Library Annual Report

FY 2015

Acquisitions, Serials & Collection Development

Acquisitions

- The Acquisitions Unit purchased 3,687 monographic items at a price of $161,790. Fiscal year 2015 saw the end of the Library Funding Pool. This meant a loss of $100,000 for the purchase of monographic material. This translated into a 52.9% decrease in the number of monographs purchased (FY2014: 7,832 items purchased). For the last couple of years, the Library had been fortunate to receive end of year money. To some degree, the decline in the number of monographic purchases also reflects the non-receipt of that supplemental money.

- The Acquisitions Unit purchased 1,819 serial items at a price of $1,052,092. (FY2014: 1,897 at a cost of $1,076,348). This figure includes 6 new subscription titles and 95 cancellations. Of the cancellations, 16 were open access items that we removed from our invoice to avoid unnecessary charges.

- As part of the acquisitions process, 3,445 bibliographic records were brought into the catalog by Acquisitions staff.

Repairs, Binding & Replacements

- The Acquisitions Unit repaired 496 books in-house (FY14: 454; FY13: 368).

- 752 bound periodicals (FY14: 1,051) were added.

- 254 theses were bound (FY 14: 463; FY13: 413).

- Additional binding include: 74 Monographs/Books, 14 Music Scores, 52 Rebinds, and 8 Serials.

- 44 (FY14: 145) replacement items were purchased.

Serials & Electronic Resources

- Grove Music Press was added to Discovery in May 2015
- SFX Anywhere Access was removed from Discovery and replaced with Linksource
- Worldcat Discovery Service Migration :
    - Updated Library Links for Chat Service
    - Updated local catalog link from GIL Classic to GIL Find
    - "Check resources" button pointed at VSU's Linksource rather than Galileo's SFX Journal List

- o "Request item" bottom pointed at VSU's ILL page
- EBSCO Linkresolver (Linksource)
  - o Improved menu options for Linksource. Added IlliadLink and changed icons
  - o Populated Linksource syntax in various content host interfaces such as Springer, Wiley, etc.
  - o PubMed Outside Tool request approved June 23, 2015 and populated link in various websites (Galileo, LibGuides, etc)
  - o Google Scholar- waiting on EBSCO to add- April 23, 2015

- OCLC Worldshare Metadata Collection Manager
  - o JSTOR holdings activated – records less than ideal, manually added records and removed holdings from less than great records
  - o BioOne1 holdings activated - records less than ideal, manually added records and removed holdings from less than great records
  - o Spoke to OCLC at ALA about OCLC Worldshare Metadata Collection Manager and they said there were known problems and were working on fixing them.

- Serial Cataloging
  - o Added electronic format bibliographic records to split multiple format records for content that is moving from print or print/online to online
  - o Original cataloging needed for "TD at Work" materials
  - o Created procedures for cataloging serials as monographs
  - o Added electronic format bibliographic records for titles that have online access that had print withdrawn from the collection (see Journal Weed, below).

- Journal Weed
  - o Completed Journal Weed
  - o Withdrew 332 journal titles
  - o 9063 bound volumes withdrawn
  - o 457 rolls of microfilm withdrawn
  - o 1275 pieces of fiches withdrawn
  - o All records were suppressed in catalog

- Electronic Resources
  - o Made sure all new online journals had electronic format bibliographic records in Voyager. In 2015, 572 records for online journals were added.
  - o Made sure all new online journals were turned on and that patrons of VSU could access them

- o Communicated with Automation to ensure that journals were set up in the EZ Proxy Configuration File.
- o Completed statistics for FY15 of electronic resources (See Appendix, "FY 2015 Electronic Resource Usage Statistics").

Collection Development

The loss of the funding pools has changed the focus of collection development. In previous years, the focus was on preparing funding proposals to build the collection in particular areas (such as Psychology or Native American Studies). Today, the focus is more on optimizing what is bought for the collection as a whole. For instance, if we can no long afford to buy all the YBP Core Titles, than a selection of those titles must be made: the core of the core. FY 2015 also saw some major weeding projects.

Weeding

- Print Journals: The bound periodical stacks were crowded, lacked growth room and consequently were becoming increasingly disordered. A weeding project was initiated focusing on titles held electronically through JSTOR. Other titles were also identified for removal, including titles owned electronically as part of the Sage backfile and government periodicals available online. The goal of the project was to open enough room to leave top shelves empty, while still providing adequate growth space. Statistics from the weed are reported in the Serials section above ("Journal Weed").

- 16mm Films: The Library's obsolete collection of 346 motion pictures was deaccessioned and surplussed.

- Microfiche: Per orders of the Fire Marshall, the microfiche collection had to be moved. Since available space was smaller than the original location, a weeding project was planned. The following subcollections were weeded. A) Government Documents (28,175 units). Redundant titles (i.e., titles available in another physical format and held by the library for > 5 years) were pulled. B) HRAF (22,230 units). This latter collection was superseded by the online eHRAF database. To ease crowding of drawers, it is recommended that further weeding of the collection be undertaken in the future.

- Inventory Missing: A decision was made to withdraw inventory items that were flagged missing. Records for 2,644 missing items were suppressed and OCLC holdings removed. In FY 2016, inventory missing items will be reviewed and replacement copies for selected titles will be purchased.

Gifts

- 4,909 gifts were received in FY 2015.

- Major donations include Judy Schreiber's music collection (993 CD's) and Bob Richter's collection of scores (1,177 items).

- 1,460 gift items with offered up (i.e., not added to the collection).

APPENDIX
FY 2015 Electronic Resource Usage Statistics

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

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

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

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

Please note, that not all statistics are COUNTER. Some vendors opt to use alternative methods of calculating statistics. All of the vendors using non-COUNTER statistics will be denoted with an & next to their name. Also, some may use a combination of COUNTER and non-COUNTER reports.

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

Usage Statistics Tables:
GALILEO-Licensed Databases

	FY 2015	FY 2014	FY 2013
Searches	1,146,920	14,957,412	9,893,202
Full-Text Views	315,352	251,501	473,188
Citation Views	362.933	305,337	1,078,396
Links Chosen	158,085	145,156	109,476

EBSCO Locally Licensed Databases

Database Name	Sessions 2015	Sessions 2014	Searches 2015	Searches 2014	Full Text 2015	Full Text 2014
Art & Architecture Complete	118723	94671	458609	341188	1039	916
Art Museum Image Gallery	118583	94439	451755	335936	-	-
ATLA Religion Database with ATLASerials	119072	95028	455598	340722	2254	2313
Biological Abstracts	118928	95070	454253	339747	n/a	n/a
Children's Core Collection	118580	94429	452359	336351	11	10
Family & Society Studies Worldwide	118669	94639	455361	339463	-	-
GeoRef	118616	94761	452700	338111	-	-
Inspec	118630	94475	453012	337385	-	-
Library & Information Science Source	35886	n/a	129993	n/a	8542	n/a
Library Literature & Information Science (+Full Text) (H.W. Wilson)**	n/a	85065	n/a	304435	n/a	6211
Library Literature & Information Science Retrospective: 1905-1983 (H.W. Wilson)	118702	94654	453268	337940	2	0
Library, Information Science & Technology Abstracts (+Full Text)	50992	100263	196312	360813	4111	11449
RILM Abstracts of Music Literature	118629	94532	453007	337745	-	-
Teacher Reference Center	118668	94563	455412	339698	-	-

** No longer purchased and replaced with Library & Information Science Source

EBSCO Locally Licensed Databases

Database Name	Regular Searches 2015	Searches-federated/automated 2015
Art & Architecture Complete	4153	453640
Art Museum Image Gallery	4154	446813
ATLA Religion Database with ATLASerials	5543	449269
Biological Abstracts	5216	448237
Children's Core Collection	4205	447350
Family & Society Studies Worldwide	4680	449864

GeoRef	4288	447616
Inspec	4044	448164
Library & Information Science Source	8601	121246

Library Literature & Information Science Retrospective: 1905-1983 (H.W. Wilson)	4898	447558
Library, Information Science & Technology Abstracts (+Full Text)	5943	189995
RILM Abstracts of Music Literature	4244	447973
Teacher Reference Center	4744	449881

Usage in EBSCO Discovery Service vs. EBSCOhost

	EDS	EBSCOhost
Searches	46,966,906	582,157
Sessions	143,547	43,017
Full Text (pdf +html)	250,771	60,535

ProQuest Locally Licensed Databases

Database Name	Sessions 2015	Sessions 2014	Searches 2015	Searches 2014	Full Text 2015	Full Text 2014
ERIC	571	5562	14519	10450	39	58
Library and Information Science Abstracts (LISA)	516	5186	13347	9728	9	9
Meteorological & Geastrophysical Abstracts	515	5087	12983	9385	3	-
Physical Education Index	522	5159	13092	9374	1	7
ProQuest Criminal Justice		5440	13862	10434	1567	1790
ProQuest Historical Newspapers: Atlanta Daily World	n/a	n/a	n/a	n/a	n/a	n/a
ProQuest Historical Newspapers: The Atlanta Constitution	521	5904	15069	11609	1059	2915
ProQuest Historical Newspapers: The Christian Science Monitor	518	5763	14741	10999	186	95
ProQuest Historical Newspapers: The New York Times	524	5982	14939	11742	866	1649
ProQuest Historical Newspapers: The Wall Street Journal	518	5774	14939	11043	21	92
ProQuest Historical Newspapers: The Washington Post	518	5791	14720	11065	421	440
Social Services Abstracts	516	5166	13074	9654	1	4
Sociological Abstracts	514	5124	13128	9587	6	11
Worldwide Political Science Abstracts	513	5102	13061	9490	-	7

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

Journal Package Collections

Sage Collection

Total Searches 2014	Successful full-text 2014	Total Searches 2015	Full-text 2015
456	8670	622	10251

Wiley Collection

Total Searches 2014	Successful full-text 2014	Total Searches 2015	Full-text 2015
n/a	6583	625	8300

Springer Collection

Total Searches 2014	Successful full-text 2014	Total Searches 2015	Full-text 2015
n/a	1879	n/a	3739

BioOne1 Collection

Total Searches 2014	Successful full-text 2014	Total Searches 2015	Full-text 2015
n/a	n/a	98	269

