not meet the needs of our users, since it usually takes 5 to 7 days to arrive by the courier service.

### **Staff Accomplishments**

Funk, David

Helped people with the two microfilm machines, including extensive training sessions for members of the reference department.

Continued serving on the Tabletop Games Committee.

Helped plan and prepare for International Tabletop Day as a library outreach effort to students and the community.

Acts as regular liaison between the committee and the "Natural High" group to expand interest in our games section.

Ice, Ramona

Took courses in Drawing, Two Dimensional Design, Digital Photography, and Genealogy during Fall 2013.

Attended an “Adobe Raw” class for Photo Editing taught by Roberto Leal in Media Services. Learned Photoshop.

Became official photographer for the campaign of Dr. Tom Hochschild for Lowndes County Commision, District 3. Her photos are being used for his campaign and on his web site.

Participated in Dr. Cindy Hasio’s “Veterans and Art” video which is available on YouTube.

Learned additional programs within ILLIAD.

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Montgomery, Denise

Attended Northwest Interlibrary Loan Conference, Sept. 12-13, 2013, Portland, OR

Attended ILLIAD Conference, March 19-20, 2014, Virginia Beach, VA

Wrote artist biographies for the art works displayed on the third floor of the library.

Submitted two applications for library pool funds, which were both granted, for urban fiction and Native American Studies books, the latter of which I solicited suggestions from their wish lists of faculty members teaching in that area.

## Automation

### General Accomplishments of the Unit

- Continue to manually added software on demand to public workstations as necessary.
  - Imaging workflow (*New FY 2014 stated objective – In progress*)
- Library PC inventory list full audit completed.
- Technical Response Unit (TRU) participated in planning meetings for transition of library computer lab supervision and maintenance to VSU Campus IT.
  - Cameras installed in Computer labs by VSU Campus IT.
  - TRU Coordinator hire date TBD by VSU Campus IT.
- Scan to email implemented in June, 2014.
- VoIP switch in May, 2014, audited office networking ports facilitating the completion of the necessary “VoIP Information Request Form” as requested by Campus IT.
- MyVSU Portal launched on October 22, 2013 included GALILEO Express link as part of the initial “Single Sign On” offerings available within this new service as coordinated with VSU Campus Web Services staff.

### Staff Accomplishments

- GALILEO Discovery (*FY 2013 stated objective - In progress*)
  - GALILEO Discovery Progress Report received July 15, 2013
    - Theatre in Video – 237 bibliographic records added to GIL Catalog August 6, 2013.
    - Oxford University Press Scholarship Online E-Books bibliographic records added to GIL Catalog. 1,456 records on September 4, 2013 and 381 records on March 17, 2014.
    - ProQuest document url and EBSCO permalink changed from GALILEO EZproxy to VSU Anywhere Access EZproxy login in January, 2014.
      - SFX VSU Anywhere Access EZproxy login implementation date TBD as after EZproxy configuration file is reviewed and edited. (*New FY 2014 stated objective – in progress*)
    - EBSCO’s LinkSource link resolver activated in April 16, 2014.
      - LinkSource link resolver syntax populated in content host interfaces implementation date TBD. (*New FY 2014 stated objective – in progress*)
        - Highwire, Wiley, Sage, SpringerLink, etc.
        - PubMed, Google Scholar, etc.
- ILLiad 8.4 hosted server/workstation client upgrade August 9, 2013.
- Library websites maintenance
  - [ILLiad](#) website upgraded to conform to the VSU responsive design (mobile ready) template, September, 2014.
  - [Vtext](#) website upgraded to conform to the VSU template, December, 2013.



