



# **Odum Library**

## **Annual Report**

### **FY 2020**

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# Valdosta State University Archives and Special Collections 2019-2020 Annual Report

Submitted by Deborah S. Davis, Director

**General Statistics:**

**Outreach:**

1. Outreach:

Year	Number of recorded questions and sign in patrons	Observed reasons for changes
2019-2020	643	This represents a 59% decrease over last year, mainly due to being closed for over three months for the corona virus. When we resumed partial hours, we saw almost no in person patrons and very few email requests. Coinciding with the closing was IT closing access to our databases for security and recoding purposes. This is ongoing and will affect our requests for information.
2018-19	1026	This represents a 21% increase over 2017-18. Given that we turned over all our student assistants and our archives assistant this year, this is a very impressive amount of record keeping.
2017-18	808	This represents a 29% decrease over last year. We had fewer classes that signed in every day and we also filtered out all that were not tagged archives this year, thus cutting out when Reference referred someone to us.

a. The Happening with free posters created in house and popsicles, Fall 2019

b. Created materials and gave guided History Tours for Parent's Weekend, Fall 2019

c. Co-created Roy Copeland African American History Museum with Langdale College of Business, working with Ashley Braswell, took in donations and processed them, assisted with selection and hanging of

materials, donated museum panel on integration to museum.

- d. Joyce Ann Joyce Presentation on Richard Wright's Native Son, very successful presentation with alumna and faculty member from Temple University for Black History Month, Jan 31, 2020
- e. Statewide Poster "Explain how the Great Depression and New Deal affected the lives of millions of Americans." Digital Library of Georgia poster distributed statewide for 5<sup>th</sup> grade Social Studies Standards of Excellence for classroom use. Poster is a photograph of "Eleanor Roosevelt at Georgia State Womans College" from VSU Archives.

2. Exhibits:

- a. "Wear Your Pride" Gay Pride exhibit display cases June-Fall, 2019
- b. "Eichberger East African Art Exhibit, January 2020-present

3. News Activities:

- a. "Valdosta State Collection Chronicles Equal Rights" WCTV July 24, 2019

- b. "Raiders of the Lost Vault: Treasures Found in GA Bank" ValdostaToday.com July 2019
- c. "VSU Archives Awarded Grant to Digitize Historical Land Documents" VSU Press Release, July 30, 2019
- d. "VSU Archives awarded digital documents grant" Valdosta Daily Times, August 2, 2019
- e. "Painting Comes Home" Digital Library of Georgia Newsletter, Fall 2019
- f. "Women in History: VSU archives Equal Rights Magazine" Valdosta Scene Magazine, October 2019
- g. "Reflections of Black History; Local attorney opens civil rights museum" Valdosta Daily Times, November 5, 2019
- h. "Learning from the Past" Valdosta State University Magazine, Issue 4, 2019
- i. "Valdosta State University Archives map and plat collections now available online" Digital Library of Georgia Press Release, Jan. 29, 2020
- j. "VSU Students work to build searchable history of women's struggle for equality" ValdostaToday.Com, Spring 2020
- k. Four images posted on monthly theme pages by Digital Library of Georgia on their social media

### Teaching:

- Taught PERS 2299 Fall 2019 with Dr. Melanie Byrd. 2 credit undergraduate course. SOI average 4.13
- Taught MLIS 7710 Spring 2020 for the VSU MLIS Program. 3 credit hour graduate class. SOI average: 4.01
- Currently prepping a two hour PERS course to be offered with Melanie Byrd in Fall 2020
- Had **3 interns** for 2019-20. Internship was a combination of reading and 130 hours of work in archives indexing Equal Rights Magazine.

Women's Studies: Dr. Christine James

Bee Varrell

Tylor Westmoreland

Angela Lawrence

We had no interns in the fall because Catherine Oglesby retired over the summer and the new director had not started the internship program. The Spring Women's Studies interns worked on indexing *Equal Rights* magazine.

### Archives Orientations, Classes and Work Projects:

August:

Orientation for History 3000, Dunn

Volunteer Orientation, M. Byrd HIS 1011

Volunteer Orientation, 3 Sections, Dixie Ray Haggard, American History

Babylonian Clay Tablets, M Byrd HIS 1011, Evaluation 4.2

September:

HIS 4950, Ancient History in Film Books, M. Byrd, Evaluation 4.9

History of Mathematics, C. Kicey, Babylonian Clay Tablets, Evaluation 4.7

HIS 4950, Ancient History in Film, Journals, M. Byrd, Evaluation 4.9

Food History, M. Byrd. Food Research, Evaluation 4.9

HIS 4950, Ancient History in Film, Primary Sources, M. Byrd Evaluation 4.9

Honors 1990, Gravett, Archives Research

October:

14 classes of HIS 3000 Work Project, J. Dunn

7 double classes of HIS 3000 Work Project, J. Dunn  
Music Bibliography, G. Frost, Archives Music Research

January:

Women's studies intern orientation, C. James  
Volunteer Orientation, 2 sections M. Byrd HIS 1011  
Volunteer Orientation, 3 Sections, Dixie Ray Haggard, American History  
English 2011, Betts, Evaluation 4.0  
Babylonian Clay Tablets, HIS 1011, M. Byrd, Evaluation 4.3  
Babylonian Clay Tablets, HIS 1011, M. Byrd, Evaluation 4.3

February:

Higher Ed. History Class, Workman, History of VSU and Archives Research, Evaluation 4.5  
2 sections of HIS 3000 Work project, J. Dunn  
2 classes of Honors English 1102, S. LaPlant  
MLIS Field Trip to Morrow GA

March:

3 sections of HIS 3000 Work Project, J. Dunn  
Tour of Archives for MLIS student

**Total 53 classes taught, a 58 percent increase over last year.** New areas of teaching include English and a further commitment to the HIS 3000 work project. We had return visits from last year's new professors: honor's English and higher education history. Had we not shut down in March we would have had many more meetings of the HIS 3000 work project. The archivist worked with the head of the history department and COHSS to create experiential learning classes that embed the archives into the history department through things like work projects and internships. These are now approved parts of the history curriculum, in addition to regular teaching of PERS 2299.

Part of our teaching program are the Extra Credit Volunteers. It was a very successful year for volunteers.

### **Volunteers**

**Fall Semester 2019**

**59 volunteers worked 674 hours**

**Spring Semester 2020**

**38 volunteers worked 134.12 hours**

**Total Volunteers: 97**

**Total Hours Worked: 808.12**

**Total Value of work: \$5858.87**

This is a 8.5 **decrease** in hours worked over the last year because of closing our program in March and a **61%** increase over the number of students who worked last year. We have added a new professor and honor's students which account for most of the increase in students. The volunteer program is very strong and is increasingly

embraced by the history department. For fall of 2020 we have had to cancel this program, because of lack of social distancing space in archives. It may extend to spring of 2021. I hope our volunteer program can come back to its previous highs.

## Consulting

- **April Renfroe Warren**, librarian at Middle Georgia came for a day and we went over how to start an archives and I supplied her with my Policies and Procedures Manual.
- **Ashley Braswell and Wayne Plumley** of COBA asked me to participate in the Roy and Cheryl Copeland African American History Museum creation. I received and processed each item in the collection and selected items for display and helped oversee hanging and provided files for a duplicate of the Integration at VSU museum panel. This project is completed, but we are still receiving materials for future display.

## Digitization and Digital Preservation: Annual Report, July 2019-July 2020

### Websites

Vtext: 8,916 Users -- 10224 sessions -- 28, 555 Page views

- **Archon:** Website Retired
- **ArchivesSpace:** New Website (No Statistics yet)

\*Note: Websites below have been offline for security updates since February 2020. Statistics from July 2019 - Feb 2020.\*

- **South Georgia Folklife Website:** 667 Users, 760 sessions, 1221 pageviews
- **COBEC.org:** 832 users, 1301 sessions, 2926 pageviews
- **Babylonian Clay Tablets:** 68 users, 102 sessions, 425 pageviews
- **Campus Canopy Index:** 381 users, 461 sessions, 998 pageviews
- **Eichberger Website:** No analytics (Fixed 20200803)
- **GENDEX:** 279 users, 414 sessions, 2315 pageviews

Note: Other websites have >10 users/sessions. (Joyce Joyce, Daugharty, Mayday, Hudson)

- **Website Security Updates:** Secured all websites and php code.
- **New Websites:** Remade all index web pages for security and compatibility. [Gendex, VDT

Death Index, Campus Canopy/Spectator, Video database, Equal Rights Newsletters, Civil Rights Newspapers]. Remade Eichberger website. Retired Archon, replaced with Lyrasis hosted ArchivesSpace.

We have also been receiving usage statistics from materials on our websites that are being harvested by the Digital Library of Georgia. Deeds and Plats, from our new DLG grant, have the largest numbers with 70 in one month

## Social Media

*YouTube Channel (July 2019-July 2020)*

(Channel ID: UCXWnW8W6rnqJo1gr\_YZJh2w -  
[https://www.youtube.com/channel/UCXWnW8W6rnqJo1gr\\_YZJh2w](https://www.youtube.com/channel/UCXWnW8W6rnqJo1gr_YZJh2w)]

1. 207 Videos
2. 364,794 Views, 61,420.4 Watch Time Hours, 1710 Subscribers, 6725667 Impressions.

### *Twitter*

[<https://twitter.com/VStateArchives>]

1. 152,000 Impressions
2. 883 Followers
3. 135 Tweets

### *Instagram*

[<https://www.instagram.com/valdostastatearchives/>]

1. 127 Posts
2. 178 Followers

### *Facebook*

1. 369 Followers
2. 337 Likes

### *Flickr*

1. 3,156,537 Total Views
2. 99 Followers
3. 16.83GB -- 10,608 Photos

## **Digitization and Digital Preservation**

1. **Amazon Glacier Uploads:** 983 Bags. 2.51 TB.
2. Deeds & Plats Collection
3. Patricia Marks Collection (Floppy Disks)
4. Archon Migration to ArchivesSpace
5. Slavery Papers (addition)
6. Football Videos, 1994-1996
7. Southern Patriots Digitized
8. Valdosta Symphony Orchestra DVC PRO (new acquisition)
9. Broun Family Civil War Letters Collection
10. SGNC Picture Book, 1920-21
11. NAMOSRL (new acquisitions)
12. Edwin Arnold Collection
13. Video Digitization - 642 Digitized, approx. 100 processed.
14. Redwine Collection (acquisition)

## **Acquire and Preserve Materials. Archival Non Digital and Digital Acquisitions**

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

**94.5 linear feet (lf)** were added to our physical collections, a **12.2% increase** over 2018-2019. We continued to acquire some of the Roy Copeland collection of African American materials. We also received 10 feet of the Sommers Redwine collection of African American broadcasting; Sommers was the first African American reporter on CNN. We also added research materials from Patricia Marks and Catherine Oglesby, more art from Ross Rosenberg and the Eichberger family.

### **Special Collections:**

**43 books** were selected and purchased with the archives book budget this year to add to Special Collections, Rare Books, or the Archives Practice section on the third floor. This is a slight increase over what was ordered last year

### **Digital Acquisitions**

#### **Electronic Theses & Dissertations**

1. jakiel-andrew\_dissertation\_2020\_embargo
2. wiley-jonathan\_dissertation\_2019\_bag
3. snelgrove-brian\_dissertation\_2019\_bag
4. abbott-april\_dissertation\_2019\_bag
5. baldwin-brittany\_dissertation\_2020\_bag
6. ballard-jennifer\_dissertation\_2019\_bag
7. batts-rebecca\_dissertation\_2020\_bag
8. batts-willie\_dissertation\_2019\_bag
9. bhandari-namrata\_thesis\_2019\_bag
10. bolden-patricia\_dissertation\_2020
11. burns-tonya-davis\_dissertation\_2017\_bag
12. diaz-francisco\_dissertation\_2019\_bag
13. duva-anthony\_dissertation\_2018\_bag
14. elliot-michelle\_dissertation\_2019\_bag
15. faulk-texanna\_thesis\_2019\_bag
16. gonzalez-diana\_dissertation\_2019\_bag
17. grier-britton\_dissertation\_2019\_bag
18. hallmark-timothy\_dissertation\_2018
19. hartwell-jennifer\_dissertation\_2020\_bag
20. hopkins-sherolyn\_dissertation\_2020\_bag
21. james-latoya\_dissertation\_2019\_bag
22. jordan-melissa\_dissertation\_2019\_bag
23. judah-lindsay\_dissertation\_2020
24. lockhart-victoria\_dissertation\_2015\_bag
25. markert-abby\_dissertation\_2019\_bag



26. mcmichael-brian\_dissertation\_2019\_bag
27. miller-rachel\_thesis\_2020\_bag
28. moon-yae-eun\_thesis\_2019\_bag
29. moore-kristen\_thesis\_2020\_bag
30. nettles-darryl\_dissertation\_2019\_bag
31. olsen-julie\_dissertation\_2020\_bag
32. ours-alan\_dissertation\_2020\_bag
33. parris-patrice\_dissertation\_2020\_embargo
34. pennino-joseph\_dissertation\_2020\_bag
35. phinazee-brian\_thesis\_2020\_bag
36. robison-john\_dissertation\_2019\_bag
37. starling-david\_dissertation\_2020\_bag
38. thompson-ike\_dissertation\_2019\_bag
39. todd-michael\_dissertation\_2019\_bag
40. velasco-jessica\_dissertation\_2020\_bag
41. ward-danielle\_thesis\_2020\_bag
42. williams-ginger\_thesis\_2019\_bag
43. williams-janet\_dissertation\_2019\_bag

### **Accruals (Electronic Records)**

1. Faculty Senate & Committees - Minutes and Agendas
2. COBEC
3. Association of Graduate Students General Student Body Meeting Minutes
4. Valdosta State University Flickr Accrual, 2019 (8000+ digital photographs)
5. COSA Minutes

### **Preservation:**

Our preservation actions were of course built into regular processing activities. These include re-boxing, re-folding, encasing in inert polyester sleeves, encapsulating oversized materials and creating phase boxes for rare materials. We have also completed preservation scanning of *Demorest Monthly* from the 1890's with our interns and student assistants. Through grant funding we were able to have DLG scan several hundred Deeds and Plats of South Georgia and are currently working on another grant with PreserveSouth to do preservation scanning of 113 DVC PRO tapes.