Other Locally Licensed Databases

Database Name	Session 2015	Session 2014	Search 2015	Search 2014	Record 2015	Record 2014	Fulltext 2015	Fulltext 2014
ACM Digital Library	n/a	n/a	292	269	n/a	n/a	380	467
ARBA Online	n/a	286	5475	1914	14	n/a	n/a	n/a
American Chemical Society Journals	***	***	3299	2431	n/a	n/a	1660	1717
Biography and Genealogy Master Index	228	135	200	219	n/a	142	n/a	n/a
Books in Print&	n/a*	1304	6253	7211				
Charleston Advisor							7	43
Children's Literature Comprehensive Database &		n/a	712	1733				
Choice Reviews Online	n/a	171	656	218			319	112
Chronicle of Higher Education	n/a*	2919	684	559			n/a*	25601
eHRAF World Cultures &	34	3824	927	136				
eMusicQuest &				28		89		
Health and Psychosocial Instruments	57	128	94	101				

IEEE Computer Society Digital Library			4	160			36	51
IngentaConnect****	n/a*	642	24	151			29	91
JSTOR ~~~	19627	27133	30741	32362			48956	49415
IBISWorld&~~			1417					
Material ConneXion~&	n/a		104	1574				
Oxford Music Online*~	101	292	572	720			422	729
Mergent	943		416				32	
Philosopher's Index	118540		4084 (45301 4 non counter numbe r)					
RIA Checkpoint Tax Library &	37							
SciFinder &	335	273	3142	1877			395	659
Theatre in Video	*	7	62	20			22	2
Ulrich's Periodicals Directory			4988		1491			
Zoological Record	70	59	114	199				
eBook Databases	Session 2015	Session 2014	Search 2015	Search 2014	Record 2015	Record 2014	Fulltext 2015	Fulltext 2014
CRCnetBASE			112	23			24	10
eBooks on EBSCOhost	*	98906	612233	354532	8375		6015	4649
eBrary	*	6931	687				8149	3474
Gale Virtual Reference Library	*	460	838	953	n/a	790	838	n/a