- 50+ Dissertations/Theses added to Vtext.
  - LibGuides website upgraded to conform to the VSU template in October, 2013, and then again in May, 2014 with the migration to [LibGuides v2](#).
  - Anywhere Access EZproxy default Error message customization facilitating user notification of problem resolution, i.e. resource available. June, 2014.
  - [South Georgia FolkLife](#) upgraded to conform to latest coding standards.
  - [Babylonian Clay tablets](#) upgraded to conform to latest coding standards.
  - [Gendex](#) new Valdosta Daily Times Genalogical Index database spanning from the 1860s to the 1980s has been created and made available to the public.
- GIL Library Voyager Maintenance
  - ebrary Academic Complete, 113,201 titles, were removed from GIL Catalog when the subscription was cancelled in May, 2014.
  - Inventory workflow resumption in progress. (*FY 2012 stated objective - In progress*)
    - Ready Reference collection inventory as initiated by Deb Vanpetten utilizing ShelfLister as precursor to usage assessment.
      - 2,282 Reference barcodes have been added. A-Z of the Reference collection has been inventoried by June 30, 2014, with the exception of the Legal collection in the KF-KZ where work is still underway.
    - 2<sup>nd</sup> & 3<sup>rd</sup> floor circulating collection inventory first pass 100% completed April 16, 2014 with 285,543 items flagged as present and 4,614 identified as missing (preliminary) as assigned to Circulation staff using LSMS.
      - Inventory missing (preliminary) second pass completed May 6, 2014 with 1,252 found. Revised preliminary missing number 3,362.
    - LZ Award collection inventory first pass 100% completed June 5, 2014 with 505 flagged as present and 6 identified as missing (preliminary) as assigned to Circulation staff using LSMS.
    - LZs collection inventory first pass 39% completed as of June 30, 2014 as assigned to Circulation staff using LSMS.
    - Kings Bay Inventory – Requested on February 15, 2013 by Gregg White, Naval College Office Director. Completed June, 2013 by Diane Gomes with ShelfLister.
      - Inventory missing (preliminary) second pass found 632 of 2,202 items, July, 2013
      - 1,179 inventory missing items flagged as withdrawn and no longer displayed in Kings Bay GIL Catalog, August 20, 2013.
  - Lost – System Applied workflows developed in conjunction with Acquisitions and Circulation

- Lost - System Applied (282) / Lost - Library Applied (378) project completed and new improved workflows put in production for Lost – Library Applied November, 2013
  - Counting workflow (*FY 2014 New state objective – In progress*)
    - FY Collection counts assigned to Automation in Spring, 2014
    - Counting workflow procedures documented TBD
  - [OCLC WorldShare Metadata Collection Manager](#) pilot (*FY 2014 New stated objective – In Progress*)
- [CORAL](#) – Open source Electronic Resources Management System originated by University of Notre Dame. (*FY 2014 New stated objective – In progress*)
  - Server received from VSU IT and CORAL deployed.
    - EBSCO import of ejournal titles TBD
- Digital content sustainability/preservation system requirements established. (*FY 2014 New stated objective – In progress*)

#### Conferences and Workshops Attended

##### Crawford, Sherrida

- USG RACL (Regents Academic Committee on Libraries), Next Generation RFP Kick-off, Macon, GA. September 13, 2013.
- Digital Measures workshop by Dr. Michael Black, Valdosta, GA. January 19, 2014.
- [VuFind: Community & Code](#) Lyris webinar, February 19, 2014.
- Innovative Interfaces Sierra Overview, webinar, March 10-11, 2014.
- VTLS Open Skies Overview, webinar, March 24-25, 2014.
- OCLC Worldshare Management Services Overview, webinar, March 27, 2014.
- Ex Libris Alma Overview, webinar, April 2-3, 2014.
- Sirsi Dynix BLUECloud Suite Overview, webinar, April 7-8, 2014.
- ProQuest/Serials Solutions Intota Overview, webinar, April 21-22, 2014.
- ELUNA (Ex Libris Users User of North America), Montreal, Canada, April 29 – May 2, 2014.
- GUGM 2014 - Innovative Solutions, Macon GA. May 15, 2014. Co-presenter “A GUGM InvenStory: Using Voyager Friendly Inventory Software in the Stacks” along with Steve Scheuler, Deb VanPetten, and Brett Williams.
- An Evolving Model for Consortial Print and E-books Collections: The TRLN – OUP Pilot, webinar, June 12, 2014.
- ALA 2014 - Annual Conference, Las Vegas, NV., June 27- July 1, 2014.

##### Shuttles, Dallas

- DAS (Digital Archivist Specialist) continuing education training, May, 2014, received following certifications:
  - Digital Forensic for Archivists, Part I and Part II
  - Preserving Digital Archives
  - Digital Archives and Libraries

- Digital Curation: Creating an Environment for Success
- MLIS 7570, Information Architecture completed in Spring 2014

Watson, Keith

- BOMGAR (Secure Remote Desktop Control) training as sponsored by VSU, Division of Information Technology.