### **Archival Description and Processing:**

This year, in January, we switched from Archon to ArchivesSpace in a hosted instance through Lyrasis. We worked with Lyrasis to migrate our Archon Records. Dallas Suttles was instrumental in this

changeover. Since our migration, Doug Carlson has embarked on a comprehensive cleanup of all our records to bring the Finding Aids into DACS compliance and correlating all the location files from Archon into ArchivesSpace. This involves touching every record and every sub record of each collection. He has currently completed all MS records and is working on the UA records.

Because of this changeover, we had to hold Archon static and not add new material for most of Fall semester, and once we got ArchivesSpace in January there was a significant time spent training before we began actual processing. We processed approximately 10 collections before the lockdown in March, most of them small. We did process the large Harmeyer collection and have partially processed the Sommers Redwine collection. Cataloging of archives continued in the Cataloging department with 351 archival records and 62 Special Collections items.

### **External Funding**

Our student volunteers gave work valued at **\$5858.87** for the year.

Completed **\$2137.50** by Digital Library of Georgia to scan deeds and plats from South Georgia, Fall 2019 and Spring 2020

Awarded Grant by GHPRC to digitize 113 DVC PRO tapes from our VSU TV collection: **\$3,461.54**

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

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

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

- Academy of Certified Archivists, member, recertified in 2016-present.
- Georgia Library Association, member and Archivist. Have worked with officers on questions for materials from GLA Archives and added new materials to collection. Chairman of the Records Committee
- Society of Georgia Archivists, member
- COBEC, Consortium on Belize Educational Cooperation. Serving as Archivist since 2005 Valdosta State University, VSU Archives is also the webmaster for COBEC and Davis was chosen Documentarian beginning in fall, 2014. Organized class on Public Libraries and Technology taught Aug-Sept in Belize, 2018
- GIL Special Collections Committee (statewide), 2018-
- GIL Gender and Sexuality committee, 2019- member

#### *Service to Valdosta State University*

- 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. Even though the committee is unfunded, we still maintain the Art Collection Database
- Faculty Senate Scheduling Committee, 2016-2019
- COHSS Executive Committee, 2018-
- COHSS Awards Committee, Chair, 2019-present
- COHSS Experiential Learning Committee, member, 2019-
- Presidential Mural Committee 2019

#### *Service to Odum Library*

- Library Art Committee, Chair.
- Strategic Planning Committee, member, 2013-
- Web Page Committee, current

## Presentations and Publications and Grants

- B.J. Rickman, Melanie Byrd and Deborah Davis, “Learning Communities and Assessment for Freshman History Majors” *Engaged Student Learning: Essays on Best Practices in the University System of Georgia*, Accepted for publication in Vol. 2, 2020.
- Deborah Davis and Melanie Byrd. “History, Libraries and Archives” Georgia Library’s Conference, Macon, GA, October, 2019. A presentation based on 15 years of partnership between the library and the History Department by an archivist/librarian and a history professor/librarian. We touched on programs such as LI, work projects, and co teaching semester long classes
- Deborah Davis and Melanie Byrd. “History, Libraries and Archives” Accepted for Presentation at the GIL User’s Group Meeting, May 2020, but conference cancelled because of Covid-19.
- Completed Grant of **\$2137.50** by Digital Library of Georgia to scan deeds and plats from South Georgia, Fall 2019 and Spring 2020
- Awarded Grant by GHPRC to digitize 113 DVC PRO tapes from our VSU TV collection: **\$3,461.54**, Spring and Summer of 2020
- See section above for Gallery Displays.

## Training and Meetings:

- Georgia Libraries Conference, Macon, GA, October, 2019
- GLA Winter Meeting, Macon, Georgia, January, 2020
- COBEC Winter Meeting, Belize, February, 2020

## Online Webinars during COVID

- Digital Library of Georgia Partner Day, March 2020
- Society of Georgia Archivists Hangout, April, 2020
- Alma and ArchivesSpace, April 2020
- Digitization Workflows, April 2020
- Digital Strategies, April 2020
- Virtual Conversation with Provost, May 2020
- Acquiring and Developing an offsite High Density Storage Facility, May 2020
- Innovative Tools for Disaster Preparedness, May 2020
- Online GUGM meeting, May 2020
- Society of Georgia Archivists Webinar on ArchivesSpace May 2020
- Galileo conference online: Digitization on a Shoestring, June 2020, 2 sessions
- Galileo conference online: Community Building, June 2020
- Six episodes of Digitization 101 over six weeks, June-July 2020
- Meet History Majors Online orientation participant, July 2020
- GIL Special Collections committee meeting, July 2020

## Douglas Carlson—Archives Technical Assistant

### Conference/Meetings/ Webinar Attendance

1. July 2019 – Georgia Society of Archivists Webinar: Connecting to Collections Care Processing
2. September 2019 – Georgia Library Association Webinar: Getting Your Needs Met: Evaluating Library Technologies and Library Vendors
3. **October 2019 – Society of Georgia Archivists/Lyrisis Class: Intro to ArchivesSpace**
4. **October 2019 – Society of Georgia Archivists – Annual Conference**
5. October 2019 - Digital Library of Georgia Webinar: Tips for Working Smarter with Digital Collections
6. January 2020 – Lyrisis Webinar: ArchivesSpace Updates
7. February 2020 – Society of American Archivists Webinar: Career Planning for Early Career Librarians
8. February 2020 – Society of Georgia Archivists: Digital Workshop
9. April 2020 – ArchivesSpace/Lyrisis Webinar: Part 1
10. April 2020 – Society of American Archivist webinar: Deriving Value from Collections in a Time of COVID-19
11. April 2020 – ArchivesSpace/ Lyrisis Webinar: Part 2
12. April 2020 – Society of American Archivist Webinar: Encoded Archival Description changes
13. April 2020 – Library of Congress Webinar: Keeping it Cool – Designing the Library’s New Gutenberg Bible Display Case
14. April 2020 – History Hub: Federal Crowdsourcing Webinar Series, Episode 9: A Match Made in History
15. April 2020 – Library of Congress Webinar: Acquiring and Developing an Offsite High Density Collections Storage Facility
16. April 2020 - Society of Georgia Archivists Webinar: Salary Transparency
17. April 2020 – Library of Congress Webinar: Assessing the Condition of the United States National Collection
18. April 2020 – Library of Congress Webinar: Environment, Housing and Building Materials Testing to Protect our Collections
19. April 2020 – Georgia Library Association Webinar: How Georgia Archives and Libraries Are Documenting the COVID – 19 Pandemic
20. May 2020 - Society of American Archivists Webinar: Using Emotional Intelligence & Mindfulness to Navigate the Stress of Life
21. May 2020 – Georgia Libraries Webinar: Linked Data for the Real World: Leveraging Metadata for Cataloging
22. **June 2020 – Society of American Archivists Digital Archivists Certification Class: Privacy & Confidentiality Issues in Digital Archives #2064**
23. June 2020 – Digital Library of Georgia Webinar
24. **June 2020 – Society of American Archivists Digital Archivists Certification Class: Introduction to PREMIS #2061**

### Committees/Organizational participation

1. GALILEO Interconnected Libraries (GIL) Special Collections Steering Committee
2. Society of Georgia Archivists Conference Local Arrangements Committee
3. Georgia Library Association Diversity Committee
4. Odum Library Marketing Committee
5. Odum Library Art Committee
6. Valdosta Campus Pride

### **Professional Memberships**

1. Society of Georgia Archivists
2. Society of American Archivists
3. Georgia Library Association
4. American Library Association

### **My projects since March**

Touched, revised or managed

1. 160 collections with approximately 16000 archival records
2. 1200 box records and location instances
3. 350 items records
4. 250 LOC and local subject headings
5. Student employees – ArchivesSpace training and quality control, schedule, payroll

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

### **Conferences & Webinars**

1. Society of Georgia Archivists 2019 Conference
2. ArchivesSpace Training Webinars - Lyrasis
3. GALILEO Conference 2020
4. Content Management Train 8 Webinar
5. DLG ArchivesSpace Hosting Webinar
6. Lyrasis Webinars (Digitization Workflows, Digital Preservation, etc)

### **Committees**

1. Library Web Committee
2. Library Art Committee

### **Gimlet Statistics & Patron Requests**

1. GIMLET: 239 Entries
2. Patron Projects (Digitization): 14 requests

## UNIT: Collection and Resource Services

*Submitted by Kenneth Smith, Department Coordinator*

Collection and Resource Services responded admirably to the challenge of COVID-19 and the closure of physical operations on campus. Beginning in March, faculty librarians began compiling a list of potential projects which staff could work on remotely. In addition, a number of large Acquisition orders were placed, just in advance of campus closure. Below is a brief summary of projects and their status.

	<b>Description</b>	<b>Status</b>	<b>Staff</b>
Project 3	Add Lexile and Demographic data to children's books	Ongoing: 700 (46%) completed.	Robert
Project 4	Check activated electronic collections and portfolios in Alma to see if portfolio information is correct and access still works	Ongoing: 2,573 portfolios checked	Alice
Project 7	Correction of volume numbers in multivolume works.	Completed: 3,152 titles updated	Dana, Mary Ann, Robert
Project 8	Move Govdocs microfiche from the print record to microfiche records	Ongoing: 2,097 records updated, replaced, or exported	Michele
Project 11	Finish Correcting URLs for ARCHIVES	Completed.	Guy
Project 14	Create/Update Authorities	Ongoing: More than 50 authorities created/revised.	Harikleia

This is by no means a complete reckoning of work completed during this period. Some cataloging was accomplished during this period (Harikleia – Georgia Documents, Robert – Children's books). Mary Ann sewed scores into binders, and invoiced. Lastly Dana and Alice came in to receive books, and check-in periodicals (all which continued to arrive during closure).



## **Acquisitions**

- The Acquisitions Unit purchased 2,591 monographic items at a price of \$111,879.23. This count is comparable to last year's (FY19: 2,577), despite purchasing being stopped early due to the COVID-19 shutdown.
- The Acquisitions Unit purchased 827 serial items at a price of \$48,886.36.

## Gifts

- 1,076 gift items were received in FY 2020.
- The most significant gift of the year came from Dr. Dunn of Valdosta. He gave the Library 837 books on history topics: China, Eastern Europe, the Middle East, and Military History. This was a significant gift both for size and quality of materials.

## Repairs, Binding & Replacements

- The Acquisitions Unit repaired 100 books in-house (FY19: 150; FY18: 191; FY17: 136).
- 323 monographs/books were bound (FY19: 400; FY18: 528; FY17: 91)
- 123 bound periodicals were added (FY19: 198; FY18: 343; FY17: 658).
- 102 theses were bound (FY19: 114; FY18: 108; FY17: 251).

## **Cataloging**

During the second half of FY20, Cataloging had to be inventive of their work due to COVID-19 and the transition to teleworking. Many maintenance projects that had traditionally been pushed to the bottom of the to-do list were moved to the top with a variety of cataloging activities by all the staff. This change did have a minor negative impact of the cataloging of physical materials, but allowed more digital content to take precedence. Overall, numbers are higher with the exception of OCLC enhancements of physical material.

## STATISTICS (OCLC)

	Original		Enhancements		Imports		OCLC Adds		OCLC Deletes	
	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
Guy Frost	277	254	3711	4003	1648	3116	1035	1904	1232	89
Robert Taylor	43	9	866	1400	722	112	915	1291	28	22
Michele Moyer*	0	0	32	32	55	976	46	1422	0	4897
Dana Jack	0	0	14	0	1905	2976	24	0	1780	0
Harikliea Sirmans	28	96	1674	1136	193	60	1857	560	14	1
Jessical Lee	0	2	0	2	37	14	58	17	90	10
Alice Smoot	0	0	0	0	7	5	1	5	141	61
Mary Ann Wheelis	0	0	0	0	0	0	16	0	3045	487
Ken Smith	1	0	0	9	52	48	13	14	930	2742
Students	0	0	840	4	0	0	547	0	0	0
<b>TOTALS</b>	<b>349</b>	<b>361</b>	<b>7157</b>	<b>6586</b>	<b>4619</b>	<b>7307</b>	<b>4512</b>	<b>5213</b>	<b>+7260</b>	<b>8309</b>

+535 (Frost) and 668 (Moye) physical items were also discarded which were not in OCLC

\*Note, Sirmans and Frost work chiefly in OCLC while Moye works chiefly in Alma

STATISTICS (ALMA)

	+Items Added		Items Modified		Portfolios Created	
	2019	2020	2019	2020	2019	2020
Guy Frost	1,332	479	3,122	2,766	146	149
						*687
Robert Taylor	141	117	3,935	1,499	0	0
Michele Moye	2,248	2,014	5,886	7,259	0	0
Dana Jack	1,459	2,547	2,407	488	0	1
Harikliea Sirmans	27	30	0	754	0	0
Jessical Lee	370	370	286	0	50	92
Alice Smoot	1,243	3,953	484	5,141	0	0
Mary Ann Wheelis	446	3,048	3,525	9,895	0	0
Ken Smith	3	2	345	286	28	145
%Mike Holt	0	0	0	1,613	0	0
<b>TOTALS</b>	6,899	12,560	19,990	29,701	224	1074

+Note: All Alma statistics are questionable and may not be a good measure of work activities. Alma Analytics simply lacks the robustness of Voyager.