*Statistic no longer available in COUNTER4

**New reporting tool experiencing technical difficulties during reports

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

****Missing statistics from March –May 2015 in Ingenta platform

~ Not searches, counts views

~~Counts number of hits, not searches

~~~JSTOR does not offer number of sessions for 2015, this number reflect 2014 only

*~ Full text = number of successful section requests (BR2 report)

EBSCO A to Z

	FY15	FY14	FY13	FY12	FY11	FY10	FY09

Searches	26,485	30,944	38,841	38,334	38,155	45,791	61,504
Sessions	10,651	11,564	14,456	16,398	24,170	30,484	22,793
Pages Viewed	39,565	42,581	53,028	63,349	94,910	116,252	126,586

Statistics for ACRL E-Metrics Report

	GALILEO	Locally Licensed	EBSCO A-Z	Grand Total
# of Resources Reported	138	72	1	211
Sessions/Logins	206,394	146,238 (Without EBSCO numbers)	10,651	363,283
Queries/Searches	1,197,769	924,317 (Without EBSCO numbers)	26,485	2,148,571
Full-Text	330,891	71,463 (Without EBSCO numbers)	NA	402,354

Archives and Special Collections

General Statistics:

Year	Number of recorded questions and sign in patrons	Observed reasons for changes
2014-2015	1072	increase of 47% over 2013-14—we show an increase in in-depth reference questions relating to publications and dissertations, but the large number is probably due to Remnant Trust and better record keeping.
2015- Remnant Trust	316—not counting classes	Remnant Trust Sign-ins
2013-2014	570	Added four student workers and one Grad assistant in Aug 2013. Large training impact here because the students didn't start asking folks to sign in and recording questions until spring.
2012-2013	968	Better Record keeping, fewer staff
2011-2012	766	Less systematic record keeping
2010-2011	976	

    a. Outreach: Archives participated as hosts in 5 Remnant Trust Events: the hard and soft openings, the Newton Principia Presentation; the History Slavery Presentations; the Philosophy and Religion Presentations. Attendance was at least 50 people for each event.

    b. Created a 24 hour for credit course through VSU Continuing Education to offer Archival Training to professionals in Belize. With Josh Kitchens of GCSU offered 5 days of training in Belmapon Belize, on Archival Principals.

    c. Participated in the VACA seventh grade international fair with a display and presentations on Africa for 2000 Georgia 7th graders.

    d. Archives taught 13 classes for the Remnant Trust, including classes from English to Chemistry, Learning in Retirement Community group, and the SOLIS MLIS graduate group

    e. Archives curated the Remnant Trust exhibit, including inventories and providing weekly and some weekend access for walk in patrons

    f. Participated in the Happening, August 2014, representing Archives

    g. Treasurer's Report and Archives Training presentations at COBEC summer conference, Wilmington NC, Summer 2015

    h. Offered self-guided art tours for Parent's Weekend, September 2015

o Exhibits:

     a. Created a Hugh C. and Joan Bailey permanent display in the Odum Library
     b. Hosted a display by Joel Dion, student artist in the Rotating Gallery, Fall 2014,
     c. Created a display of photographs loaned by Dr. Joe Morgan of Valdosta, Summer 2014
     d. Created a display using the Archives' Tatler Burgess collection of early printed materials to compliment the Remnant Trust
     e. Created the Irene Dodd Gallery of 18 pieces permanently hung and documented in Odum Library
     f. Hosted a display by folk artist Joycelyn Hairston, Summer 2015
     g. Revised Carved Horses exhibit and added newly preserved materials, Spring 2015

o News Activities:

     a. Front page article about Remnant Trust with Archivist's picture in Valdosta Daily Times, Spring 2015
     b. WCTV interview with archivist aired in Spring 2015 on Remnant Trust
     c. Spectator interview with Archivist on Remnant Trust in Spring 2015
     d. VSU Blog coverage of Remnant Trust and Archivist in Spring 2015
     e. Interview and photograph of Hugh C. and Joan Baily Display in Summer 2015 in the Valdosta Daily Times

Teaching:

41 classes taught in 2014-2015, a 35 % increase over 2013-14, mainly due to the Remnant Trust classes, which helped offset the sabbatical of one of our most frequent requesters of classes. Also archivist taught semester long MLIS 7710, Archival Theory and Issues.

Fall: 19 Classes and MLIS 7710

MLIS 7710- semester long course in Archival Theory and Issues taught for VSU MLIS program:

Semester Year	Dept Prefix	Course Number	Section	New Prep?*	Enroll-ment	Average SOI	Grade Distribution									GPA**
							A	B	C	D	F	S	U	W	I	
Fall 2014	MLIS	7710	IA		20	4.62	15	5	0	0	0	0	0	0	0	3.75

August 2014. Library Instruction. HIST 3000, 15, Byrd, Melanie. co taught course for library orientation for History 3000

August 2014. Library Instruction. HIST 3000, 10, Riggs, Paul, History. Co taught library instruction for British Law History 3000 class.

August 2014. Library Instruction. HIST, Orientation to Volunteer program, Dunn, John.

August 2014. Library Instruction. HIST, Orientation to Archives Volunteer Program, Dunn, John.

August 2014. Library Instruction. HIST, Orientation to Archives Volunteer Program, Byrd, Melanie.

August 2014. Library Instruction. HIST, Orientation to archives volunteer program, Dunn, John.

August 2014. Library Instruction. HIST, Orientation to Archives Volunteer program, Byrd, Melanie.

September 2014. Library Instruction. ENGL 2111. Babylonian Clay Tablets for an English Class Overall score for Assessment out of 5: 4.1

September 2014. Library Instruction. HIST 1011, Byrd, Melanie, History. Babylonian Clay Tablet orientation Overall score for Assessment out of 5: 4.4

September 2014. Library Instruction. HIST 3000, 9, Oglesby, Catherine. Orientation to a project--transcripts of the 1860 Slave Census, 10 hours per student working in Archives

September 2014. Library Instruction. HIST 3000, 9, Oglesby, Catherine. Orientation to a project--transcripts of the 1860 Slave Census, 10 hours per student working in Archives

September 2014. Library Instruction. HIST 3000, 15, Haggard, Dixie. Taught library research orientation on Native American history Overall score for Assessment out of 5: 4.8

September 2014. Library Instruction. HIST, Public History, 15, Hinnershitz, Stephanie, History. Taught two sections of Public History--orientation to Archives

October 2014. Library Instruction. HIST 3201, 25, Byrd, Melanie. Babylonian Clay Tablet Orientation Overall score for Assessment out of 5: 4.4

October 2014 - Present. Library Instruction. MUSC, Music Bibliography, Frost, Guy, Music. With Guy Frost taught part of introduction to archival music sources

October 2014. Library Instruction. HIST, American History, Block, Mary, History. Brought over Slavery Documents from Remnant Trust

October 2014. Library Instruction. MATH, Math History, Kicey, Charles. Introduction to the Babylonian Clay Tablets focusing on math and accounting uses. Overall score for Assessment out of 5: 5.0

October 2014. Library Instruction. PERS 1101, 16, Taylor, Rebecca. History of VSU talk. Overall score for Assessment out of 5: 4.4

December 2014. Library Instruction. EDUC, Higher Education History, 25, York, Travis. Taught history of VSU to graduate education class. Overall score for Assessment out of 5: 4.07

Spring: 22 Classes, including 13 Remnant Trust Classes

January 2015. Library Instruction. Byrd. HIS 1011 Orientation to History Volunteer Project

January 2015. Library Instruction. Byrd. HIS 1011 Orientation to History Volunteer Project

January 2015. Library Instruction. Remnant Trust—Religion Class

January 2015. Library Instruction. Byrd. HIS 1011 Babylonian Clay Tablet Orientation—Assessment numbers 4.7 of 5

January 2015. Library Instruction. Byrd. HIS 10-11 Babylonian Clay Tablet Orientation. Assessment numbers 4.9 of 5

January 2015. Library Instruction. Haggard. HIS 4950. Library Research on Native American Topics

January 2015. Library Instruction. Hall. Eng 1102 Archives Tour

February 2015. Library Instruction. Holt and Aiello. Primary Source and Archives Research

February 2015.   Library Instruction. Drizou. Engl 1102. Remnant Trust

February 2015. Library Instruction. Drizou. Engl 1102. Remnant Trust

February 2015. Library Instruction. Oglesby. HIS 3000. Slave Census Work project Orientation

February 2015. Library Instruction. Oglesby. HIS 3000. Slave Census Work project Orientation

February 2015. Library Instruction. Schmidt. Art Class. Remnant Trust

February 2015. Library Instruction. Schmidt. Art Class. Remnant Trust

March 2015. Library Instruction. LaPlant. English 2011. Remnant Trust

March 2015. Library Instruction. Chemistry Class. Remnant Trust

March 2015. Library Instruction. Unidentified Class. Remnant Trust

March 2015. Library Instruction. Drake. English Class. Remnant Trust

April 2015. Library Instruction. Warren. Engl 1102. Remnant Trust

April 2015. Library Instruction. Learning in Retirement. Remnant Trust

April 2015. Library Instruction. Unidentified Class. Remnant Trust

June 2015. SOLIS (MLIS group) Remnant Trust

Volunteers:

Fall Semester 2014
Total Extra Credit Volunteer Hours = **259**
Spring Semester 2015
Total Extra Credit Volunteer Hours = **285**

Records Added by Volunteers:

Campus Canopy: 779 records added
Vital Records: 3619 records added
Video Collection: 57 records added
Slave Census: 29,085 records added (individual records added)

Total Volunteer hours: 544   27% increase over 2013-2014
Value of volunteer work to the Archives: $3944

Website and Digitization

Website Page Visits: July 2014-July 2015
Because we now have materials on two servers, the Cascade Server for our main pages and the Archives server for all of our content pages, we are able to get some granular numbers for different collections that we were not able to get before. Here are hits from various pages and collections. We have a 7% increase in the number of hits to our main website page and a 21% increase in the number of hits to Vtext.

- Archives Website (CMS): **18, 966**
- Vtext: **29,257**
- Archon Homepage -   **7,581**
- Cobec - **3088**
- Folklife - **1550**
- Gendex - **626**
- Slave Census - **481**
- Union Catalog - **98**
- Hudson - **90**
- Eichberger - **14**

Archives Web Server - Archon – Total
Our Archon system yields an extraordinary number of searches through out the entire Archon site
Pageviews for the entire Archon site: **81,101**
Unique Pageviews: **48, 470**

New Websites

- Created 1860 Slave Census Website (www.slavecensus.com)
- Recreated Union Catalog website (http://archives.valdosta.edu/unioncatalog/)

Social Media
We are active in a variety of social media venues. We are showing a steady increase in the reach of our social media.

Twitter
Tweets: 352 up from 177 tweets and 205 followers in 2013-2014
Followers: 333

Impressions: 90.7k   *(July-Sept: 24.9K , Oct- Jan: 18.7k Feb-Apr: 27k May-Jul: 20.1k)*

Flickr
Photos: 4,944, up from 2819 in 2013-2014
Followers: 19

Facebook
Likes: 177, up from 144 likes in 2013-14

Google+
Followers: 45 up from 14 followers and 7219 views in 2013-2014
Views: 21, 775

YouTube
Videos: 36 (2014-2015)
Subscribers: 74 up from 6 subscribers in 2013-2014
Views: 30k

Digitization

- Campus Canopy Digitization Project (up to 1970), 390 Issues, **246 GB**
- Spectator Negatives, 1326 photos, **111 GB**
- DVD Video Migration Project (Box 1 - 3/4 complete), 44 Videos, **207 GB**
- 12 Patron Requests required Digitization (718 MB)

Digital Preservation

- President Zaccari Emails
- President Schloss Emails
- President McKinney Emails
- Women's Studies Floppy Disk Migration
- University Relations Media Migration (7mm Audio, Cassettes, VHS)
- Processed Data in Cloud: 2 TB - AIP Format (Archival Information Package)

Additions to Vtext
- Theses and Dissertations **43**
- Total Objects Added: **127**

Acquire and Preserve Materials.

Archival (non-digital) Acquisitions

79 linear feet were added to our physical collections, a 31% increase over 2013-2014

Important acquisitions include the Victoria Pennington's and William Gabard's Rare Map Collections, the papers of Senator Tim Golden, 22 pieces of art from Irene Dodd, a final accession of artifacts from the Bailey Collection, and two boxes of the Equal Rights Newsletter. We also received a marriage license and information from the first same-sex couple married in Lowndes County.

Digital Acquisitions

- President Emails - **11.69 GB**
- VSU Spectators - 35 Issues - Feb 2014 - May 2015, **221 GB**
- VSU Bulletins, 1998-2016 - **725 MB**
- VSU Flickr Photographs, 2014-2015 - 4075 photographs, **9.84 GB**

Additions to Vtext
- Theses and Dissertations **43**
- Total Objects Added: **127**

Rare Books:

Purchased **45** 18th and 19th century rare maps from the estate of Lou Gabard.

Special Collections:

46 books were selected and purchased with the archives book budget this year to add to Special Collections or the Archives Practice section on the third floor, including a special purchase of out of print African American History books.

Our preservation actions were of course built into regular processing activities. Specific preservation initiatives include encapsulating 45 rare maps and creating boxes for 50 rare books. We worked with a chemistry student to design a restoration plan for a rare needle point of George Washington damaged by mold. We began a preservation digitization project of Demorest Magazine from the 1890's with interns Fall Semester.

Archival Description and Processing:

Processing totals for 2015: 159 linear feet were processed in 2015, including most of the collections listed above as well as papers from the GLA, GLMA, the Huxford, Oglesby, and Dennis Marks collections. 64 linear feet of that included completing creating archon records for four mapcases, our large framed materials case, and our Wall shelved artifacts.

External Funding

From our endowment--this year we purchased a display case for the Bailey Exhibit and 650.00 worth of rare maps from the estate auction of Lou Gabard.

Our student volunteers gave work valued at $3944 for the year.

Deborah Davis received a $1500 grant for the Consortium of Belize Educational Cooperation to present training in Belize in May 2015.

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 2010, served as a test proctor for the ACA Exam, Fall 2013, New Orleans
- Georgia Library Association, member and Archivist. Have worked with officers on questions for materials from GLA Archives.
- Society of Georgia Archivists, member:
- COBEC, Consortium on Belize Educational Cooperation. Serving as Archivist since 20005, currently serving as Treasurer. Attended summer meeting in Wilmington NC and winter meeting in Corozal, Belize. Presented treasurer's report at meetings and collected dues, paid bills and dealt with tax and non profit issues. Valdosta State University, VSU Archives is also the webmaster for COBEC and Davis was chosen Documentarian beginning in fall, 2014.
- Created a 24 hour for credit course through VSU Continuing Education to offer Archival Training to professionals in Belize. With Josh Kitchens of GCSU offered 5 days of training in Belmapon Belize, on Archival Principals. Funded by a Grant from COBEC.
- Currently trying to organize two trainings in Belize for 2016, an advanced preservation training and a reference training.

- *Service to Valdosta State University*
  - Remnant Trust committee, in charge of exhibition sub committee
    - Created Remnant Trust exhibit of rare books in Odum Lobby
    - Taught 12 of 13 classes offered on Remnant Trust books
    - Hosted 5 Remnant Trust Events
    - Arranged docents for open hours for Remnant Trust viewing
    - Worked with Valdosta Daily Times, VSU Blogs, and Spectator for Remnant Trust Coverage
  - University-wide Art Committee: responsible for upkeep of current art holdings and selection of future materials. As committee member, created policies for retention and purchase of art, selected art for purchase, reviewed and approved funding proposals, maintained campus art database. On Hiatus this year.

- Since I am now under the Graduate School because of my husband's promotion to University Librarian, I am unable to serve on many campus committees that I used to serve on. The Graduate School does not have allocated faculty slots on the Faculty Senate or senate committees.

Service to Odum Library

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

Service to the Community:

- Valdosta Asian Cultural Association, Board of Directors: this is the group in charge of the Azalea International Folk Fair.

Presentations and Publications

- Created Irene Dodd Art Gallery—18 works created and collected by Irene Dodd. March 2015
- Created Tatler Burgess Early Printed Materials exhibit to complement Remnant Trust. February 2015
- Helped organize Joycelyn Hairston exhibit of Folk Art July 2015
- Created a Hugh C. and Joan Bailey permanent display in the Odum Library. January 2015
  - Worked with Valdosta Daily Times for Bailey Display coverage
- Presentation on "Archival Training in Belize" at COBEC Summer Meeting, Wilmington NC, July 2015

Training and Meetings:

- COBEC 2015 Summer Meeting, Wilmington NC, July 2015
- ALA annual conference, San Francisco, June 2015
- COBEC 2014 Winter meeting, Corozal BZ, Feb. 2015
- Society of Georgia Archivists Annual Meeting, Nov. 2014
- Tour and Orientation for MLIS 7710, NARA and Georgia Archives, Sept. 2014

Consulting

- 2 day workshop offered for Archivist and assistant from Clayton State on IAS system Archon.

Stacey Wright—Archives Technical Assistant

Employee Development Classes:

- Navigating the Personality Maze

- Organization & Time Management

- Professional Image and Success at Work

- Updates to the Student Hiring Process

- Travel Procedures & Expenses

MLIS:

- Fall 2014 - Foundations

- Summer 2015 - Cataloging

Conferences & Travel:

- Society of Georgia Archivists - Athens GA, November 2014

Dallas Suttles—Computer Services Associate

- Society of Georgia Archivists Annual Meeting, Athens, November 2014
- Arrangement and Description of Electronic Records, Part I and II, Digital Archivist Certification, Chapel Hill, N.C. June 2015
- MLIS Class: Genealogy for Librarians, Valdosta State University

MLIS Class: Library Management, Valdosta State University

Automation

General Accomplishments of the Automation Unit
- Public workstation maintenance - continual
  - **OL 2633 Electronic Classroom & Computer Lab** was brought online in September, 2014 with new furniture and 50 workstations. Library Automation staff assisted with removing all of the workstations during the demolition of the wall between OL2633 with 17 workstations and Electronic Classroom OL 2634 with 20 workstations. Once OL 2633 was readied with new furniture, Library Automation staff oversaw the installation of 50 workstations and the teacher's workstation.
  - LabStats - Computer Lab Management Software continued work in conjunction with Campus IT.
- Supervision of Library Computer Labs transferred to VSU Campus IT Technical Response Unit (TRU)
  - TRU Coordinator, Quincy Thomas, was hired in January, 2015.
  - Internet Café computer lab monitor workforce remains under the supervision of the Circulation Library Technical Assistant, Luke Smith.
  - Computer labs, OL 2633 and OL3250 are no longer staffed due to the placement of cameras in the previous fiscal year.
- MyVSU Portal – GALILEO password advertisement button which displays the password and incorporates the GALILEO Express link added on January 16, 2015.
- RDA NACO Training (Name Authorities COoperative) of the PCC (Program for Cooperative Cataloging) technical support the week of November 3 -7, 2014. The training exercises required the provision of networked laptops for all fifteen attendees as from 11 institutions across the state.

Staff Accomplishments
- GALILEO Discovery Initial Localization *(AY 2013 stated objective - Status: **Completed**)*
  - GALILEO Discovery Initial Localization process completed in May, 2015.
    - Grove Music was added to Discovery in May, 2015, after waiting on an EBSCO vendor bug fix.
    - IBISWorld acquired in July, 2014, and subsequently added to Discovery in April, 2015.
    - BioOne acquired in September, 2014 and added to Discovery.
  - SFX VSU Anywhere Access EZproxy login implementation abandoned, no longer necessary.   The SFX resource window menu omits "Capture Citation Link" when full text exists directing the capture of persistent link at the aggregator platform level, where VSU Anywhere Access EZproxy Login is implemented. *(AY 2015 stated objective – Status: Abandoned)*
  - GALILEO OCLC FirstSearch database package migration to WorldCat Discovery Services platform

- Resolved VSU IP address range recognition discrepancy as coordinated with GALILEO and OCLC, June 1, 2105.
- Customized Discovery Services platform public user interface in the OCLC Service Configuration.
  - Updated Library Links for Chat Service.
  - Updated the local catalog link to preferred GIL-Find user interface instead of GIL Classic.
  - o GALILEO OCLC FirstSearch database package migration to WorldCat Discovery Services platform continued…
    - "Check eResources" button pointed at VSU's preferred Link Resolved EBSCO LinkSource A-to-Z Full Text Journal List rather than GALILEO SFX Journal List.
    - "Request Item" button pointed at VSU's ILLiad instance.

- EBSCO LinkResolver (LinkSource)
  - o LinkSource resource menu improvements, edited text, added ILLiad link and changed icons.
  - o LinkSource link resolver syntax populated in various content host interfaces implementation date TBD. *(AY 2015 stated objective – in progress)*
    - Highwire, Wiley, Sage, SpringerLink, etc.
    - PubMed Outside Tool request approved – June 23, 2015 and subsequently populated received PubMed Valdosta link http://www.ncbi.nlm.nih.gov/pubmed/?otool=gavaldoslib in GALILEO and LibGuides.
    - Google Scholar – Awaiting action on outstanding EBSCO Support ticket #1753613 on April 23, 2015.
  - o EBSCO LinkResolver (LinkSource) upgrade to Full Text Finder preparations begun by Electronic Resources Librarian in Acquisitions. *(New AY 2016 stated objective – in progress)*

- EZproxy aka Anywhere Access
  - o library.valdosta.edu physical server migrated to a virtual server, May 12, 2015
    - EZproxy login upgraded to HTTPS protocol providing greater security.
    - Authentication is now directed at Active Directory, Microsoft's propreitary implementation of LDAP.
    - Library Mailing lists were restored
  - o EZproxy needhost.htm default message local customization implemented on July 9, 2014. The default message, "To allow http://xyzzy.org to be used in a starting point URL, your EZproxy administrator must first authorize the hostname of this URL in the config.txt file," was not helpful to end users. The default text has been replaced by a screen message that encourages the sharing of the individual's name for direct follow-up and triggers an alerting email to Automation staff prompting faster

resolution, adding or editing of the EZproxy configuration file, benefitting the next user who seeks that electronic resource title.

- EZproxy configuration file continual maintenance

- Library websites maintenance
  - ILLiad
    - ILLiad public user interface redesign launched on May 23, 2015. Redesign is more intuitive and provides better instruction for renewal of Interlibrary loan borrowed books.
    - ILLiad 8.5 hosted server/workstation client upgrade August 4, 2014.
  - LibGuides
    -
- Library websites maintenance continued…
    - [LibGuides v2 A-Z Database List Common Link](#) maintenance assumed in June, 2014 subsequent to successful LibGuides v2 migration completed in coordination with Reference.

- GIL Library Voyager Maintenance
  - Mass Choir Media Scheduling implementation approximately 90% complete. *(New AY 2015 added objective – in progress)*
  - Voyager 9.0 upgrade completed in January 5, 2015. GIL Service Center Sff completed the 9.0 upgrade of the GIL 10 server on December 21, 2014.
  - Inventory workflow resumption in progress. *(AY 2012 stated objective - 98% Completd)*
    - Institutional Effectiveness Plan 2014-22015 - During the AY 2014-2015 the library will complete an inventory of the physical circulating collection. This will help improve holdings accuracy in our catalog. During the inventory items will be flagged as either "inventory present" or "inventory missing". Missing items will be withdrawn from the catalog holdings and replacement decisions will be made for missing items. The inventory will be 100% completed by the end of AY 2014-2015.
    - AY 2014- 2015 inventory will be assessed in the following ways:
    1. Voyager reports will be used to track the progress of inventory for items flagged as present or missing.   357,902 items marked as inventory present

       2,652 items marked as inventory missing and subsequently withdrawn from catalog

       664 Items remain unaccounted and are still being actively sought
    2. Missing item counts will be recorded for the maintenance of collection counts

2,652 items marked as inventory missing, withdrawn from catalog, and were included in Odum Library's AY 15 book/title counts on Page 6

3. Replaced items will be on the shelves and available for checkout

6 of the 2,652 titles were replaced and are available on the shelf

- o Counting workflow *(AY 2015 stated objective – In progress)*
    - ▪ AY 2015 Collection counts produced by June 30th deadline with aid from Technical Services staff in manually counting discarded bound periodical volumes and discarded microfiche pieces.
    - ▪ Counting workflow procedures documented TBD