## Ebook Report

Date	Source	FY14	FY13	FY12	FY 11	FY 10	FY 09	FY 08
11/8/2001	GALILEO EBSCO ebook	14,466	14,466	14,466	14,466	14,466	14,466	14,466
7/20/2011	VSU EBSCO ebook previous yr	372	358	312	218	218	219	219
	VSU EBSCO ebook current yr	227	14	46	94			
2/24/2003	GALLEO EBSCO ebook	12,918	12,918	12,918	12,918	12,918	12,918	12,918
5/20/2011	GALLEO EBSCO ebook Shared 9	4,594	4,594	4,594	4,594			
	EBSCO ebook SubTotal:	32,577	32,350	32,336	32,290	27,602	27,603	27,603
7/20/2011	Safari Tech Books Expired 5/31/2012	-	0	113	90	90	90	90
5/28/2013	CRCnetBase	16	16					
6/1/2011	Gale Directory Library	8	8	8	8			
5/28/2010	Gale Virtual Reference Library	235	235	224	222	222		

	Gale Virtual Reference Library current year	107	0	11	2			
	ebrary perpetual previous year	1,866	1,243	1,180	1,167	909		
	ebrary perpetual current year	123	623	63	13	258	909	0
	Oxford Scholarship Online prev yr	1,461						
	Oxford Scholarship Online curr yr	1,132	1,843					
	ebrary Academic Complete	-	88,238	76,949	69,668	47,403	42,632	36,042
	Online Book Title Total:	37,525	124,556	110,884	103,447	76,484	71,234	63,735

FY13	Material	Measurement	Added	Withdrawn	FY14
553,585	Books, including bound	Volumes	18,175	(4,169)	567,591
374,910	periodicals and catalogued government documents	Titles	12,431	(3,342)	383,999
107,276	Government Documents ( <i>uncataloged</i> )	Units	-		
3,508	Serials (periodicals, newspapers, and magazines)	Total Subscriptions			
1,112,292	Microforms	Units	3,050		1,115,342
478,101		Titles	1,253		479,354
3,098	Manuscripts & Archives	Linear Feet			
7,941	Cartographic Materials	Units	276	(2)	8,215
32,185	Graphic Materials	Units	906	(98)	32,993
16,120	Sound Recordings	Units	2	(393)	15,729
10,410		Titles	2	(335)	10,077

8,730	Film & Video Materials	Units	229	(320)	8,639
7,447		Titles	151	(231)	7,367
3,158	Computer Files Barcoded/Bib Format mm	Units	10	(1,924)	1,244
1,655		Titles	4	(1,046)	613
76,949	E-books	Units	1,589	(41,013)	37,525
15,190	Other Library Materials	Units	451	(446)	15,195
Total Items in Collection					

	Visits	Unique Visitors People Visited	New Visitors	Return Visitors	Pageviews	Pages/Visit	Avg Visit Duration	Bounce Rate	New Visits
FY 2010	846,808	85,764	8.11%	91.89%	1,397,286	1.65	00:01:58	77.37%	8.10%

	Visits	Unique Visitors People Visited	New Visitors	Return Visitors	Pageviews	Pages/Visit	Avg Visit Duration	Bounce Rate	New Visits
FY 2011	435,995	174,080	34.78%	65.22%	1,026,816	2.36	00:03:42	64.89%	34.76%

	Visits	Unique Visitors People Visited	New Visitors	Return Visitors	Pageviews	Pages/Visit	Avg Visit Duration	Bounce Rate	New Visits
FY2012	308,594	98,602	88,610	218,707	979,055	3.19	0:06:39	51.70%	28.80%

	Visits	Unique Visitors People Visited	New Visitors	Return Visitors	Pageviews	Pages/Visit	Avg Visit Duration	Bounce Rate	New Visits
FY 2013	560,723	325,857	323,927	236,796	1,087,276	1.94	0:03:41	66.18%	57.72%

FY 2014	Session	Users	New	Return	Pageview	Pages/Visi	Avg	Bounce	New
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	s		Visitors	Visitors	s	t	Visit Duration	Rate	Sessions
OL Website Total	292,891	129,021	56,253	72,768	540,200	1.84	7:55:12	67.69%	43.56%
OL Website External to Library	119,151	24,246	4,728	19,518	253,489	2.13	3:08	58.46%	19.48%





2.68%	5,639	<b>UC GIL Find &amp; Classic</b>	210,122	120,142	65,237	54,905	1,568,446	7.46	5:23	17.17%	54.22%
3.53%	5,128	<a href="#">UC GIL Find</a>	145,457	84,395	46,670	37,725	937,260	6.44	5:11	15.82%	55.28%
1.10%	800	<a href="#">UC GIL Classic</a>	72,840	38,798	19,360	19,438	629,570	8.64	5:08	20.84%	49.77%