\*Total number of Portfolios created directly in the Network Zone for the Georgia Historic Newspaper project; all URLs are populated to the entire USG library catalogs

%Updated holdings and item records for multivolume items that were migration issues (busy work for the stuck at home)

## PROGRAM FOR COOPERATIVE CATALOGING

### SACO (LCSH, LCGFT, LCC)

#### FROST

- 2 new subjects approved
- 1 new classification number approved

### NACO (Valdosta and Georgia Funnel)

#### FROST

- 139 authorities created; 101 authorities revised

#### SIRMANS

- 42 authorities created; 770 authorities revised

#### MOYE

- 12 authorities revised

#### TAYLOR

- 4- authorities created

### GEORGIA NACO FUNNEL

- Total 1317 headings created or Updated
  - o 391 Original
  - o 926 Updated

### VSU PORTION

- Total of 1104 headings created or Updated
  - o 215 Original (55%)
  - o 889 Updated (96%)

## CATALOGING PROJECTS COMPLETED

- Completed changing ARCHON URLs in OCLC to link to ArchivesSpace
- Completed cataloging Georgia Historic Newspapers for the GIL Cataloging Committee

## PERSONNEL ACTIVITIES

### FROST

#### TEACHING

- MUSC 7050, Music Research & Bibliography (Fall)

#### PRESENTATIONS

- Five Presentations for the GPLS Catalogers Conference, Unicoi State Lodge
  - o “RDA Toolkit Demo,” December 17, 2019
  - o “Basic Monograph Cataloging,” December 17, 2019
  - o “Timespan, Aggregates, Place,” December 18, 2019
  - o “Relationships, Registries, and Bringing it all Together,” December 18, 2019
  - o “What is Still Under Development,” December 18, 2019

#### WORKSHOPS, TRAINING, ETC.

- Using the BIBFRAME Editor, July 3, 2019
- Special Topics: RDA Recordings, Methods and Transcription Guidelines, July 15, 2019
- New Topics, New Concepts: Nomens and Appellations, July 17, 2019
- Special Topics: Data Provenance, July 22, 2019
- New Topics, New Concepts: Representative Expressions and Manifestation Elements, July 24, 2019
- Special Topics: Aggregates and Diachronic Works, July 29, 2019
- New Topics, New Concepts: Fictitious and Non-Human Personages, July 31, 2019
- Special Topics: Authority Control and Creating Access Points, August 5, 2019
- New Topics, New Concepts: Relationship Elements, August 7, 2019
- Special Topics: Application Profiles, August 12, 2019
- New Topics, New Concepts: Timespan and Place, August 14, 2019
- Connection to Collections Care: Archival Processing: Principles and Practices, September 15, 2019

## SERVICE (UNIVERSITY)

- Chair. Library Promotion and Tenure Committee
- Liaison. International Studies
- Liaison. Music Department
- Advisor. Gender and Sexualities Alliance
- Past-President. VSU Opera Advisory Board
- Chair. GIL Cataloging Committee

## PROFESSIONAL

- Member. Program for Cooperative Cataloging (PCC)
- Member. Subject Authority Cooperative (SACO)
- Member. Name Authority Cooperative (NACO)
- Coordinator. Georgia NACO Funnel

## MOYE

### ACCOMPLISHMENTS

- Graduated. Master of Library Science, December 2019

### WORKSHOPS, SEMINARS, TRAINING, ETC

- Dine & Discover: Move More, September 9, 2019
- USG Wellness, January 15, 2020
- USG Wellness, January 27, 2020
- Weight Watchers, January 30, 2020
- Weight Watchers, February 6, 2020
- Wellness Wednesday, February 12, 2020
- Weight Watchers, February 13, 2020
- Weight Watchers, February 20, 2020
- USG Wellness Kickoff, February 21, 2020
- Dine & Discover, February 26, 2020
- Weight Watchers, March 5, 2020
- Weight Watchers, March 12, 2020
- Creating eresource training for non-technical staff, April 1, 2020
- Introducing Documents Data Miner 3; the Next Generation FDLP Data Mining and Collection Management Tool, May 20, 2020
- Linked Data, hosted by Georgia Library Association, Technical Services Interest Group, May 26, 2020
- Small, Rural, and Independent Libraries, June 17, 2020
- Effective Stress Management – Kepro, June 17, 2020
- Moving More- Ways to Combat a Sedentary Lifestyle, June 22, 2020
- Optimizing your Team Performance and Motivating, June 22, 2020

- Teaching Intro to Government IN a Time of Crisis, June 23, 2020
- Digital Roundtable- Digital Transformation: The Future, June 24, 2020
- Taking Care of Your Mental & Emotional Well-being, June 24, 2020
- Re-Opening Safely with Automated Occupancy Counting, June 25, 2020

#### SERVICE (COLLEGE)

- Odum Library Professional Development Committee, February 2020-

#### SIRMANS

##### WORKSHOPS, SEMINARS, TRAINING, ETC

- Beta RDA Toolkit Overview, July 24, 1919
- Well-Being Wednesday: Diabetes, November 13

#### SERVICE (COMMUNITY)

- Sewed and Donated 205 COVID-19 Masks for: Dr. Patrick Powell Dental Office; Marantha Medical Clinic; Mindful Massage; Lighthouse Baptist Church; others during the months of April and June 2020
- Sewed Surgical Gowns for South Georgia Medical Center

#### PUBLICATIONS

- “What is taking in sewing” Allfreeseewing, last update July 17, 2020  
<https://www.allfreeseewing.com/Basics-and-Tutorials/What-is-Tacking-in-Sewing>.
- “Is Hand Sewing as Strong as Machine Sewing.” Allfreeseewing, last updated July 17, 2020\_  
<https://www.allfreeseewing.com/Sewing-Tips-and-Tricks/Is-Hand-Sewing-as-Strong-as-Machine-Sewing>.

#### RECOGNITION

Valdosta’s Best Dressmaker Award, 2020

## **Collection Development**

### Collection Development Policy - Update Project

Over the summer the Collection and Resource Services Coordinator developed materials to solicit information concerning changes to programs and collection priorities. This material included a worksheet, an initial list of relevant subject areas, a description of different collecting levels, and a cover letter to orient non-librarian, faculty stakeholders. In September 2019 this

material was given to Library Liaisons for distribution to their departments. A soft date for the return of completed packets was set at December 13th, 2019. At the beginning of Spring semester, efforts were made to solicit feedback from departments which had not returned their packets.

By the end of January, the Collection and Resource Services Coordinator began editing of the new Collection Development Policy. In the second week of May, 2020 the newly updated Collection Development Policy was posted on the Odum Library website.

### Weeding

Overall, Collection Development reviewed and deaccessioned 3,369 monographic items in FY20. This figure does not include the withdrawal of monographs in government document locations (or bound serials counts).

- Reference (Including BIB): 917 items withdrawn. Part of an ongoing review by the Reference Department. Some titles removed by Reference were re-located to the stacks.
- Miscellaneous Collections: 70 items withdrawn.
- Stacks A to E: 88 items withdrawn
- Stacks F to Z: 2,294 items withdrawn. The third floor stacks is the focus of current weeding activity. Some of this weeding has been directed at areas of congestion. Other weeding is directed to relieving congestion on the first floor (i.e., use of the top shelves on that floor.) The plan is to free sufficient space for the E's to come upstairs.

## **Electronic Resources (ER)**

### **Alma Statistics**

Items Deleted: 38

Items Added: 370

Items Modified: 0

### Portfolios:

Created: 107

Activated: 228

Modified: 9

### Collections:

Created: 10

Modified: 0

Vendor Interface Creation: 19



License Information Attached to Portfolios and Collections

Portfolios: 0

Collections: 1

Even with assistance from the Assessment Librarian, we were not able to pull all the statistics desired. In the future, we would like to better capture the changes made in Alma to licenses and SUSHI accounts.

**OCLC Statistics**

	Jun -20	May -20	Apr -20	Mar -20	Feb -20	Jan -20	Dec -19	Nov -19	Oct -19	Sep -19	Aug -19	Jul -19	
<b>Update Existing WorldCat Records</b>	0	0	0	0	1	2	9	0	4	0	0	1	17
<b>Update New WorldCat Records</b>	0	0	0	0	0	0	0	0	1	0	1	0	2
<b>WorldCat Replaces</b>	0	0	0	0	0	0	0	0	1	0	1	0	2
<b>WorldCat Exports</b>	0	0	0	0	2	2	5	0	2	0	2	1	14
<b>Delete Holdings</b>	0	0	0	0	1	1	1	1	0	1	1	4	10

**Electronic Resources - Usage Data**

This is the first year that VSU primarily relied on COUNTER 5 data since the new release came out. There were a few vendors that still do not have COUNTER 5 data and those were separated from the vendors who use COUNTER 5 data. In Release 5, there were some changes.

- ‘Total\_Item\_Requests’: the total number of times the full text of a content item was downloaded or viewed.
- ‘Unique\_Item\_Requests’: the number of unique content items (e.g. chapters) requested by a user.

[Information from COUNTER 5 Guide.](#)

Data will be compared in FY21 when all reports will be using COUNTER Release 5.

## J1 Report, Journal Requests: COUNTER 5

<b>Publisher</b>	<b>Total Item Requests</b>	<b>Unique Item Requests</b>
ACM	356	289
Allen Press	333	296
American Chemical Society(ACS)	2599	2188
American Institute of Physics	71	63
American Mathematical Society	4	4
American Physiological Society	110	91
Annual Reviews	362	293
BioOne	308	224
Cambridge University Press	153	129
CQ Researcher	1074	1610
Duke University Press	60	56
EBSCO	219463	165479
Edinburgh University Press	1	1
Emerald	132	118
Health Affairs	409	351
Highwire	929	759
IGI Global	2	2
INFORMS	32	3
IngentaConnect	97	91
IOP	30	28

Journal of Studies on Alcohol and Drugs (JSAD)	9	8
JSTOR	35080	40533
Liverpool University Press	Unable to access usage data	
MIT Press Journals	18	18
Nature	716	664
NRC Research Press	13	6
Optical Society of America	6	6
OVID	2037	1438
Oxford University Press Journals	1981	1465
Project Muse	2595	1932
ProQuest	27747	19821
Royal Society of Chemistry	80	67
Sage	10201	7902
ScienceDirect	10005	6803
SIAM (Society for Industrial and Applied Mathematics)	5	5
SpringerLink	4078	3068
Taylor & Francis Journals	5819	4545
Thieme Journals	42	34
University of Chicago Press	89	72
Wiley	8582	6917
<b>Total</b>	<b>336,386</b>	<b>268,055</b>

**JR1: COUNTER 4**

<b>Publisher</b>	<b>FT Downloads</b>
DeGruyter	92
IEEE	7
IOS Press	13
Modern Language Association	5
PROLA / American Physical Society	99
<b>Total</b>	<b>216</b>

**M1, Multimedia Item Request: COUNTER 5**

<b>Publisher</b>	<b>Views</b>
Films on Demand	1905
AVON (Academic Video Online) 11/1/20-	962
<b>Total</b>	<b>2,867</b>

**B1, Book Requests: COUNTER 5**

<b>Publisher</b>	<b>Total Item Requests</b>	<b>Unique Item Requests</b>
EBSCO	27221	20422
Taylor & Francis EBooks	5	5
EBook Central	19012	14912
Oxford University Press Scholarship Online	417	319

American National Biography	53	12
Encyclopedia of Social Work	13	9
Grove Art Online	164	97
Grove Music Online	97	66
Oxford Dictionary of National Biography	1	1
Oxford English Dictionary	983	324
Gale Books	471	233
<b>Total</b>	<b>48,437</b>	<b>36,400</b>

#### **BR1 Counter 4**

<b>Publisher</b>	<b>Full Text Downloads</b>
Salem Press	29
<b>Total</b>	<b>29</b>

#### **Journal Weed**

At the beginning of FY20, the journal weeding project was completed. We discarded 1164 items (1049 bound volumes and 115 rolls of microfilm).

#### **Print Journal Inventory**

The Acquisitions staff started inventorying the 1<sup>st</sup> floor bound journals. Once weeding was completed, the ER Student Worker shifted the collection. The student also began barcoding the bound materials ahead of the staff who were inventorying.

By the end of FY20, the staff had inventoried approximately 400 journal titles. The breakdown of materials is approximately 8600 bound journals, 60 microfiche boxes, 265 rolls of microfilm.

## **OpenAthens Migration**

In late October 2019, we migrated from EZProxy to OpenAthens. This involved manually flipping all collections in Alma to point towards OpenAthens instead of EZProxy. Each collection had to be tested.

The goal was to eventually turn off IP authentication on campus to have the same library experience on and off campus and to better capture usage data. It should be completed by the beginning of Fall 2020.

## **Other ER Activities**

- Worked with Reference to update the persistent link LibGuide to reflect the current practice with OpenAthens
- Updated entries in Databases A to Z to prepare for new GALILEO portal
- Completed the Copyright and Fair Use LibGuide and got approval from Legal Counsel to check that it was accurate and factual.
- Set up SUSHI for Counter Release 5 in Alma for vendors that are compliant
- Worked with GIL committee chairs to get license data in Alma/Primo for GALILEO resources
- Began editing VSU license data in Alma/Primo to reflect the language in the GALILEO licenses
- Created documentation on print journal inventory and setting up SUSHI for Counter 5 in Alma

## **UNIT: Reference and Lending Services**

*Laura Wright, Reference & Lending Services Coordinator*

All statistics are derived from the Gimlet reports, included below.