- o [OCLC WorldShare Metadata Collection Manager](#) pilot *(AY 2015 stated objective – Completed)*
    - ▪ JSTOR holdings activated – Noted inconsistent quality of retrieved MARC records and didn't pursue loading as such.
    - ▪ BioOne holdings activated – MARC record set was used a starting point for entry into GIL Catalog.
    - ▪ Determined Collection Manager is of limited added value in electronic resource work flow, due to quality inconsistencies in received MARC records.
- o Alma implementation (USG signed contract in July, 2015) *(AY 2016 New stated objective – In progress)*
    - ▪ Odum Library, Valdosta selected as one of three libraries to participate in a sandbox for development and workflow validation as prior to production in AY 16.
    - ▪ Catalog data clean-up
        - • Electronic resources upgrading of records to contain an OCLC number
        - • Inventory of specialized collections
            - o Instructional Materials
            - o Fine Arts Materials
- [CORAL](#) – Open source Electronic Resources Management System originated by University of Notre Dame. *(AY 2015 New stated objective – Completed)*
    - o Server received from VSU IT and CORAL deployed.
        - ▪ EBSCO import of 4,000+ journal titles in online and print format completed June 5, 2015.

Staff Changes
- Computer Services Associate position moved into Archives.
- Computer Operator position reclassification to System Services Associate approved effective July 1, 2015.

Conferences and Workshops Attended

Crawford, Sherrida

- ALA 2015 - Annual Conference, San Francisco, CA, June 26- June 29, 2015.
- GIL Users Group Meeting, presented Collaborative Technical Services Team Report, Macon, GA., May 14, 2015.
- From MARC to BibFrame: An Introduction sponsored by the Association for Library Collections & Technical Services, Web Conference, May 13, 2015.
- The EBSCO Discovery Service (EDS) Approach, Web Conference, December 10, 2014.
- OCLC Member Forum, Macon, GA, November 18, 2014.
- Voyager Product Update by Ex Libris, Web Conference, November 10, 2014.

Watson, Keith

- EPSM-BCP: Systems & Security Management Bootcamp, Valdosta, GA, March 30-April 3, 2015.

Ebook Report

Date	Source	AY15	AY14	AY13	AY12	AY 11	AY 10	AY 09
11/8/2001	GALILEO EBSCO ebook	14,466	14,466	14,466	14,466	14,466	14,466	14,466
8/7/2015	VSU EBSCO ebook previous yr	599	372	358	312	218	218	219
	VSU EBSCO ebook current yr	135	227	14	46	94		
2/24/2003	GALLEO EBSCO ebook	12,918	12,918	12,918	12,918	12,918	12,918	12,918
5/20/2011	GALLEO EBSCO ebook Shared 9	4,594	4,594	4,594	4,594	4,594		
	EBSCO ebook SubTotal:	32,712	32,577	32,350	32,336	32,290	27,602	27,603
7/20/2011	Safari Tech Books Expired 5/31/2012		-	0	113	90	90	90
5/28/2013	CRCnetBase	24	16	16				
6/1/2011	Gale Directory Library	9	8	8	8	8		
5/28/2010	Gale Virtual Reference Library	342	235	235	224	222	222	
	Gale Virtual Reference Library current year	0	107	0	11	2		
	ebrary perpetual previous year	1,998	1,866	1,243	1,180	1,167	909	
	ebrary perpetual current year	2	123	623	63	13	258	909
	University Press Scholarship Online prev yr	2,975	1,843					
	University Press Scholarship Online curr yr	15	1,132	1,843				
	ebrary Academic Complete	-	-	88,238	76,949	69,668	47,403	42,632
	Online Book Title Total:	38,077	37,907	124,556	110,884	103,447	76,484	71,234
	VSU Non-ebrary Subscript acquisitions	149	1,589	2,496				

AY14	Material	Measurement	Added	Withdrawn	AY15
567,591	Books, including bound periodicals and catalogued government documents	Volumes	14,297	(14,755)	567,133
383,999		Titles	9,816	(4,999)	388,816
107,276	Government Documents (uncataloged)	Units	-	-	107,276
2,944	Serials (periodicals, newspapers, and magazines)	Total Subscriptions			
1,115,342	Microforms	Units	4,206	(89,248)	1,030,300
479,354		Titles	2,657	(482)	481,529
3,154	Manuscripts & Archives	Linear Feet			
8,215	Cartographic Materials	Units	306	(3)	8,518
32,993	Graphic Materials	Units	-	-	32,993
15,729	Sound Recordings	Units	43	(219)	15,553
10,077		Titles	37	(209)	9,905
8,639	Film & Video Materials	Units	199	(829)	8,009
7,367		Titles	177	(567)	6,977
1,244	Computer Files	Units	-	-	1,244
613	Barcoded/Bib Format mm	Titles	-	-	613
	E-books	Units			

37,525			552		38,077
15,195	Other Library Materials	Units	36	(74)	15,157
1,909,749	Total Items in Collection				1,824,260

	Valdosta Sessions	Valdosta Sessions		Sessions	Users	New Visitors	Return Visitors	Pageviews	Pages/Visit	Avg Visit Duration	Bounce Rate	New Sessions
UC Catalogs												
AY 14	2.68%	5,639	**UC GIL Find & Classic**	210,122	120,142	65,237	54,905	1,568,446	7.46	5:23	17.17%	54.22%
AY 15				184,281	104,772	45,666	59,106	1,312,895	7.12	5:15	17.89%	54.11%
AY 14	3.53%	5,128	UC GIL Find	145,457	84,395	46,670	37,725	937,260	6.44	5:11	15.82%	55.28%
AY 15				136,353	77,943	42,510	35,433	836,246	6.13	5:07	16.84%	54.54%
AY 14	1.10%	800	UC GIL Classic	72,840	38,798	19,360	19,438	629,570	8.64	5:08	20.84%	49.77%
AY 15				55,084	28,370	13,694	14,676	473,837	8.6	4:57	19.10%	48.27%

AY2012	Visits	Unique Visitors People Visited	New Visitors	Return Visitors	Pageviews	Pages/Visit	Avg Visit Duration	Bounce Rate	New Visits
	308,594	98,602	88,610	218,707	979,055	3.19	0:06:39	51.70%	28.80%

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

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

AY 2015	Sessions	Users	New Visitors	Return Visitors	Pageviews	Pages/Visit	Avg Visit Duration	Bounce Rate	New Sessions
OL Website Total	227,357	94,689	38,831	55,858	437,955	1.93	0:04:37	61.55%	41.01%
OL Website External to Library	127,313	27,796	5,784	22,012	237,068	1.86	0:02	64.51%	20.81%

	Sessions	Users	New Visitors	Return Visitors	Pageviews	Pages/Visit	Avg Visit Duration	Bounce Rate	New Sessions
Valdosta GIL Find & Classic AY 14	47,945	12,805	3,278	9,527	350,215	7.3	7:29	9.86%	25.50%
AY 15	40,358	13,473	4,234	9,239	297,511	7.37	6:46	12.44%	31.43%
GIL Find Odum AY 14	38,970	10,497	2,698	7,799	254,155	6.52	6:59	8.08%	25.65%
AY 15	30,012	10,026	3,132	6,894	202,144	6.74	6:26	10.93%	31.24%
GIL Classic All AY 14	7,981	2,182	561	1,621	63,603	7.97	6:32	21.74%	25.69%
AY 15	9,859	3,048	900	2,148	73,280	7.43	6:25	19.00%	29.55%
GIL Classic Odum AY 14	4,005	716	117	599	30,770	7.68	10:12	14.28%	16.20%
AY 15	2,899	800	206	594	21,097	7.28	8:38	13.42%	25.84%
GIL Find Kings Bay AY 14	196	55	11	44	1,603	8.18	7:25	11.73%	19.90%
AY 15	106	33	9	24	486	4.58	5:04	10.38%	28.30%
GIL Classic Kings Bay AY 14	10	1			48	4.80	4:54	40%	10.00%
AY 15	37	17	7	10	140	3.78	3:16	45.95%	45.95%

Cataloging

There were no staffing changes in the Cataloging Department for 2015. One administrative change was the transfer of all Government Document collection development activities to the Government Documents librarian; Cataloging will continue to catalog and maintain the physical collection.

The last of the print items in the Cataloging Department have been cataloged and moved to their respective location in the library. The print backlog in the Acquisitions storage room have been completed. A collection of VHS videorecordings in Cataloging have either been cataloged or given to Collection Development for disposition.

19,976 items were handled by Cataloging last year. This includes new cataloging as well as upgrading existing records that passed through the department. This is approximately 1700 items per month, down somewhat from last year due to the fact that more complex and difficult items are being cataloged.

The collection of record albums in the Cataloging Department have been unboxed and placed on shelves, sorted by various types. Also, items from the Huxford Collection have been unboxed and sorted. These items include record albums, cassette tapes, reel-to-reel tapes and single records. At this time, they are "on hold" while Cataloging and Collection Development works on more pressing projects.

After the major backlog in authority work due to the changes brought by RDA, Cataloging is again current with its authority work; this has the benefit of giving our users the most current names and subjects to search with, thereby improving data access and retrieval.

All purchased items that could be identified in the Cataloging Department have been cataloged. Work is now progressing on an extensive backlog of gift CDs. These are being added/weeded in collaboration with Collection Development. Where a CD duplicates an existing record album, the album is being deaccesioned in favor of the CD. The vast majority of scores have been cataloged with a small amount of gift titles remaining to be added. They have been weeded in collaboration with Collection Development.

Cataloging continues to work with the Systems Librarian as well as the Collection Development Librarian as we develop more efficient processes for adding e-resources to the catalog to ensure they have the same level of accessibility as our physical resources.

EXTERNAL ACTIVITY

The library added 335 original records to OCLC and enhanced an additional 1736 others. 41 authority records were created and 26 were updated as part of the NACO/SACO program, by far the largest in the Georgia NACO Funnel project.

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

Circulation

- August 2014, Steven Scheuler became Department Head of the Access Services Department of Odum Library replacing Brett Williams.
- January 2015, the Circulation and Interlibrary Loan Departments were merged for administrative purposes and renamed Access Services Department
- The Voyager client was updated to 9.0.0
- GiLExpress daily procedures were absorbed by the Circulation department due to depletion of staff in InterLibrary Loan.
- Access Services Department staff has been reduced by three members which required adjustments to work schedules and staff training on GIL Express and Interlibrary Loan for more flexibility in workflows to accommodate reductions.
- Oversized books in several areas of the stacks were removed and sent to cataloging for relabeling and then transferred to the oversized area in the stacks.
- New procedures adopted for books that are flagged Missing updated, this now includes Odum Library's Acquisitions Department.
- Job descriptions for each position updated and submitted to Human Resources.
- Student training revised to ensure timely reviews and more efficient training.
- Online manual for department composed and put on home page for easy references to policy and procedures.
- Circulation staff provided 24 hour open coverage for the entire library building during the finals week of fall and spring semester 2015. Building usage during finals week between the hours of 2:00AM and 8:00AM showed the extended operating hours were well received.
- Luke Smith is collaborating with the Information Technology Department (IT) conducting cross training for lab assistants for IT's Technical Response Units transition some of the current lab monitors to IT.
- Staff continued inventory procedures for the collection finishing several outlier areas.
- Third and final pass of the general collection, LZs, Big Books, Oversize, Popular and Special collections were conducted for the Library Inventory. Collaborating with the Library's Automation Department a final report of all the books that are in the library's catalog that did not show up during the inventory was completed.
- Final inventory results include 320,000 items marked as Inventory Present and just under 3,000 marked as missing.
- In collaboration with Electronic Resources/Serials Librarian print bound journals that are received electronically through the database JSTOR were withdrawn. More space for print collections and/or study space was created.
- A Missing Book Search Form was added to the library website.
- Clarification of Patron Group checkout policies was added to the library website.
- Circulation started promotion campaign with bookmarks to help increase MyLibrary signups.

The Circulation staff remained stable throughout the 2014-2015 Fiscal Year. Donna Jones provided expertise on library reserves and overall department workflows. Katie Rowland provided daytime staffing at the main Circulation desk and took over the GilExpress daily procedures. William Simmons, Pamela Johnson and Darrell Boner provided staffing during the evening/night hours at the main Access Services desk. Serena Taylor was added to InterLibrary Loan Department to assist with workflow there

and provided morning coverage at the Internet Café Circulation desk. Josh Wallace provided coverage for the Internet Café desk in the evenings and Lisa Harken during the overnight hours. Bruce Bailey provided invaluable service for projects throughout the library and Luther Smith performed as Stacks Management Supervisor and in charge of training students. The Circulation Department hired and trained and provided employment for over 50 work study and student assistants at Odum Library throughout the fiscal year.