### **Public Services**

The total number of questions for FY 20 was down 16% from FY 19. The decrease is to be expected, due to the campus shift to online instruction in Mid-March 2020 and the reduction of library hours at that time. Three areas showed an increase, Functional (7%), 2ndFloorCirc (227%), and Other (45%). The increase in Functional indicates that patrons were borrowing and returning library materials, and asking questions about loans, due dates, fines, etc. The increase in questions at the 2nd Floor Circulation desk is due to increased visibility after the completion of both phases of the renovation, and serving as a central location for help during the pandemic. The increase in Other (45%) is due to the change in work situations during the pandemic. The Other location is used when librarians answer questions in their offices or home (telework) using Live Chat, email, phone, or Collaborate.

A second report was run, comparing January – June of FY 20 to the same time period in FY 19. The total number of questions was down 25% during this time period. However, the statistics indicate that students, faculty, and staff were asking questions and receiving help though the spring and summer. The number of questions asked at the 2nd Floor Circulation desk was up 62%. The Main Circulation desk received fewer questions, and experienced a decrease, but that was due to the reduction of services. Prior to the pandemic students checked out course reserves and picked up items they had requested at this desk. These services were suspended during late spring and early summer. The “Other” location is used when librarians answer questions in their offices or home (telework) using Live Chat, email, phone, or Collaborate. Questions answered from the Other location increased 95%. Clearly patrons were asking questions during the pandemic, and the librarians and staff were assisting them.

### **Reference Questions**

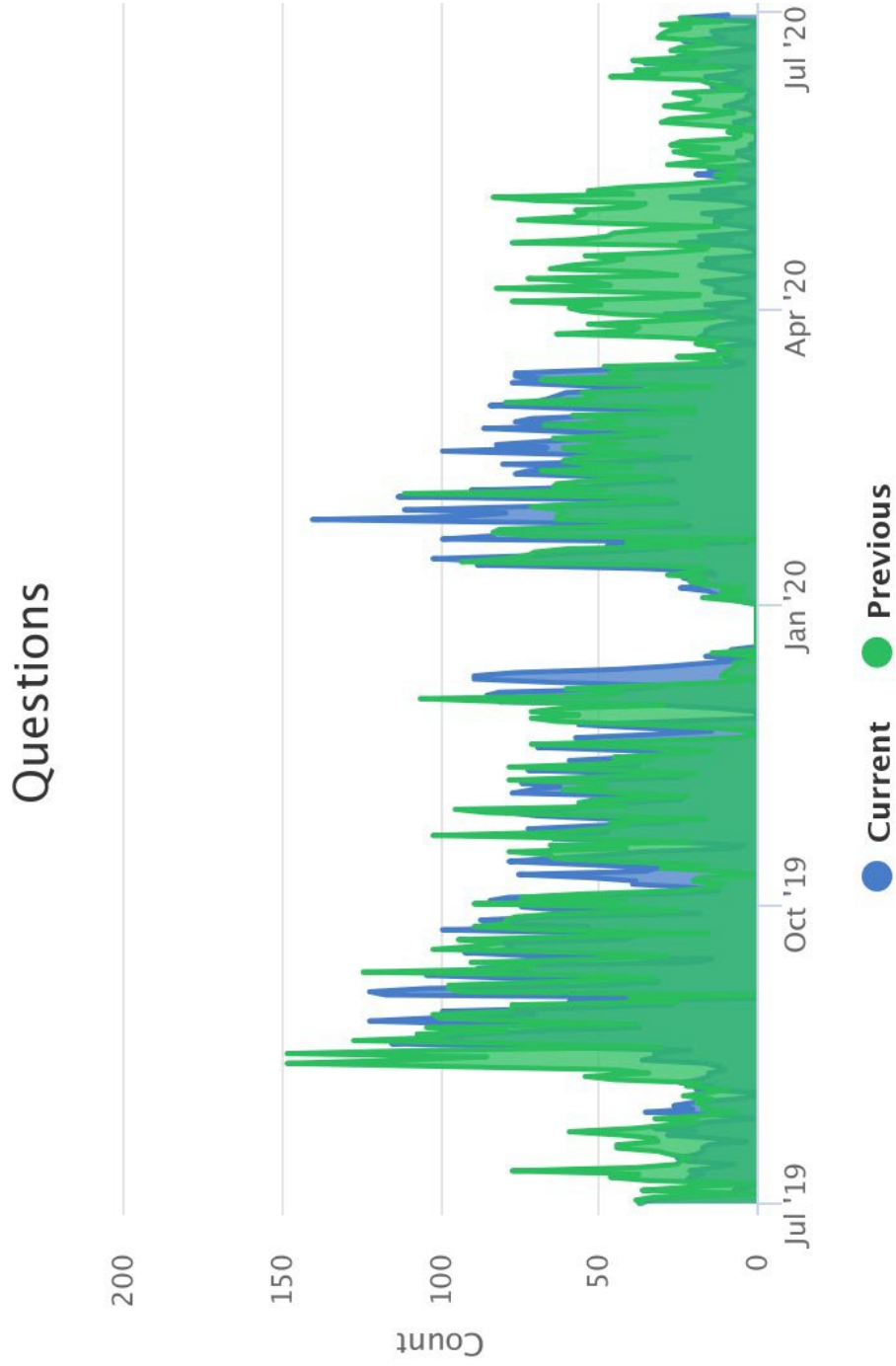
In FY 20, the librarians and staff answered 3017 reference questions, a 24% decrease from FY 19 (3966 questions). The COVID-19 pandemic affected the number, location, and format of questions asked from mid-March through the end of June. During spring and summer 2020, the number of reference questions decreased 30%. However, the number of questions asked at the available service points increased. The circulation desks had a 47% increase in reference questions. There was an 84% increase in the number of questions answered via the Other location (offices, telework). The librarians and staff continued to assist patrons throughout the pandemic.

Reference Questions by Location (January – June)

	Spring FY 2019	Spring FY 2020	Percent Change
Circulation desks	126	185	47%
Reference	1291	559	-57%
Archives	195	86	-56%
Other	258	474	84%
Total	1870	1304	-30%



**Gimlet Report comparing the FY20 to FY 19  
(07/01/2019 to 06/30/2020) to (07/01/2018 to 06/30/2019)**



**Gimlet Report comparing the FY20 to FY 19  
(07/01/2019 to 06/30/2020) to (07/01/2018 to 06/30/2019)**

**Questions | 12,550 Total -16%**

**Type**

• Functional	+7%	3,646
• Directional	-13%	3,116
• Reference	-24%	3,017
• Technical	-35%	1,399
• Office Supplies	-24%	1,372

**Duration**

• 0-5 minutes	-15%	10,783
• 5-10 minutes	-17%	855
• Consultation (20+)	-11%	375
• 10-15 minutes	-32%	317
• 15-20 minutes	-12%	220

**Asked by**

• Student	-15%	10,844
• Fac/Staff	-16%	781
• Community	-38%	554
• Unknown	+1%	371

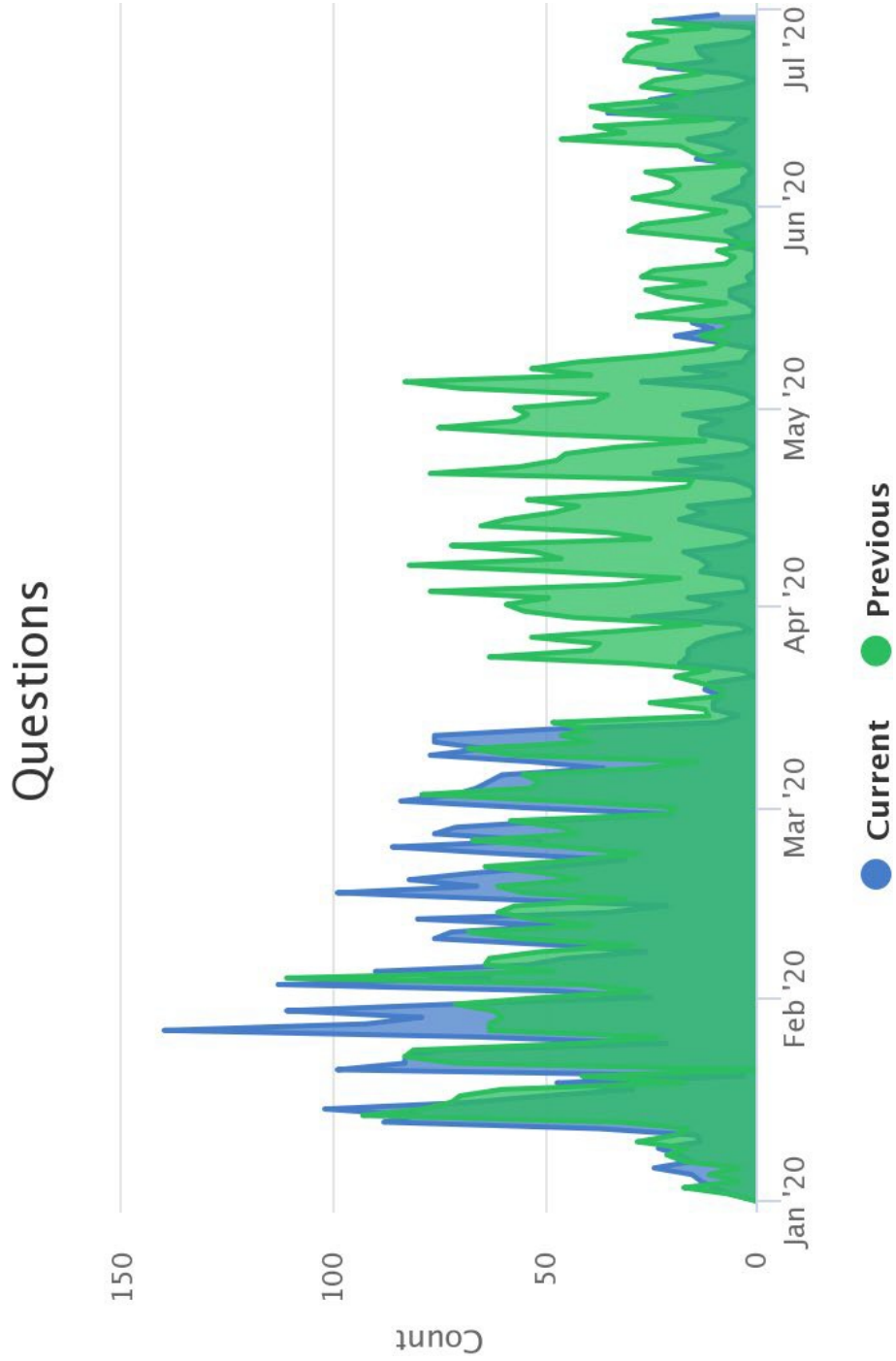
**Format**

• In-person	-17%	10,214
• Chat	-3%	1,108
• Phone	-27%	813
• Email	-7%	263
• Blaze/GoView	+110%	147
• Mail (Print)	+400%	5

**Location**

• RefDesk	-43%	4,489
• 2ndFloorCirc	+227%	3,464
• MainCirculation	-29%	3,456
• Other	+45%	860
• Archives	-33%	281

**Gimlet Report comparing the second half of FY20 to FY 19  
(01/01/2020 to 06/30/2020) to (01/01/2019 to 06/30/2019)**



## Gimlet Report comparing the second half of FY20 to FY 19 (01/01/2020 to 06/30/2020) to (01/01/2019 to 06/30/2019)

Questions | 5,010 Total **-25%**

### Type

• Functional	+3%	1,605
• Reference	-30%	1,304
• Directional	-25%	1,112
• Office Supplies	-37%	557
• Technical	-51%	432

### Duration

• 0-5 minutes	-25%	4,183
• 5-10 minutes	-30%	344
• Consultation (20+)	-10%	215
• 10-15 minutes	-27%	153
• 15-20 minutes	-12%	115

### Asked by

• Student	-24%	4,272
• Fac/Staff	-22%	320
• Community	-49%	231
• Unknown	-11%	187

### Format

• In-person	-28%	3,874
• Chat	-2%	517
• Phone	-32%	364
• Email	-3%	150
• Blaze/GoView	+128%	105

### Location

• 2ndFloorCirc	+62%	1,715
• RefDesk	-62%	1,296
• MainCirculation	-22%	1,293
• Other	+95%	567
• Archives	-37%	139

## UNIT: Reference and Lending Services Department/Circulation

*Submitted by Steven Scheuler, Department Manager*

The Department operates two circulation desks, regulates the loan and return of materials, and maintains the stacks through constant shelving and shelf-reading.

- Review annual lost fines and processing fees report, put holds on in Banner and add in Banner Processing Fee and Blocks to patron records.
- Daily review of Expired Hold Shelf implemented.
- Daily reviews of GilExpress Patron Blocks carried out.
- Annual GilExpress Institutional Billing cycle exercised.
- GIL Express Stat Courier Tracking system.
- Daily review of Monitor Requests and Item Processes with detailed attention to In-Transit and Request categories applied.
- Every item on Reserve underwent a case-by-case basis to determine its appropriateness, relevance and necessity to be on Reserve, a large proportion of items were returned to faculty or to the stacks.
- Reports on every faculty member with items on Reserve were run and an e-mail sent to each to confirm the items they had on Reserve.
- Monitoring of Human Resources Termination Portal
  - Check terminating staff and faculty for library loans.
  - Deactivate retiring and resigning staff and faculty with no loans
  - Notify, alter due dates and send activity reports to terminating employees with loans.
  - Check Course Reserves Instructor section to contact about reserve materials
- The department continues to supply and put out boxes of paper throughout the building for the printers.
- The department continues the task of emptying all the recycling bins throughout the building and placing the material for removal.
- The department continues the task of checking all the study rooms to clean boards, straighten furniture, remove books, pick-up trash, check signs, clean tables and any other issues that may exist with the rooms.

- The department continues the task of straightening the furniture throughout the building at the end of each semester.
- The department continues the task of ensuring that door access/ door locking is reported through proper channels during holidays and other shut down times and that proper signage is bestowed to the doors.
- The department continues the task of getting OneCard door access for all staff and faculty that now work in the building and students whose cards may fail.
- The department continues the task of opening the doors for access to the auditorium on weekends when necessary.
- The department Manager took down shelving in two areas in order to increase the area for walking- flow in the Library.
- The department continues the task all roles of circulation for the Special Collections/Archives Library.
- Room 1100 became the Staff room in addition to being copy room, reserves room, game and cd storage room.
- The department shifted sections of the collection that were weeded.
- Continuing procedures for first floor Hold Shelves concerning routing to departments within library.
- Joe Dietrich continues to collaborate with the Information Technology Department (IT) conducting cross training for lab assistants for IT's Technical Response Units.
- All Circulation and Lending Services online pages examined, inspected and checked and verified with Trello and by Library Assessment Department.
- Missing item searches conducted on a bi-weekly basis.
- Training in new room scheduling software EMS continues, appropriate staff trained and familiar with the new procedures and processes involved.
- Efforts underway to form the basis of possible future plan for student assistants /work studies to perform more duties in the department.
- Manuals and hands-on training concerning all circulation department policy and procedures and applications to the Alma Library System is ongoing.

- Circulation staff in collaboration with Automation Department staff provided 24 hour open coverage for the entire library building during the finals week of fall semester,
- The department accepts all community borrowers in an effort to increase circulation.
- Cross Training conducted for: Serina Taylor on Banner Holds on the Banner 9 system and Course Reserves in ALMA; Lisa Harken on range signs, shelf-reading assignments and lab monitor scheduling.
- All staff continued to cooperate with the library's Marketing and Assessment Department to collect data.
  - Gate counts
  - Suma head count throughout the library
  - Gimlet tracking on service desks
- The department continues to refine and improve workflows and procedures in the ALMA library system with more consistent role assignments for all employees.
- Patron questions and concerns are responded to on a daily basis by use of the [circ@valdosta.edu](mailto:circ@valdosta.edu)
- The department continues to collaborate with Human Resources in out-processing Valdosta State University personnel
- Purple/Blazer Briefcase online job advertisement system implemented for use to recruit student workers.
- Relations with the Work Study program were reestablished.
- COVID-19 adjustments - During the pandemic, the department improvised, adapted and overcame:
  - Incoming items quarantined
  - Semi-self-checkout initiated
  - Staff Teleworking with reports
  - Due dates for all checked-out items extended
  - Personal protection equipment distributed

### **The Staff**

Donna Jones and Luther Smith after many years of exemplary service retired, and Will Smith resigned.

Joseph Dietrich was hired to perform as an Evening Circulation Supervisor and is now in charge of hiring, training and scheduling students. Lisa Harken provides desk coverage during the overnight hours and assigns students shelf reading. Tiffany Lee provides weekday circulation desk hours. Crystal Miller provides daytime staffing at Circulation desk in addition to her Reference desk hours and serves on the Marketing Committee. Department Manager Steven Scheuler added reference desk duties to his circulation desk hours and handles the day-to-day circulation issues. William Simmons provides invaluable and reliable desk service during evening and weekend hours. Craig Smoot provides afternoon and evening desk coverage. Serina Taylor was promoted to Library Technical Assistant and added Reserve responsibilities and continues her duties for the Inter-Library Loan Department to assist with workflow there and also provides morning circulation coverage. Josh Wallace provides desk coverage and handles much of the GilExpress daily procedure. Laura Wright became the Reference & Lending Services Director. The department hired, trained and provided employment for over 30 work study, student assistants and lab monitors at Odum Library throughout the fiscal year.

In addition to statewide cooperation through Georgia Interconnected Libraries, the Circulation and Lending Services staff will continue to collaborate with all library departments to meet any challenges encountered.

### General Circulation Statistics 2019-2020

Library Name	Loans	Returns	Renewal	Lost	Auto Renew	Recall
Archives	37	36	22	0	27	0
Mass Media	2863	2836	0	6	0	420
Odum Library	8074	7224	2080	22	6075	56
Ruby R. Sullivan Literacy Center	304	281	0	0	0	0



## ***Government Documents***

### ***Emily Rogers***

In FY 2020 Emily Rogers continued to serve as the reference librarian for government documents and FDLP coordinator. Cataloging faculty Guy Frost and staff Michele Moye continued to catalog and process federal and Georgia documents. As federal depository coordinator, the reference librarian for government documents monitors compliance with FDLP membership requirements.

The number of reference questions and consultations tagged as govdocs is 106, down 11.67% from 120 in FY 2019. Average reported monthly use of government information resources to answer reference questions is 8.8, down 26% from the 2019 average of 12 per month. The breakdown of transactions tagged as govdocs by format of transaction is:

- In-person: 80
- Chat: 12
- BlazeView: 1
- Email: 11
- Phone: 2

The breakdown of transactions tagged as govdocs by minutes of duration in FY2020 is

- 0-5 minutes: 41
- 5-10 minutes: 23
- 10-15 minutes: 7
- 15-20 minutes: 11
- 20+ min. Consultations: 24

In comparison, the breakdown of transactions tagged as govdocs by minutes of duration in FY2019 was

- 0-5 minutes: 37
- 5-10 minutes: 25
- 10-15 minutes: 15
- 15-20 minutes: 14
- 20+ min. Consultations: 29

The number of consultations dropped somewhat; this year again a large part of the longer consultation requests came from graduate students in public administration, education, and social work, though changes in the primary assignment for SOWK 7400 have resulted in fewer consultation requests from those students.

Compared to 33 circulating documents in FY2019, total annual circulation of print documents in FY2020 is 18, a decrease of approximately 45%. Circulation of federal government documents is 11, an average of .92 per month, down 52% over the FY2019 rate of 1.9 per month. Circulation of Georgia government

documents has decreased to 7 for the year, compared to 10 in FY 2019. Circulation of documents is, of course, not the only indicator of usage, and it is true that much current usage of government information is in the online format. In addition, Odum Library did not circulate materials at all for nearly four months and was closed to the public—significant potential users of government materials—from mid-March until August 3.

The depository currently receives 57% of items available for selection, and will continue to review the item selection for additional possibilities for cuts.

The two major projects for the year were weeding the federal documents collection and shifting the government documents collections within the 2<sup>nd</sup> floor east side atrium. Weeding was enabled during fall semester by student assistants working about 5-7 hours a week through January 2020 to prepare the offers lists for government documents that the documents librarian has pulled for weeding. These offers lists go to UGA, the regional depository library, and then to other Georgia depository libraries, for review and requests. Once the waiting period for receiving requests has expired, the weeded documents are discarded. The library weeded 4897 documents in FY 2020, mainly in the Y.1 and Y.4 Sudoc classes. Weeding has slowed since January 2020 for two reasons. First, UGA joined the ASERL needs and offers system, run through the University of Florida libraries, for the state of Georgia needs and offers lists, requiring a new workflow for preparing lists (in progress). Second, UGA stopped receiving offers during the pandemic shutdown and has only recently (since mid-July) resumed accepting offers from selective depositories in Georgia.

Cataloging of government resources is reported by the library's cataloging department and includes the addition of all FDLP and Georgia government publications.

The primary outreach activity for the year was Constitution Day, which included activities and an exhibit in the government documents area of Odum Library that also featured information on the AACSU's American Democracy Project. A signable copy of the Constitution and Bill of Rights was available for students and guests to sign; we gathered 64 signatures and gave away 72 copies of the Constitution. The Benjamin Franklin photo-op created by Samantha Paul was again available for attendees to use for playful self-portraits. Additional outreach activities included Reference-area exhibits on Veteran's Day and Census materials. Currently the exhibit space for documents has been adapted for use as a table to provide additional distance between the public and the student assistants' workstation at the Reference Desk.

Distribution of print annual tax forms continues to decline, and only the 1040 forms and instructions were distributed to libraries; we made these available to the community in our government publications kiosk. We reduced our order of paper forms this year, to 50 of the 1040 and 25 instruction booklets. Other forms were made available online; patrons can obtain copies of forms from these sources by asking at the Reference Desk. The GIL catalog record contains a link to the Hathitrust digitized tax forms. The state of Georgia has ceased distribution of print tax booklets; forms are only available online. In the kiosk we are also offering various free government publications of interest to the public, including information on financial planning and fraud avoidance, the GovInfo information website, health issues, immigration and citizenship, and copies of the Constitution.

Documents-related professional development opportunities included attending government information sessions and the GLA Government Information Interest Group (GIIG) meeting at the annual GLA conference in October and virtually attending the Georgia Depository Libraries Annual Meeting in March 2020. These meetings allowed the documents librarian to meet with other government information librarians at the state level. The Regional Librarian at UGA, Valerie Glenn, held twice-monthly virtual office hours for Georgia depository librarians, which the documents librarian attended. The documents librarian also served as a member of the GODORT Steering Committee and chair of the Government Information for Children Committee.

Free webinars have also been available from GALILEO, from the Government Publishing Office, and from the North Carolina Library Association's Government Resources Section's "Help! I'm an Accidental Government Information Librarian!" series. The documents librarian participated in professional development webinars for voting and elections, Census materials, health resources, and business resources through the government.

## **UNIT: Interlibrary Loan**

*Amy Chew. Reference and Interlibrary Loan Librarian*

### **Borrowing**

Borrowing requests increased this year and turnaround time also improved significantly. The increase may have been partially due to COVID-19 which caused most of the campus to lose access to the physical library mid-Spring. Turnaround time may have also been helped by to the RapidILL trial we were able to join in the late spring, a system that automates ILL requesting.

- Requests increased from 2698 in 18/19 to 3045, 12.9%
  - Article requests: 2592 (increased from 2071)
  - Loans: 453 (decrease from 627, loan requests were turned off mid-March)
- Fill Rate
  - Articles: 91% filled, 9% cancelled (improved 2%)
  - Loans: 84% filled, 16% cancelled (improved 9%)
  - Top 5 reasons for cancellation
    - Cancelled per patron request
    - Duplicate request
    - Exhausted/No library able to lend
    - Item requested is in foreign language (patron did not want)
    - Available online
- Turnaround time
  - Overall: 3.41 days (28.9% *FASTER* than 4.8 days in 17/18)
  - Articles: 2.08 days
  - Loans: 10.59 days
- Most requested Journal Titles not owned/accessible by Odum:
  - *Teaching and Teacher Education*
  - *Community college journal of research and practice.*
  - *Journal of Speech and Hearing Research*
  - *Journal of Applied Sport Psychology*
  - *Sport, education and society.*

### **Document Delivery**

Doc Del requests remained relatively stable in both number and time taken to fill.

- Requests decreased from 1315 in 17/18 to 1224, 6.9%
- Fill Rate
  - Articles: 100% filled
  - Loans: 100% filled
- Turnaround Time
  - Overall: 1.56 days (4% slower than 1.5 days in 18/19)
  - Articles: 1.67 days
  - Loans: 1.23 days

## **Lending**

We did see a decrease in lending requests, with nearly 1300 fewer physical loan requests this year. Staffing shortages caused us to change our response time from 2 to 4 days in OCLC. Also, COVID-19 caused us to shut down physical lending entirely for several months.

- Requests decreased from 5491 in 18/19 to 4094, -25%
  - Articles: 2509
  - Loans: 1585
- Fill Rate
  - Articles: 58% filled, 42% cancelled
  - Loans: 53% filled, 47% cancelled
  - Top 5 reasons for cancellation
    - Checked out
    - Our holdings end before this volume
    - Not on shelf
    - Lack volume/issue
    - Our holdings begin after this volume
- Turnaround Time
  - Overall 19 hours (36% slower than 13.9 hours in 18/19)
- IFM Charges: We had a total of 40 requests from libraries that charge to lend and obtained \$613.50 from those requests in IFM charges. We did not charge for scans during COVID.
- Top 5 most loaned Journals
  - *Sport in society.*
  - *International journal of science education.*
  - *Journal of education for students placed at risk.*
  - *Nurse education today.*
  - *Journal of nursing care quality.*
- Most loaned monographs: no books were lent more than twice

**Departmental Requests** - These are the top 10 requesting departments.

<b>Department</b>	<b>ILL Requests</b>	<b>Doc Del Requests</b>	<b>Total</b>
English	317	144	<b>461</b>
Educational Leadership	162	106	<b>268</b>
Library and Information Science	181	57	<b>238</b>
Curriculum, Leadership and Technology	161	72	<b>233</b>
Psychology and Counseling	142	78	<b>220</b>
Communication Disorders	121	99	<b>220</b>
Kinesiology and Physical Education	167	41	<b>208</b>
Nursing	139	38	<b>177</b>
Biology	136	40	<b>176</b>
History	140	22	<b>162</b>

## UNIT: Reference, Library Instruction

*Catherine Bowers, Reference & Library instruction Coordinator*

### Annual Report for Library Instruction 2019-2020

This annual report captures the work of the library instruction team. For the sake of this report, “library instruction” can be an orientation for a non-class cohort, instruction tied to a specific class, a session scheduled as a follow-up to an earlier session, or a library-related presentation with an emphasis on conducting research using library resources. This definition means that the numbers here will vary from other sources such as Digital Measures or other institutional record-keeping. Most of these sessions were scheduled for the library’s lab/class spaces, but others may have happened elsewhere on campus, or even off-site altogether.