Odum Library will likely be on an entirely different fulfillment system soon and the Access Services staff will continue to collaborate will all library departments to meet any challenges encountered.

Media Services

Equipment bookings: 7300
Workshops:………….…………………………......54
Color/BW Prints 55559
Digital Productions: 1370
Transfers/Duplications 585
Posters 1775
Lamination 13,500
A/V Streams 120
Bindings 973
Laptop Reimaging 330
Editing Room Reservations…………………………965

Media Center Achievements fiscal year 2014
Added new 3D printer to Center (total 3 3D Printers)
Automated equipment and media supply inventory
Looked into incorporating FLEX inside Media.
Added 12 newer iMacs to iMac Lab
Reconfigured iMac Lab for teaching lab
Printed over 100 posters for the undergraduate and graduate symposiums
Added OmniPage Ultimate version19 to two work stations
Added Camtasia 8.0 to machines in 1300 classroom lab
Added bass traps to the three editing suites
Provided content for the informational display located near the equipment circulation service point
Provided 54 workshops for fiscal year 2014/2-15
Continue to Develop formal student technician training program using D2L
Added 20 laptops to equipment circulation inventory
Continue to Provide new shirts for Media Services Staff
Provided assistance and equipment to the GHP specialist during 2015 Program
Generated 3D print gallery for website
Provided table at Faculty Orientation
Staff presented at Online Lifeline Conference
Continue to provide support for new ShareStream video management system (copyrighted materials following TEACH Act stipulations).
Provided Internship to one undergraduate student and one to graduate student
Worked with Mike Holt to generate an online intro to 3d printing for students.

New Equipment
2 new fender portable amplifier – Event PA
2 800 All in Ones for front Office Staff
3 Studio Series SL150
1 Sony Handy Cam
2 Go Pro Camcorders
2 Telephone Tripod holders
14 Sennhieiser headsets for the Media Center
New MakerBot 3D printer
3 ProBook 650 laptops for student circulation inventory

1000 Brochures
New staff Shirts – 3 each

New Software
Camtasia 8.0 10 seat site license
OmniPage Pro Utima 19 (OCR Application)

Rex DeVane | Media Services Director:

-Department Heads (Represent Media Services)

- Develop, implement, and evaluate strategic planning for the expansion of new and existing digital services
-Manage daily operations of Media Services
-Research, initiate, and encourage emerging trends in multimedia instructional and production software/technologies
-Oversee the development of multimedia content for faculty and students in direct support of classroom and online programs
-Maintain a current knowledge of copyright and fair use as it relates to higher education.
-Manage the repair, supply and NIE budgets for the Media Center
-Supervise CSI and Instructional Technology Associate
-Directs the development of online training modules for student technicians
-Maintain departmental webpage.
-Publicize the services offered at the Media Center via WebPages, brochures, bookmarks and personal contacts.
-Expanded new service of providing workshops to students
-Re-classed Instructional Technology Associate to Instructional Technology Specialist

Kyle Culpepper | Instructional Technology Associates

Kyle W. Culpepper

Achievements from July 2014 – July 2015

Workshops

We have held 54 workshops in the Media Center based on LANDesk stats. One of the 54 workshops was a special request workshop for Employee & Organizational Development (EOD), Adobe Acrobat Pro X: Form Building. We also provided workshops on PowerPoint Poster Creation, Adobe Audition Basics, Adobe Photoshop Basics, and Adobe Acrobat Pro X: Building a Portfolio, and Windows Movie Maker. I provided face-face informal workshops for Camtasia, PowerPoint, YouTube utilization, and basic photo editing using Photo Gallery for individuals throughout the semester. I am in the process of developing new training for Camtasia 8.0 and Adobe Premier CS6. In total I have taught 375 students.

Fig. 1: This bar graph shows the number of workshops provided.

Fig. 2: This graph shows the results for the workshop evaluations.

Management Certification

I have completed the Management Certification program within a years' time. There were 11 workshops in total to attend, amounting to 23.5 credit hours in total. I have attended the Six Sigma Green Belt in May 2015.

Chair for Campus Wellness

I have taken on full responsibilities as the Chair of Campus Wellness. Events we have spearheaded are Active for Life, Blazer Dash 5K, Benefits and Wellness Fair, and Walking Club. A few of my primary functions are meeting scheduling, minute/agenda generation, communication between members, writing executive summary reports for the President, VPS, and Director of HR.

Hiring Staff & Students

I was a part of the hiring committee of 3 staff members for IT. One for the IT TRU coordinator position and the other two for Helpdesk coordinator positions. I have also worked with Joseph Mitchell to hire two student positions in the Media Center. I am in charge of hiring new student workers at the Media Center. Thus far with this new duty I have posted 3 student positions and hired 5 new employees.

Reservation Calendar

In response to the higher initiative to build up stats for data driven decision making, I have implemented a system using room calendars and one shared calendar to control room reservation requests. This has helped provide more qualitative data of who is reserving the rooms. It has also assisted with communication between patron and media staff on who is scheduled to use the room and when.

Fig. 3: This table shows the number of requests added to our room reservation calendar. The average request is 2 hours in length.

Online Training for Student Workers

After working with Eric Jackson this summer, I have completed the utilization and management phases for the Media Center's online training course. I coordinated a presentation alongside IT Helpdesk and the Student Success Center for our online training environments. Students will have parent modules for each achievement level in the training sections. Five student employees have obtained completion of the Assistant Level, this includes our two new hires from Fall 2014. An element of gamification will be implemented into the course shell to add more learner engagement.

Gamification:

Leadership board.

This will be made accessible as a discussion board in D2L

* Badging using designs developed in credly.com

* Awarding Points.

* Potential ideas for the point system:

* There is no max score

* Each achievement level is dependant on the amount of experience points acquired to obtain that tiered level title (i.e. 1,000 total points associated with Assistant, 3,000 total for Associate, 6,000 for Lead, and 10,000 for Specialist. The points however don't stop at 10,000).

* There will be only three achievements for how long someone works at the Media Center

* 2 SEMESTERS - 300 POINTS

* 2 YEARS - 1000 POINTS

* 4 YEARS - 10000 POINTS

* Completion of all material in the Training Overview and Introduction will provide 200 points and unlock the achievement for the "Knowledgeable Novice" badge.

* Weekly Discussion Board Posts = 10 pts/week (Post something in your journal or your portfolio). Earn a tiered badge after generating 5 posts, 15 posts, 30 posts, 100 posts.

* Work order completions - This is based on how many times the analyst appears in our Incident list in Service Desk using the filters "Latest Assignment User Title" being their name, and "Initial Assignment Group" being Media Services. The work order point system will be on a tiered basis. 30 workorders completed = 100 points, 200 = 500, 600 = 1000, etc. Each tiered level comes with a badge.

* Student Employee of the Year - This is a 1000 point award and comes with a dignified badge uniquely titled "Student Employee of the Year".

* Equipment Circulation - Students working in the back will need to post each day in their journal on how many times they check out and in equipment. The points are as follows:

* 30 checkouts/ins = 30 pts. (Level 1 Circulator)

* 250 checkouts/ins = 100 pts. (Level 2 Circulator)

* 500 checkouts/ins = 200 pts. (Level 3 Circulator)

* 1000 checkouts/ins = 1000 pts. (Level 4 Circulator)

Online Training for Post Workshop

In Fall 2015 I began development and use of a training course shell to expand the workshop experience for those who attend and also to provide an extra learning space for those who have no way to reach VSU to attend a face-face workshop. 300 students have been added to the online training. To help control what training content is visible I have distributed individuals into select groups. For example: Someone who attended a Photoshop workshop will be added to the Photoshop group and thus will be

able to view Photoshop specific training material. The utilization of this material is still experimental and the results will be measured at the end of summer.

Advertisement Campaign

Our goal this semester has been to improve advertisement. With the campus wide change in policy for e-mail communications, departments and organizations will need to find unique methods for communications across campus. In response I am working on a few avenues for communication to our VSU population.

1.) Social Media – I have setup and linked our Facebook page and twitter account to be set in unison so that when messages are submitted via twitter the same messages will appear on the Facebook page. Upon generation for both Twitter and Facebook we have 40 likes on Facebook and 30 followers on Twitter.

2.) E-mail communications – I will be advertising via mailchimp. Mailchimp uses a campaigning system which allows for data collection on total clicks to urls in the e-mail, open rate, and subscriber utilization. We can have up to 500 subscribers for free. The e-mails sent using Mailchimp are very beautiful html scripted designs, with very easy manipulation controls. View this email in your browser

3.) Flyer design – I worked with Roberto Leal on editing his design for the Media Center flyer. This was developed in early June or July and was ready for distribution at the beginning of this semester.

Website development

1.) Updated our FAQ website to have the same expandable selection list styling that is used by the Library's FAQ page.

2.) Developed a page describing how workflow is conducted for project requests.

3.) Developed an electronic form for department/organization authorizations

4.) Developed an electronic form for Copyright Permission for Art Displayed and Printed for Media Center use

5.) Developed an electronic form for 3D Print Photo Submissions to use for our online gallery

6.) Worked with the Web Development team to develop and use the 3D print gallery

7.) Improved the Workshop webpage structure. I have included a google calendar to display our workshop dates and times.

8.) Uploaded and utilized Jason Castillo's image designs as banner slideshows on our webpage.

9.) Facility update: The information shown on our website for equipment and software used was outdated. I went through and have been working to correct information I found in error. I worked with my students to get this task accomplished.

10.) Constructed a more centralized location for all pages related to 3D printing. This makes navigating from the main 3D print landing page simpler.

11.) Performed basic edits to Our Team page and maintained other site material.

12.) Updated our Equipment Checkout page with newer images taken by Eliza. Working with Web Team to develop a flashier and nicer looking slider style page.

Caught You Caring Recipient

October – "Kyle gave us a crash-course on the Camtasia software so we could update our instructional videos on our website. Kyle's patience and expertise were invaluable, and enabled us to give our videos the contemporary and professional look we desired. "

February - "I had to add audio to a PowerPoint. Kyle walked me through from start to finish and then made sure it was done correctly. Kyle is always very helpful and always willing to assist."

March – "Kyle is always nice and caring when I walk in to the media center. His smile always makes my day. He is a great person to be greeted by."

Student Scheduling

With the help of Jason Castillo, we have developed a more fine-tuned color coding system for student scheduling. This design has been reported as simpler to read and understand by student workers.

Shared E-Mail Setup

In December we have setup a shared e-mail account. This will be looked at as a means to control e-mail communications for work requests and calendar room reservation color coding. This will centralize our communication and bring about an easier appearance for quick navigation for rooms reserved.