	2015-16	2016-17	2017-18	2018-19	2019-20
Total Number of Sessions Taught	183	145	171	166	152
Core/1000-2000 Sessions Taught	76	59	102	69	64
Upper division 3000-4000 Undergraduate sessions taught	84	61	35	41	44
Graduate Sessions Taught	10	13	17	18	15
Fall Semester Sessions Taught	85	63	74	81	84
Spring Semester Sessions Taught	92	71	90	78	64
Summer Semester Sessions Taught	6	11	7	7	4
South Georgia College Entry/SGCE	11	5		1	1
South Georgia community	n/d	2	2	6	0

This chart shows the total number of all combined library sessions. For 2019-2020, that was 152, which is a continued decline from the previous year. The COVID-19-driven switch to online instruction had a clear impact on our instruction load. Five classes that had been scheduled were canceled, and it is unknown how many instructors chose to skip library instruction sessions. Many faculty instead requested asynchronous materials, such as libguides or filmed demonstrations of library resources. There is also the possibility that a mild decline could be attributed to changes in course offerings or pedagogical methods and assessments.

Orientations for student cohorts	
Fall	9

Spring	2
Summer	0
Total	11

Instruction for student cohorts included groups such as nursing, DPA, Sullivan Scholars, and MAIC; while this was repetitious for some students, it allowed another channel for library connections. This is an increase of one from last year, but COVID-19 led to a cancellation of at least one cohort LI session.

Unlike in the past, there were no community library instruction sessions, as there had been for National History Day experiences with St John Catholic or Thomas County Middle School.

Library instruction to undergraduate students	
Fall	55
Spring	55
Summer	1
Total	112

Library instruction to undergraduate students at all levels continues to be the majority of scheduled sessions. These classes range across the core and upper-level curriculum, and most of the courses attached to these sessions are in the Colleges of Humanities and Social Sciences, Science and Math, Nursing and Health Sciences, and Education and Human Services.

Library instruction to graduate students	
Fall	8
Spring	4
Summer	3
Total	15

Library instruction to graduate students increased by one class this year. Some of these were offered online.

Library instruction to faculty	
Fall	1

Library instruction to faculty was the new faculty orientation presentations; in the past, the library has offered related instruction or presentations to help with navigations to new systems, and we anticipate this will be the case again this academic year. One proposal is to add a library orientation to Employee and Organizational Development portal. There have been many disparate changes to Odum services and resources, and it's worth pursuing.



Library faculty	Fall	Spring	Summer	Total
Amy	8	10	0	18
Emily	16	9	2	27
Catherine	33	27	1	60
Mike	7	7	0	14
Samantha	17	5	0	22
Laura	19	12	3	34

This final chart shows library instruction sessions by faculty. Many sessions were team-taught, which is often effective in many cases. Another important factor in library instruction overall is the relationship the librarians have with the instructional faculty, which helps maintain a sense of continuity and deep understanding of the material and also maintains a sense of connection to the library. These partnerships are important to embedded librarians and related aspects of library instruction.

## **UNIT: Reference, Print Resources**

*Laura Wright, Reference & Lending Services Coordinator*

Reviewing and weeding the reference collection continues. The reference collection is being reviewed in sections. Titles that were identified for transfer or weeding have been pulled through call number N. Call numbers P-R have been reviewed and decisions for retention, transfer to stacks, and discarding have been made. Future plans include the review of call numbers S-Z.

Shifting and integrating all reference materials from the Alcove into the reference stacks is complete. Future plans include shifting the reference collection to better allocate space for growth. Excess ranges will be dismantled and stored. During the review of reference materials potential updates have been identified. Newer editions or replacement titles will be identified for consideration.

The Loose Leaf was updated and maintained as it was received. Future plans include reviewing currently received loose leaf, creating an up-to-date title list, and writing out procedures.

Three reports were run for the reference collection:

- Reference Withdrawals FY 20
- RefUsageReport FY 20
- Reference Books Added FY 20

## **UNIT: Reference, Virtual Services**

*Samantha Paul, Reference & Virtual Services Librarian*

### **Embedded Librarianship**

Number of embedded sections and % change from corresponding FY 2018 semester:

Summer 2019: 2 (-75%, down from 8)

Fall 2019: 15 (+25%, up from 12)

Spring 2020: 15 (+15%, up from 13)

Embedded librarian services were marketed alongside library instruction using email.

### **Chat**

On 3/20/2020, Pepper Croft requested assistance with setting up Student Affairs with a web chat. It was rolled out on 3/23/2020. Student Affairs is hosted on our Libraryh3lp account, but their statistics are not included in the following numbers.

Discussions about incorporating a proactive chat (a chat box that appears after a user is on a certain page for a specified period of time) started in a 5/19/20 Reference meeting. Proactive chat was added in LibGuides on 6/2/2020. To facilitate this process, a separate queue (odumlibguides) was created. The benefit of creating a separate queue, especially for LibGuides, is it provides the specific LibGuide page that the user was on when they accessed the chat box. From 6/2/2020 to 6/30/2020, the odumlibguides queue received 6 questions (included in Chat Question Count (from Libraryh3lp) numbers.

On 6/26 and 6/30, I attempted to extend the proactive chat feature on the original chat queue (valdostarefdesk) used on the library home page. However, after working with Anjie Atkins, it was determined that the iFrame set-up on the library home page website would not support proactive chat capabilities.

### **Chat Question Count (from Gimlet)**

Chat: 1,108 (decrease of 2.6% from FY 2019 (1,138))

#### Enhanced FY2019 Breakdown

July 1, 2018 – August 12, 2018: 67 chats

August 13, 2018 – December 31, 2018: 541 chats

January 1, 2019 – May 11, 2019: 447 chats

May 12, 2019 – June 30, 2019: 83 chats

#### Enhanced FY2020 Breakdown

July 1, 2019 – August 18, 2019: 83 chats (+23%, up from 67)

August 19, 2019 – December 31, 2019: 508 chats (-6%, down from 541)

January 1, 2020 – May 9, 2020: 393 chats (-12%, down from 447)

May 10, 2020 – June 30, 2020: 124 chats (+49%, up from 83)

#### **Chat Question Count (from Libraryh3lp)**

FY2020, all chat questions (including unanswered): 1,437 (increase of 5.9% from FY2019)

FY2020, all chat questions (answered): 1,426 (increase of 6.4% from FY2019)

FY2020, minimum 20-minute duration chat questions: 1,343 (increase of 8.0% from FY2019)

FY2019, all chat questions (including unanswered): 1,356 (decrease of 8.2% from FY2018)

FY2019, all chat questions (answered): 1,340 (decrease of 5.4% from FY2018)

FY2019, minimum 20-minute duration chat questions: 1,243 (decrease of 3.4% from FY2018)

Libraryh3lp statistics have been included to account for human error of Gimlet statistics. However, the fact that the discrepancy between Gimlet numbers and Libraryh3lp numbers almost doubled in FY20 is something to make note of and potentially focus on monitoring chat numbers monthly in FY21.

Enhanced FY2020 Breakdown – Gimlet (1,108) vs. Libraryh3lp (1,426)

July 1, 2019 – August 18, 2019: 83 chats vs. 99 chats

August 19, 2019 – December 31, 2019: 508 chats vs. 665 chats

January 1, 2020 – May 9, 2020: 393 chats vs. 531 chats

May 10, 2020 – June 30, 2020: 124 chats vs. 131 chats

#### **Video Production**

Video production as far as videos distributed through YouTube were limited this year. YouTube videos in general continue to have low numbers (under 20 views).

Videos created:

Anywhere Access Updates published December 3, 2019 (50 views on YouTube)

Most watched video on YouTube:

Types of Sources for Historical Research Projects (467 views)

Several instructional/informative videos were created for Instagram including

Getting Help with Live Chat posted on March 30, 2020 (371 reach, 23 likes)

(IGTV) Finding Books to read with NoveList posted on June 8, 2020 (182 reach, 13 likes, shared once)

Visiting Odum Library posted on July 15, 2020 (625 reach, 47 likes, 9 shares, 3 bookmarks)

Posting to Instagram and other social media platforms (Facebook) is encouraging in terms of performance, however, it's important to recognize some of the current limitations. Videos that are longer than 1 minute need to be posted to IGTV, which is formatted in a 9:16 aspect ratio (which is not ideal for traditional computer/laptop screen recordings). The aspect ratio and duration requirement will most likely hinder attempts to create 1 video and share it across social media platforms. In addition, Instagram does not provide an internal captioning feature like Facebook or YouTube so captions need to be embedded in the video itself. Regardless, creating content that complements these limitations could see success and it's worthwhile to plan to post to social media for FY21.

## **LibGuides**

From July 1, 2019 to June 30, 2020, our 137 published guides received 46,648 views (increase of 4.8%\* - 5.8%\* )

\*(Original statistic from last year) From July 1, 2018 to June 30, 2019, our 121 published guides received 44,480 views (increase of 3.1%).

\*\* (Rerunning last year's statistic, resulted in this discrepancy – From July 1, 2018 to June 30, 2019, our 137 published guides received 44,083 views) – I feel like something is happening that's preventing the published guides from accurately displaying. I can rerun the statistic at a later date to see if it corrects or it changes. The Top Three LibGuides in this report are an exact match from the original statistics – so I feel like this is an error on Springshare's end)

### **Top Three LibGuides FY2020**

- Using the Library with 5,238 (decrease of 5.9% from previous year)
- Education Research for Graduate Students with 4,553 (increase of 16.4% from previous year)
- K-12 Open Textbooks & Open Educational Resources with 3,557 (increase of 83.3% from previous year)

### Top Three LibGuides FY 2019

- Using the Library with 5,571 (increase of 44.4% from previous year)
- Education Research for Graduate Students with 3,911 (increase of 4.7% from previous year)
- K-12 Open Textbooks & Open Educational Resources with 1,940 (increase of 73.3% from previous year)

Published LibGuides were reviewed for the changes to OpenAthens and GALILEO including reviewing GLRI links. This is an ongoing project.

# **UNIT: Marketing & Assessment**

**Submitted by Michael Holt, Marketing and Assessment Coordinator**

## Assessment Activities 2019-2020

### Completed

#### **IEP/IER FY 2018-2019**

In October, 2019, the library handed in its Institutional Effectiveness Report (IER) for 2018-2019 as well as its Institutional Effectiveness Plan (IEP) for 2019-2020. The goals and measures in these documents are, where possible, directly taken from the library's 2018-2022 Strategic Plan. The library met 90% of the goals outlined in the strategic plan for AY 18-19.

#### **Odum User Satisfaction Survey**

For FY 20, the library developed an in house survey that replaced the use of the LibQUAL survey, which was found to be too confusing for most patrons. The in-house survey received a much greater response rate than LibQUAL. The results, which were designed to provide data on specific areas of the library were distributed to all of the relevant areas and have been made available on the library's assessment website. The data continues to be used to improve Odum Library's spaces and services. The assessment will likely be re-done in FY 22.

### Ongoing

#### **SUMA – Building Usage**

Beginning in January, 2017, the library began to survey building, equipment, and furniture usage through the open source Suma platform. Since that time, over three years of data has been gathered. Suma collectors have counted over 74,000 individuals and their activities in the building during FY 20. Usage of this data continues to help determine the best utilization of spaces in the building, including how the library's study rooms are allocated and used, quiet zones and groups study areas, and library hours. This year, Suma data helped to inform a decision to reduce overnight hours in the library beginning in FY 21. It should be noted that reduced operations due to the COVID-19 pandemic ended data collection from March 2020 through the end of FY 20. Once COVID-19 restrictions can ease, data collection and analysis from this project will resume.

#### **SRM Social Media Statistics**

The university cancelled our subscription to SRM in FY 19. We have since moved our social media efforts over to a new platform called buffer, that unfortunately offers much less robust analytics. The department is currently working on retooling how we assess our library's social media efforts and will try to have a new method for assessment in place for FY 21.

### **ALMA Analytics**

During FY 20, the assessment librarian continued working with all the departments in the library to ensure that reporting functionality in the Alma Analytics platform would be satisfactory for the go-live date. In addition to the basic reports needed for IPEDS and ACRL data collection, the assessment librarian developed additional reports for measuring electronic material usage, as well as several reports to help catalogers identify records that need updating or fixing.

### **Library Instruction Assessment**

During FY 20, the assessment librarian and the library instruction coordinator continued an assessment for Library Instruction classes that was developed in FY 18. Results were positive and we were able to survey over 42% of students we taught, which was a significant increase over previous years of the assessment. Usage of this assessment has enabled reference librarians to plan new strategies for more effective library instruction in FY21 and this assessment will continue (with some revisions) in the next FY.

### **COVID-19 Building Usage Assessment**

In April 2020, the assessment librarian worked with the circulation department to create an assessment to better gauge library use by time of day during the reduced hours from the COVID-19 pandemic. The assessment used our usual gate count numbers, but taken more frequently, so that averages for time periods and the month could all be shown in one assessment. This was used to better staff the library and share data with administrators during the period of reduced hours.

### **COUNTER 5 – Alma Analytics**

Beginning in January 2020, the assessment librarian began work with the electronic resources librarian to collect electronic materials usage data via the new COUNTER 5 platform. With both librarian's efforts, COUNTER 4 baseline data for 2019 was created and reports for COUNTER 5 data have been created and are run every month. The baseline data shows similar usage patterns in 2019 and 2020, though there has been significant disruption in usage due to COVID-19.

## Marketing Activities FY 19

### Summer 2019

#### Summer Orientations

- July 12, 13, 20, 27, and August 8<sup>th</sup>
- Prepared handouts for prospective students and purchased giveaways.

#### Housing Move-in bags

- Ordered 1500 Stickers for Housing. Delivered to Housing and Residence Life on July 16.

#### Departmental Meetings



- Weeks of August 6-10 and 12-17
- Prepared handouts for faculty

## Fall 2019

### VSU New Faculty Orientation

- August 1-3
- Working for Student Success and Retention, Aug 2, 1:30 – 2:30 pm
- Catherine & Laura
- Coordinated by Sheri Gravett

### VSU New Part-Time Faculty Orientation

- August 7, 5-7pm
- Library piece from 5:35-5:40, Laura
- Coordinated by Sheri Gravett

### Fall Explosion: Trivia Night

- Wednesday, August 28<sup>th</sup>, 2019 from 6:00 PM to 8:00 PM
- First floor of Odum Library, Popular Reading Room
- Budget: \$50 (pizza & chips)
- Coordinator: Samantha Paul

### Fall Merit Badge Event

- Ran all fall semester
- Budget \$100 – Lanyards for “badges” and button making supplies
- Low participation -Will not repeat

### The Happening

- Date: August 29, 2019
- 1-4 pm
- Front lawn
- Archives, Library (reference), and New Media Center
- Budget: \$60 (dry ice \$40, popsicles); New Media Center prizes for game

### D&D 1101, 1102, and 1103

- Sept 10, 24<sup>th</sup>, and October 3<sup>rd</sup>, 2019.
- Budget \$50 – Food
- Extremely well attended – will keep these going in the future

### Family Weekend Art Tours

- September 21, 2019
- 2 VSU History Talks
- Volunteers: Deborah
- Budget: \$0
- History talks were well attended. Will continue next year.

### Banned Books Week

- September 22-28, 2019
- Two faculty talks – Dr. Colson (MLIS) and Dr. Block (History) – Not well attended
- Scavenger Hunt – Mostly online – incredibly popular with lots of participation (Jessie Whitten and Danielle Costello Coordinated) – Cost \$40 for book giveaways
- Banned Books Trivia Night – (Samantha Paul coordinated) – Well attended

### House Calls

- September 23 and 24, 2019; 7:00 p.m. – 9:00 p.m.
- Coordinator: Mark McNally

### Instagram September Giveaway

- Ran September 1-19
- Goal is to add more followers
- Prizes were \$5 gift card, coffee mug, and power bank
- Got over 100 entries in the contest and gained a significant number of new followers.

### Halloween “Spooky” Game Night

- October 29<sup>th</sup>, 2019
- Coordinators – Danielle Costello and Jessie Whitten
- Budget: \$50 – for snacks
- 29 attendees

### Open House

- November 2, 2019
- Set up by 12:30, 1:00 – 3:00 p.m., Student Union Ballrooms
- Volunteers: Danielle Costello, Jessie Whitten, Mike Holt
- Coordinator: Ryan Hogan

### Crafting Circle

- October 2019
- Huge success – Usually drew crowd of over 20.
- Initially a one off event, but popularity has led to a twice a month recurring event

## De-Stress Fest

- December 4, 2019
- Student Union Gallery, from 11:30 am – 4:00 pm
- Coordinator: Lauren A. Corely, Health Promotions
- Posters, Coloring Sheets, and buttons

## Create Your Own Quiet Zone (during Finals week)

- Week of Finals: December 9-13, 2019
- Budget: ear plugs

## De-stress Activities (during Finals week)

- Coloring pages and crayons are available at the service desks.

## Spring 2020

Closures brought on by COVID-19 severely curtailed marketing efforts in Spring, 2020.

## Crafting Circle – Biweekly until March 13, 2020 – Moved virtual afterwards

- Continued from Fall Semester
- Good attendance in person, dwindled with virtual programming

## Archives Talk with Joyce Ann Joyce – January 30<sup>th</sup>, 2020

- Well attended – 30+ total
- Archives handled most of the event, except for promotion

## Zine Workshop – February 19, 2020

- Collaboration between Catherine Bowers and Art Department
- Traveling Zine Workshop
- Very well attended – between 20-40 attendees at any one time.

## D&D History Talk -February 25<sup>th</sup>, 2020

- Collaboration with department of History
- Well attended - ~10 students

## D&D Tavern – February 28<sup>th</sup>, 2020

- To help people find others to play tabletop RPGs with
- 11-12 attendees

- Continued, though in virtual form, after COVID restrictions

#### Instagram Spring Giveaway – February, 2020

- Reached nearly 400 people with 137 participants
- Significantly increased our Instagram followers for low cost
- Will continue in future semesters

#### Game Night – Resumed in Spring Semester 2020

- Biweekly – alternates with craft night
- Was much better attended – averaged around 20 during in person times.
- Moved online to smaller attendance after COVID-19 pandemic

#### Library COVID Response and Communications

- Began in earnest March 13<sup>th</sup>, 2020
- Drafted campus emails, updated library website, worked to create virtual options for students
- Helped create virtual options for library and campus events: including
  - Discord server for game and craft nights
  - Undergraduate Research Symposium

#### Year Round

##### Coordinated through Marketing Committee

##### Odum Commodum

- 2 issues published every other week
- Mike Holt and Jessie Whitten coordinating, handling majority of creation and content

##### Digital Signage

- Kyle Culpepper, and Mike Holt coordinate
- Digital Signage Subcommittee in Marketing Committee ensures fresh content for the library on digital signage

##### Marketing Library Instruction, Research Appointments, Embedded Librarians

- Catherine Bowers, Emily Rogers, and Laura Wright coordinate
- Library instruction and research appointments are advertised throughout the semester. Embedded librarian services are advertised near the beginning of the semester and in conjunction with library instruction.

##### Social Media – Mike Holt coordinates over all accounts

- Twitter

- Mike Holt (Marketing and Assessment)
  - Dallas Suttles (Archives)
  - Jessie Whitten (Marketing and Assessment)
- Facebook
  - Catherine Bowers (Reference)
  - New Media Center
- Instagram
  - Samantha Paul (Reference)
  - Jessie Whitten (Marketing and Assessment)
- Flickr
  - Dallas Suttles (Archives)
  - Doug Carlson(Archives)
  - New Media Center
- Youtube
  - Samantha Paul (Reference)
  - New Media Center

## UNIT: NEW MEDIA CENTER

Submitted by Kyle Culpepper

Activity Type	July 2019	Fall 2019	Spring 2020	June 2020	Sum
<b>Printing (8.5x11)</b>	600	5,305	2,142	122	8,169
<b>Poster (22x34)</b>	39	256	103	3	401
<b>Poster Other Size</b>	56	345	186	8	595
<b>Dub</b>	0	155	87	0	242
<b>AV Capture/editing</b>	0	303	34	0	337
<b>binding</b>	0	96	16	0	112
<b>Scanning</b>	2,626	41	6	0	2,673
<b>3D Print (Grams)</b>	0	1,101	313	0	1,414
<b>Equipment Circulation</b>	439	4,843	3,546	82	8,910
<b>Faxing Impressions</b>	–	–	–	–	2,110

### NMC Traffic Flow

Due to the CoVID-19 pandemic, the NMC hours were reduced starting in the middle of Spring 2020 semester. Service and resource access were greatly impacted for Spring and Summer semesters. At the time of writing this report the NMC is projecting to open in Fall 2020 with the same Post CoVID-19 hours used during Spring 2020.

**Fall 2019 Hours**

**Sunday:** (2 PM – 6 PM) | **Monday – Thursday:** (8 AM – 7 PM) | **Friday:** (8 AM – 3 PM)

**Pre CoVID-19 Spring 2020 Hours**

**Sunday:** (2 PM – 6 PM) | **Monday – Thursday:** (8 AM – 7 PM) | **Friday:** (8 AM – 3 PM)

**Post CoVID-19 Spring 2020 Hours**

**Monday – Thursday:** (8 AM – 5:30 PM) | **Friday:** (8 AM – 3 PM)

**Summer 2020 Hours**

**Monday – Thursday:** (10 AM – 3 PM)

**Summer Hours 2019**

**Monday – Thursday:** (8 AM – 5:30 PM) | **Friday:** (8 AM – 3 PM)

<b>Measure</b>	<b>July 2019</b>	<b>Fall 2019</b>	<b>Spring 2020</b>	<b>FY 20</b>
<b>Total</b>	2,237	21,358.5	13,680	37,275.5
<b>Daily Average</b> <small>Weekday hrs.</small>	106.5	229.42	139.79	158.57
<b>Daily Average</b> <small>Only Sunday hrs.</small>	-	72.31	43.33	57.82

**Room Utilization**

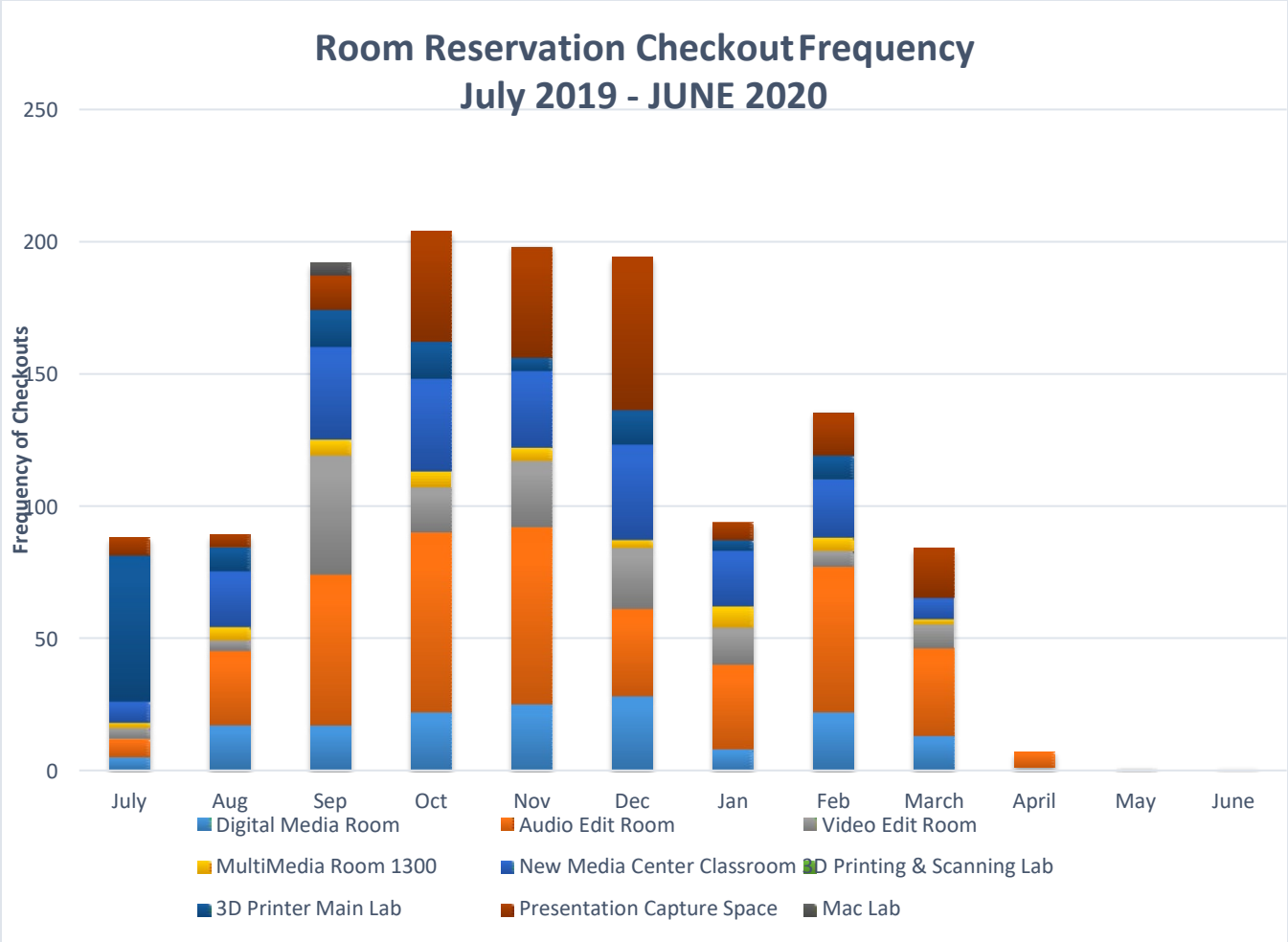
The NMC has nine spaces available for reservation by Student, Staff, and Faculty, which is being tracked through a room calendar system. We manage 73 lab machines, 5 editing suites and 8 staff computers. The list below is reflective of our computers per location as of July 1, 2020.