ITED Masters Student

In summer of 2014 I began my masters in ITED. I am predicting to graduate by Fall of 2015. Currently, I hold a 4.0 GPA as of June 15, 2015.

Subject Course Grade

EDUC 5999 S

ITED 7070 A

ITED 7200 A

ITED 7100 A

ITED 7300 A

ITED 7400 A

ITED 7050 A

ITED 7500 A

ITED 7600 A

CIED 7601 Pending

CIED 7602

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

Accomplishments:

* Supervise Student Workers

* Train Student Workers

* Maintain FOG Server

* Inventory to Include: Checkout Equipment and Supplies

* Maintenance and Upkeep of Office Equipment and Circulation Equipment to Include:

o 53 Lab Computers

o 48 Laptops

o 56 Netbooks

o 3 3D Printers

o 4 Large Format Printers

o Xerox Printer

* Create and Maintain Images for All Lab Computers and Laptops/Netbooks

* Monthly Circulation Count

* Hiring Committee

* Run Daily Access Reports for Banner Holds

* Run Reporter Daily to Auto-Generate Emails to Patrons That Have Late Returns

* Place/Remove Banner Holds/Late Fees on Patron's Accounts

* Share Stream

o Convert Videos

o Upload Videos

o Set DRM for Videos

o Provide Video Links to Professors for D2L

* Setup/Takedown Mobile Labs As Needed

* Daily Deposits When Director is Unavailable

* Direct Contact for HP, MakerBot, and Share Stream

* Help Patrons As Needed in All Aspects of the Media Center

•Reorganized the layout for the circulation area to be more conducive to a faster work flow.

•Shelving has been arranged to make accessing equipment easier.

saved in various places.

•Utilized the help from a student worker to create Excel Macro to auto generate and send an email when our supply inventory runs low.

•By doing this we will have saved a good bit of time in the long run, by eliminating the need to manually type an email with a list of the items that need to be reordered.

•Deployment of new HP Elite 800 All-In-Ones

•Images had to be configured and installed manually one-by-one due to issues with LANDesk.

Reference

STATE OF THE UNIT – REFERENCE DESK

All statistics are derived from the Gimlet reports from July 1, 2014 to June 30, 2015 and July 1, 2013 to June 30, 2014 (previous year's statistics).

TOTAL QUESTIONS

Questions by Location:

2014: Reference: 10992
       Archives: 235
       Other: 569
       Total: 11796

2015: Reference: 9388 (-16%)
       Archives: 348 (32%)
       Circulation: 1 (new location added in 2015)
       Other: 456 (-20%)
       Total: 10193 (-14%)

Questions by status (at the Reference Desk):

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

2015: Librarians: 7516 (-13%)
       Peer Reference Counselors and Interns: 1872 (-34%)

Percentage of total questions by status (at the Reference Desk):

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

2015: Reference Librarians: 80% (5%)
       Peer Reference Counselors and Interns: 20% (-5%)

OVERALL STATISTICS

Question by Type

2014: Directional: 3829
       Reference: 5619
       Technical: 2278
       Appointment: 70

2015: Directional: 3193 (-17%)
       Reference: 4930 (-12%)
       Technical: 2045 (-10%)

Appointment: 25 (This category was removed in 2015 because we do not differentiate between spontaneous and scheduled reference interactions.)

Questions by Format:

2014: In-Person: 9134
Chat: 1637
Blaze/GoView: 33
Phone: 794
Email: 194
Mail (Print): 0
Text Message: 4

2015: In-Person: 7807 (-15%)
Chat: 1498 (-8%)
Blaze/GoView: 63 (48%)
Phone: 614 (-23%)
Email: 211 (8%)
Mail (Print): 0
Text Message: (This category was removed in 2015.)

Questions by User Type:

2014: Unknown: 443
Student: 9482
Faculty/Staff: 809
Community: 593
GHP: 469

2015: Unknown: 654 (32%)
Student: 8014 (-15%)
Faculty/Staff: 560 (-31%)
Community: 678 (13%)
GHP: 287 (-39%)

Questions by Time Spent:

2014: 0-5 minutes: 8823
5-10 minutes: 1618
10-15 minutes: 540
15-20 minutes: 297
Consultation (20+): 418

2015: 0-5 minutes: 7290 (-17%)
5-10 minutes: 1579 (-2%)
10-15 minutes: 518 (-4%)
15-20 minutes: 350 (15%)

Consultation (20+): 456 (8%)

Number of Questions by Month

	Reference	Archives	Circulation	Other	Total
Jul-14	568	9	0	20	597
Aug-14	930	60	0	10	1000
Sep-14	1208	53	0	63	1324
Oct-14	1022	33	1	89	1145
Nov-14	754	15	0	42	811
Dec-14	554	18	0	19	591
Jan-15	657	19	0	34	710
Feb-15	953	24	0	52	1029
Mar-15	796	30	0	37	863
Apr-15	989	46	0	54	1089
May-15	425	12	0	18	455
Jun-15	532	29	0	18	579
Total	9388	348	1	456	10193

Marketing

<u>Marketing activities in chronological order</u>

Departmental Meetings
New Faculty Opportunities Fair
Part Time New Faculty Session
Library Mystery
The Happening
Parent's Weekend
TIES Conference 2014
Visitation Days
International Tabletop Game Day
Read Fest 2015
Social Media
Digital Signage

New Faculty Orientation
August 1, 2014
Laura presented an overview of library services available for faculty and students.

New Part-Time Faculty Presentation
August 4, 2014
Laura presented an overview of library services available for faculty and students.

Library Mystery FY2013-2014 – Portrait of an Art Thief
Friday August 22, 2015 4 pm
      Odum Library, room 1604 and 1480
Marketing
- Advertised as part of Fall Explosion
- Advertised in Dorms
- Advertised through fliers
- Advertised through RA training
- Blogged Thursday, August 15.

Sponsors
- Odum Library
- Bookstore

Attendance
- 20

Volunteers
- Michael Holt
- Laura Wright
- Jeff Gallant
- Deb VanPetten
- Emily Rogers
- Ginger Williams

- Denise Montgomery
- Jonathan Klotz
- Circulation, Media, and Archives staff
- Student Assistants

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

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

The Happening
VSU Front Lawn
Thursday, August 21, 2015, 12:30-4 pm

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

Sponsors
- Odum Library
- SOLIS

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

Volunteers
- Everyone in reference helped with the happening.
- Volunteers from Circulation, Archives, and Media helped with the event.

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

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

Parent's Weekend
Academic Expo, Saturday, September 27, 2014 9:30 am – 11:30 am
Marketing
- Marketing for Parent's Weekend is handled by Event Services

Sponsors
- Odum Library

Academic Expo
  Attendance
- Attendance was steady but not too heavy throughout the morning at the Academic Expo. We did not have too many students or parents stop by the table during the expo. The students and parents were more interested in what the academic colleges had to offer.

  Volunteers

- Brett Williams
- Jonathan Klotz

Departmental Meetings
Each librarian was responsible for inviting himself or herself to a departmental meeting.
Volunteers / Attendance
- Guy Frost
- Sherrida Crawford
- Michael Holt
- Jeff Gallant
- Deb Van Petten
- Deborah Davis

At the beginning of July I emailed the library faculty listserv asking all the liaison librarians to contact their departments and invite themselves to a departmental meeting. I asked the librarians to tell me if they planned on attending a departmental meeting so that I could prepare a sufficient number of handouts. The handouts were one page front and back that highlighted new and important services for our faculty. There were also talking points for these meetings that we created at our annual retreat. These talking points focused on our customer service survey, our website redesign, LI Embedded promotion, Vtext, and the process or ordering books. These meetings were attended at about the same level as previous years. It remains rather difficult to attend the fall meetings for most departments, as these meetings tend to be the busiest ones of the year, so there isn't much room for the departments to fit us in.

TIES Conference 2015
Formerly known as the Online Lifeline Conference
VSU Student Union
February 18-20, 2015

-HUB Social and Technology Showcase
Student Union Ballrooms – February 19, 2015 5:30-8:30 PM
- Kyle Culpepper presented on the 3D Printer. Brett Williams assisted with the display.

Over one hundred people attended this informal presentation opportunity. The presentation on the 3D printer was well received by the conference goers.

Visitation
Mezzanine of the PE Complex
Set up by 10:15, students visiting 10:30 – 11:15
Saturday, November 8, 2015 – Brett

Palms Quad
Set up by 1:45, students visiting 2:00 – 4:00
Saturday, February 7, 2015 – Brett
Ashley Hall Rotunda (Due to inclement weather)
Set up by 12:45, students visiting 1:00 – 3:00
Saturday, April 11, 2015 – Brett
Marketing

- Visitation Day is organized and advertised by the University.

Sponsors
- Odum Library

Attendance
- Attendance poor.

Read Fest 2015
National Library Week
Friday April 17, 2015 9:30 – 11:00 am
Magnolia Room University Center

Sponsors
- Campus Dining Services
- VSU Bookstore
- Dewar College of Education
- Student Council of the International Reading Association
- Odum Library
- Bruester's
- Inner Perimeter Road Chick Fil A
- Parking & Transportation
- MLIS

Attendance
- Westside Elementary School Pre K
    o 2 classes, 44 students, 2 teachers
- Clyattville Elementary School Pre-K
    o 3 classes, 66 students, 3 teachers
- Lake Park Elementary School Pre-K
    o 3 classes, 50 Students, 3 teachers
- Dewar Elementary School Pre-K
    o 2 classes, 44 students, 2 teachers
- Moulton-Branch Elementary Pre-K
    o 2 classes, 44 students, 2 teachers

Volunteers included students, staff, and faculty from
- Odum Library
- Dewar College of Education
- MLIS Department

Social Media

We have updated our social media accounts with information about events held within the library and events sponsored by the library.

Digital Signage

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

Government Documents

In FY 2015 the reference librarian for government documents and FDLP coordinator, Emily Rogers, continued to collaborate with Head of Cataloging, Scott Piepenburg, on managing the documents collection. In November 2014, the library assistant for government documents, Adam White, relocated to another position on campus, and Michele Moye moved from cataloging to documents processing as a library assistant. The past year has seen improvements in services including more outreach activities through the Constitution Day event, exhibits, blog entries, and LibGuides. As federal depository coordinator, the reference librarian for government documents monitors compliance with FDLP membership requirements.

The number of reference questions and consultations tagged as govdocs is 139. Average reported monthly use of government information resources to answer reference questions is 11.6, which at first look appears to be up from the 2014 average of 9.9 per month. This number is not a completely accurate comparison with 2014, however, because it reflects only the total number of all reference transactions, including consultations, as counted by the new Gimlet software. The breakdown of transactions tagged as govdocs by minutes of duration is

- 0-5 minutes: 36
- 5-10 minutes: 48
- 10-15 minutes: 19
- 15-20 minutes: 17
- Consultations: 19

We did not start using the govdocs tag until the end of July 2014 (we adopted Gimlet on July 1, 2014). Based on this count, consultations using government documents/information average 1.6 per month, down from last year's average of 2 per month. With the addition of transactions identified in the answers as government documents but not tagged as such, the breakdown of transactions is

- 0-5 minutes: 46
- 5-10 minutes: 51
- 10-15 minutes: 19
- 15-20 minutes: 20
- Consultations: 23

By considering these numbers, we see that the number of consultations is almost the same (down one) as in FY 2014.

Ongoing projects include beginning to replace current subject and course guides using the LibGuides system and overseeing the government documents web site. The documents librarian created Libguides for statistics, relying heavily on government resources, at http://libguides.valdosta.edu/statistics and for map resources in Odum Library at http://libguides.valdosta.edu/mapsOdum. Further updating will be a priority in FY 2016.

Online and print circulation statistics have varied in the past year. The Government Printing Office (GPO) reports statistics for PURL referrals through the GIL catalog and the library website. These statistics appear to have increased in FY 2015 to an average of 50.5 a month, compared to the FY2014 average of 31.5 a month. It is important to recognize that the library web site and GIL catalog are not the only, or perhaps the most important, ways that users access online government materials. Searches directly from a government web site such as American Factfinder or the CDC or ERIC (which is also accessible through commercial databases) would not be reflected in PURL referrals from the library web site or GIL. Library instruction sessions are also more likely to point students directly to agency web sites than through the library web site or catalog, so PURL referrals are not an effective means of demonstrating the extent of use of online government sources by library patrons.