<b>Student Lab Spaces (73 Computers)</b>	<b>Student Editing Suites (5 Computers)</b>
<b>Front lab 1240 - Updated Spring 2014</b> 13 - HP EliteOne 800 g1 2 - HP Compaq 8200 Elite SFF (3D Print Space)	<b>3D Print/Scan Lab 1360 - Updated Spring 2017</b> 1- HP EliteOne 800 G1 SFF
<b>MultiMedia 1300 - Updated Spring 2014</b>	<b>Presentation Capture Space 1250 - Updated Fall 2018</b>

15 - HP EliteOne 800 g1	1 - HP Z440 Tower (Fall 2018)
<b>NMC Classroom 1370 - Updated Fall 2016</b>	<b>Video Edit Room 1310 - Updated Fall 2018</b>
24 - HP EliteOne 800 g1	1 - HP Z440 Tower (Fall 2018)
1 – HP Compaq 8300 Elite SFF	<b>Digital Media Room 1280 - Updated Fall 2018</b>
<b>Mac Lab 1350 - Updated Summer 2017</b>	1 - HP Z440 Tower (Fall 2018)
13 - iMac 21.5 inch (Originally Mass Media Surplus)	<b>Audio Edit Room 1290 - Updated Spring 2019</b>
	1 - HP Z240 SFF (Spring 2019)

The NMC has had over 2,578 hours of use for all nine spaces reserved, which is a 25.53 % decrease from FY 2019. Our most popular space (386 reservations) is our Audio Edit Suite followed closely by our NMC Classroom (215 reservations) and Presentation Capture Space (210 reservations). The Presentation Capture Space has seen a 21.37% increase from last year’s frequency of 173 reservations, possibly due to more advertisement to departments for class projects.





**Equipment Circulation**

The overall equipment circulation counts from July 1, 2019 to June 30, 2020 is 8,919 loans. We have gone through the process of surplusing 47 items from inventory in June 2020. This allowed for more functional space in the Equipment Circulation area. The decisions for surplus was made based on utilization and functionality.

Below is a list of times accounted for in which the NMC could not supply equipment to a VSU patron in need per item type below. This is used to influence purchasing decisions for what we need to buy for circulating equipment to have available in inventory.

Unavailable Equipment Requested Frequency	Fall 2018	Spring 2019
SD Card	8	0

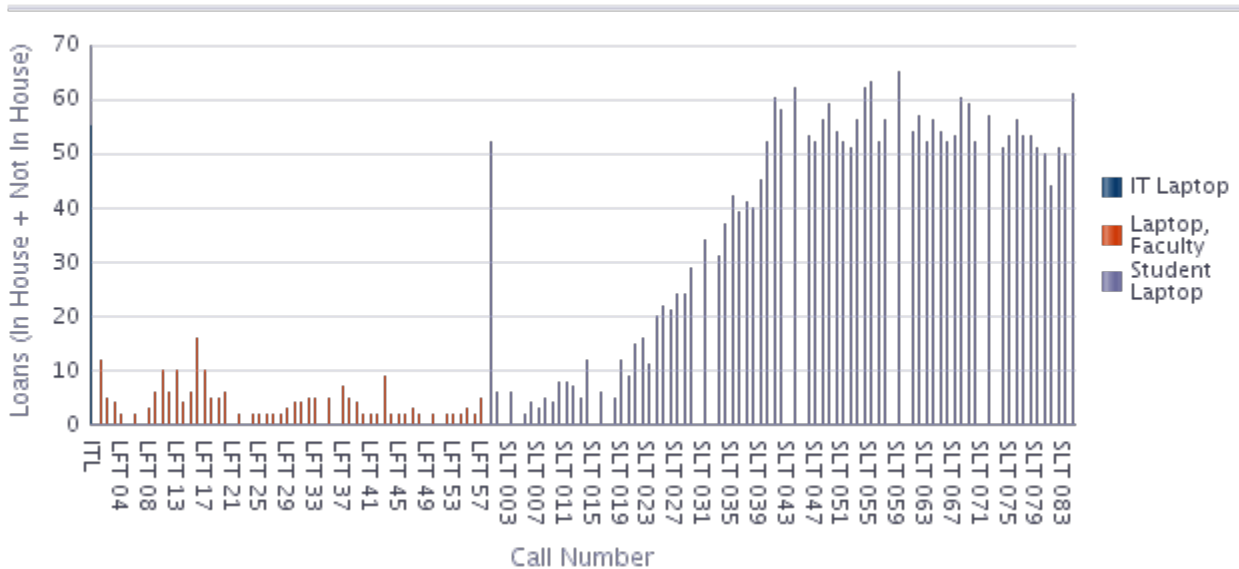
DSLR	5	0
Headphones with Microphone	3	0
PA System (Block Rocker)	0	2
EdTPA Kit	0	2

### Laptop Circulation

The NMC is closely monitoring the equipment loans. One particular equipment type that is very popular, are the NMC laptops. Below is data of how frequently laptops are loaned out.

Equipment Type	July 2019 Total Loans , (% Change)	Fall 2019 Total Loans , (% Change)	Spring 2020 Total Loans , (% Change)	June 2020 Total Loans , (% Change)
Laptops Loan Frequency	170 , (+23.19%)	1,864 , (+25.69%)	1,401, (+3.62%)	25 , (-75.96%)

**Loans (In House + Not In House)**



**All Equipment Loans (In House + Not In House)**

Patron Group	Library Name	2019 (Jan. 1 – Dec. 30)	2020 (Jan. 1 – July 7)
Consortial Student SGSCEP	New Media Center	238	56
Employee, VSU	New Media Center	525	184
Faculty, Comm Arts	New Media Center	26	18
Faculty, Current	New Media Center	280	109
Faculty, Retired	New Media Center	2	3
Graduate, Student	New Media Center	342	148
Staff, Current	New Media Center	136	93
Undergrad, Dual	New Media Center	12	17
Undergraduate, Comm Arts	New Media Center	3,075	871
Undergraduate, Student	New Media Center	6,049	2,145
<b>Grand Total</b>		<b>10,685</b>	<b>3,644</b>

## Workshops

The NMC offered both special request (43 classes) and scheduled workshops (10 classes) for VSU, targeting primarily student patrons (604 registered). In sum the NMC provided 53 workshops with a total of 626 students who have attended.

Instructor	Summer 2019	Fall 2019	Spring 2020	Summer 2020	Total Taught
Jeremy	4	31	8	0	<b>43</b>
Kyle	1	7	0	0	<b>8</b>
Halie	0	0	2	0	<b>2</b>

### *Workshop Total Workshop Counts Total Attendees*

<i>Audacity</i>	1	2
<i>Audition</i>	4	5

<i>Camtasia</i>	2	3
<i>Illustrator</i>	2	2
<i>iMovie</i>	2	7
<i>Orientation Workshop</i>	16	403
<i>Poster Creation</i>	5	38
<i>Photoshop</i>	6	24
<i>Premiere</i>	15	152
<b>TOTAL</b>	<b>53</b>	<b>626</b>

## NMC Purchased Additions

### Equipment Circulation Upgrades: (\$5,885.33)

- **Audio Visual Equipment**
  - o (1) RCA Composite AV S-Video to VGA converter Box for DVD DVR VCR Monitor
  - o (3) Microphone, Fifine Dynamic Vocal Microphone
  
- **Computers**
  - o (4) HDMI to VGA Adapter Converter for Desktop PC/ Laptop/ Ultrabook
  - o (5) USB to Lightning Cable 3FT
  - o (5) CABLES TO GO 2M USB A/M TO MIC
  - o (1) Surface Pro Pen Tips
  - o (5) Cat 7 Ethernet Cable Retractable
  - o (1) The Adesso Xtreme G1 Stereo Gaming Headset
  - o (6) The Adesso Xtreme G3 Virtual 7.1 Surround Sound Gaming Headset with Microphone
  - o (25) Retractable Cat 6 Ethernet Cables
  - o (40) 16 GB SD Cards Micro SDHC Class 10 with SD Adapter
  - o (5) LENOVO LEGION H500 PRO 7.1 GAM Headset
  - o (20) 1-Year HP Absolute Pro w Control SW Lic 1Yr (Laptop Tracking Software)
  - o (53) 1-Year HP Absolute Pro w Control SW Lic 1Yr (Laptop Tracking Software)
  - o (46) 5-Year HP Absolute Pro w Control SW Lic 1Yr (Laptop Tracking Software)
  
- **Repair & Replacement**
  - o (2) Epoxy Fast Setting 16 oz. Clear
  - o (1) Magnus VT-QRP300 Quick Release Plate for VT-3000 Tripod

- (1) HP Probook 650 G1 Replacement Battery
  - (10) BTI AC Adapter - 65 W Output Power – 19
  - (1) XOOOL 80 in 1 Precision Set with Magnetic Driver Kit
  - (2) Samsung 860 evo 250GB INT SSD M.2 SATA 2280/REG
  - (1) 3Pod Plate for Video Tripod V3AH
- **Circulation Technology**
- (2) NADAMOO Wireless Barcod Scanner 2-in-1 2.4 G Wireless & Wired USB Bar Code Scanner
  - (1) PCIe Firewire Card for Windows 10, IEEE 1394 PCI Express Controller 4 Ports

### **Facility Upgrades: (\$5,540.95)**

- **Front Lab Upgrade:**
- (20) Samsung 860 evo 250GB INT SSD M.2 SATA 2280/REG
- **3D Printers:**
- (1) LulzBot Mini 2 Desktop 3D Printer/REG
  - (1) LulzBot Mini ABS+Enclosure Printed Solid/REG
- **Office Space:**
- (1) VOIP Phone Annual Charge
  - (1) Humanity (SAAS) License
  - (1) LG Electronics 27MU58-B 27" Screen LCD Monitor
  - (15) Work shirts for Staff Supervisors
- **Presentation Capture Space:**
- (1) SURGE, PRT,8OT,1800J
  - (5) Thinvik Photography Camera Lighting Wall Mount Boom Arm
  - (5) 50 FT Extension Cables (Black)
  - (2) Neewer 3 Packs Dimmable Bi-Color 480 LED Video Lights
  - (3) D-Link Black Cable Raceway on Wall Cord Cover

### **Library Support (\$1,827.57)**

- (1) GBC 65" Thermal Roll Laminator 1" Core Diameter Z403- 1710740B

## **Emergency Fund Support (\$30,287.25) – IT was greatly involved**

- PO 529579
  - o (50) HEW-5YK66UT#ABA HP 255 G7 15.6" Notebook AMD A6-9225, 8GB DDR4, 256GB SSD
  - o (50) HP 1 Year Absolute Control for Education
  - o (50) HP Essential Top Load Case
- Shipments of MiFi and Laptop Devices to Students
  - o (93) MiFi Boxing and Shipping
  - o (66) Laptop Boxing and Shipping

## **End of Year Funds Support (\$34,339) – IT was greatly involved**

- (1) C8055H (XEROX C8055H) Color Printer (\$4,541.00)
- YEP PO 530024 (\$7,343.20) & YEP PO 530023 (\$29,798.00)
  - o (20) HP 3y Nbd Onsite + ADP PROMO NB Only
  - o (42) HP 1 Year Absolute Control for Education
  - o (42) HP Essential Top Load Case
  - o (22) HP 3y Nbd Onsite/ADP G2 NB Only SVC
  - o (20) ProBook 450 G7 15.6 Touch i5-10210U 4C 16GB 256GB
  - o (22) HP 255 G7 15.6 AMD A6-9225U 2C 8GB 256GB

## **Staff Achievements**

### **Garrett Castleman – Computer Service Assistant**

#### **Project Goals:**

- Setup and modified VHS to DVD towers with new monitor device.
- Assisted in hire process of student employees with the NMC.
- Updated Light Kit Assembly to standardize the process and workflow of equipment for easier equipment loans.
- Assisted with the image and configuration process of over 150 laptops.
- Setup new bibs and data records for large quantities of MiFi and Laptop devices obtained during the transition to online from face-face instruction in Spring 2020.
- Repaired the Recording station for Cassette to CD and Reel to Reel to CD.

### **Jeremy Hardin – Instructional Technology Specialist**

- Provided 43 workshops on multimedia applications in FY 2020.
- Evaluated and revised current workshops being delivered by Fall 2019 for Fall and Spring.
- Participated as a search committee member for the eLearning Graduate Assistant position.
- Participated on the Library Marketing Committee to represent the NMC.
- Participated in hiring and training 4 New Media Center Student Technicians.
- Represented the New Media Center at 3 Career Expos.
- Served as a judge at the South Georgia Film Festival in Spring 2020.
- Generated a weekly advertisement pool that can be used for our social media outlets, email, and website. Advertisement and promotion included our training services, equipment reservation system, and printing services for student patrons.
- Received 1 “I caught you caring” card.

### **Kyle Culpepper – New Media Center Director**

- Collaborated with IT and VP of Student Affairs to provide MiFi hotspot and Laptop devices to students affected by the pandemic who were at high-risk of un-enrolling due to technology issues while working remotely. With the collaborative support we were funded over \$60,000 to support new laptops, MiFi units, and shipment during Spring 2020 and Summer 2020.
- Placed in an End of Year Fund request to purchase a replacement color MFP for the old RICOH color printer. We were approved support in early Fall 2020 and obtained the new printer early in Spring 2020. This will be used for departmental charge requests and jobs done in house for the Library.
- Supported the Undergraduate Symposium going virtual alongside Michael Holt, Jessie Whitten, and Danielle Costello. We worked together to plan and shift the whole experience to allow for virtual presentation of posters and research exhibitions.
- ICYC recipient for April 2020.

- Applied for GA position funding support from the Graduate School. We were awarded a GA position for Spring 2020 and again in Summer 2020. We hired Halie Espinoza to fill this role.
- Worked closely with IT to find digital signage solutions to use across campus. The End of Year funding request didn't go through, due to the pandemic, as pandemic resource support became a priority. However, this will be explored again in FY 2021. We explored Rise Vision, Mira, Viewneo, and Zoom Rooms. The committee I was apart of proposed to go with Rise Vision.