Compared to 76 circulating documents in FY2014, total annual circulation of print documents in FY2015 is 47, a decrease of approximately 38%. Circulation of federal government documents is 41, an average of 3.4 per month, down 15% over the 2014 rate of 4 per month. Circulation of Georgia government documents has likewise decreased to 6 for the year, a decrease to 0.5 circulation transactions monthly, compared to 1.25 per month in FY 2014.

Another ongoing project for the public services side of government documents is collection development. We submitted to cataloging government publications from federal and state agencies at a lower rate this year: 66 in FY 2015, compared to 126 in FY2014. These additions represent mainly the Strategic Studies Institute publications that are popular with international, political science, and military studies, and occasional state and local documents. In addition, we received a small number of print items from the pre-1994 Georgia documents digitization project at UGA. The digitization project finished in August 2014, so no further digitized copies are expected. At present we are not actively trying to fill in gaps in the tangible federal documents collection as we have in the past. Cataloging of government resources is reported by the library's cataloging department.

FY 2015 has seen a start to the weeding of tangible government materials. In order to reduce the amount of space needed for microfiche, the Acquisitions Librarian ran reports of the Y.4 Sudocs for which we had copies available in paper, electronically, and fiche; acquisitions staff weeded the fiche format of these documents. The total government documents fiche reduction was 28,175 pieces. In addition, the Serials librarian is weeding bound journals published by government agencies, such as *Emerging Infectious Diseases* and *Agricultural Outlook,* that are available online. With both the microfiche and the journals, the pulled items are offered first to the University of Georgia as our regional federal depository library and then to the larger documents library community.

Outreach activities included a Constitution Day and Constitutional resources exhibit on the first floor of Odum Library. In addition, the reference desk gave out candy and free pocket copies of the Constitution on Constitution Day. Reference-area exhibits included ones for Constitution Day, infectious diseases, earthquakes, Veteran's Day, tax information, voting, nutrition, and gardening; in addition, the documents library assistant prepared a display on Syria. Blog entries related to online and print government information continue at a rate of approximately two per month. Blog entry topics have included disease control, elections, income tax resources, women's history, the birthday of Smokey

Bear, resources for the New Year, the Warren Commission hearings, Constitution Day, local resources for new residents, and summer issues such as gas prices, bug control, and lawn care.

The annual tax forms display moved from the bookcase near the government documents workroom to the display kiosk beside the reference desk. One reason for this move was the decrease in the variety of forms now available from the U.S. government; only the 1040, 1040A, and 1040EZ forms were distributed to libraries, though other forms were made available online and by copying pages from the notebook of reproducible forms received annually. The state of Georgia has ceased distribution of print tax booklets to libraries. In the kiosk we are also offering various free government publications of interest to the public, including financial planning and credit history, health issues, guides to using FDsys and the Catalog of Government Publication databases, legislative research, immigration materials, and American Community Survey statistics from the Census Bureau.

Documents-related professional development opportunities included attending COMO/GLA annual meeting, where Emily was chosen as the chair-elect of the Government Information Interest Group, and midwinter academic section meeting; the Georgia Depository Libraries meeting; and the ALA Annual conference in San Francisco. At the annual meeting she attended the GODORT program "Visualizing Data," as well as general membership and program committee meetings for GODORT. These meetings allowed the public services documents librarian to meet with other depository library coordinators at the national and state levels. Free webinars have also been available from the Government Printing Office and the North Carolina Library Association's Government Resources Section's "Help! I'm an Accidental Government Information Librarian!" series. The librarian has been able to participate in webinars on the new FDLP Coordinator Certificate program, using World Bank resources for information literacy instruction, Congress.gov, Bureau of Labor Statistics resources, Hathitrust, teaching strategies with government information, and promoting government resources through community partnerships.

Virtual Services

Embedded Librarianship

Number of embedded sections and % change over corresponding FY 2014 semester:
Summer 2014: 15 (-6%)
Fall 2014: 22 (-31%)
Spring 2015: 21 (-43%)

Embedded librarian services were not marketing during Fall 2014 or Spring 2015 because two librarians left during summer and fall. A third librarian began a project with USG and was unavailable for embedding; a temporary replacement began mid-fall.

Chat Question Count (from Gimlet)

Chat: 1489 (-9%)

Video Production

Video production was put on hold during FY 2015 due to the changes in personnel. Several existing videos were updated and revised.

LibGuides

Most of the existing Cascade tutorial pages have been updated and transferred to LibGuides. New course-specific and topic-based guides were created, based on faculty requests and perceived need.

Print Resources

Collection Development
New law titles were added to the Ready Reference Collection.
Working with Ken Smith on replacing older law books as Deb Van Petten comes across them during the barcoding project
Barcoding
Deb is current currently barcoding the Law collection and shifting it as she re-shelves the books. She is currently working in the KF8830 call number area.
Reference material orders – Deb is working with the Reference Library Technical Assistant to have orders submitted to the Acquisitions Department.

Library Instruction

Overview:

Total Number of Library Instruction Classes Taught by Area

	Fall 2014	Spring 2015	Summer 2015	Total
Core Undergraduate	5	32	1	38
Undergraduate (non-Core)	39	31	2	72
Graduate	4	4	2	10
SGSC	7	6	1	14
Honors	1	2	0	3
Perspectives Classes	4	0	0	4
Other	0	0	0	0
Total	60	75	6	141

State of the Unit
The number of library instructions classes taught during fall semester decreased by more than a third from the previous year; from 99 to 60 classes, a drop of 38%.

The number of spring semester classes increased 42% from last year, from 53 to 75. These are a near equal balance of Core classes and all other courses.

The number of Core Curriculum library instruction sessions decreased 31% from last year, from 55 to 38, continuing a trend of steep decline. There are several possible reasons, including:
- A shift to hybrid and online formats. Professors seem to prefer embedded librarians for online classes and are reluctant to devote an entire class to library instruction if a hybrid class only meets once a week.
- Faculty preferences for assessments that do not require research.
- The ease of use of Discover tool makes searching more accessible for students.
- A focused effort to develop LibGuides made remote use, or classroom faculty instruction, a more complete experience.
- Another factor to consider is a change in course offerings in the Valdosta State landscape. As enrollment declines and more students take core classes elsewhere, the demand is lower generally. Since 2011, library instruction to Core Curriculum classes has dropped 65%, while the number of ENGL 1101 and 1102 courses has decreased 37% over the same timeframe.

Undergraduate, non-Core classes increased almost 11% from the previous year, especially in Spring 2015.

Graduate-level courses decreased by more than half, from 23 to 10. About half of these were orientations for the students within a department, and not tied to a specific course. There were many individual consultations scheduled by graduate students.

South Georgia College Entry library instruction sessions were scheduled in composition and world history courses, divided among three professors.

Total Number of Library Instruction Classes Taught by Librarian

Librarian	Fall 2014	Spring 2015	Summer 2015	Total
Catherine Bowers	10	17	3	30
Howard Carrier	10	0	0	10
Guy Frost	0	1	0	1
Mike Holt	17	16	1	34
Jonathan Klotz	5	0	0	5
Emily Rogers	14	22	2	38
Deb Van Petten	5	0	0	5
Brett Williams	14	18	1	33
Laura Wright	15	18	1	34

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

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

	2011-12	2012-13	2013-14	2014-15
Total Number of Sessions Taught	210	180	158	141
Core Curriculum Sessions Taught	107	82	55	38
Undergraduate (non-Core) Sessions Taught	79	62	65	72
Graduate Sessions Taught*	18	15	23	10
Fall Semester Sessions Taught	104	91	99	61
Spring Semester Sessions Taught	106	89	53	75
Summer Semester Sessions Taught			6	6
South Georgia College Entry/SGSC				14

*General department-level orientations not attached to a specific course comprise half of this number.

Assessment

<u>Assessment Activities 2014-2015</u>

<u>Completed</u>

Secret Shopper Surveys

Survey ran from October 2014 – March 2015. We had 73 individuals sign up for the secret shopper program, go out and shop the library, and report their findings in a survey. Unlike previous iterations of the secret shopper program, this version covered all of the service desks in Odum Library (Archives, Circulation, Media Services, Reference), instead of the Reference-only surveys of previous years. The survey was entirely based on evaluating our customer service and did not evaluate librarians on library-specific guideline as it had in previous years. When the program was completed, all the results were compiled and each department that was assessed was given their results and asked to make any necessary improvements as suggested in the surveys.

The results were generally positive for all areas of the library that were included in the assessment. There were 74 responses to the survey, which was an acceptable number given the need to sign up, register, and visit the library in order to successfully complete the survey. The majority of respondents visited one of the two circulation desks (41), followed by Media Services (13), Reference (11), and Archives (9). While all of the likert scale items in the survey were overwhelmingly positive (no item had lower than 65% of respondents giving positive answers) a lot of the comments provided direction for improvement in future years. Desk workers wearing headphones and employees not responding quickly when patrons approached were the two comments that appeared most frequently. So far, circulation has already put concrete policies banning headphones at the desk into place and all other departments in the assessment have discussed ways to improve their customer service skills based on the results of the survey.

<u>Ongoing</u>

Student Opinion of Library Instruction

The student opinion of library instruction, which is now in its second full year, received 959 total responses in FY 2015. We have continued to meet our goals of having all librarians that teach library instruction have at least 50 responses to this survey for the fiscal year and every librarian met the goal of having at least 85% of respondents reply to all of the questions with "Strongly Agree" or "Agree". In addition, we continue to use the comments that students leave to work on our teaching wherever they suggest ways we can improve.

Library Instruction Quiz

The library instruction quiz also entered its second full year during 2014-2015. The total number of responses was down from over 500 in the initial year of the quiz to 105 responses this year. This is probably a result of a decrease in the number of library instruction sessions taught along with the difficulty of fitting the quiz into a typical 50 minute session. The results are reviewed every year with the library instruction coordinator. The results continue to suggest that students are able to locate appropriate sources for their research and differentiate ones that are peer reviewed after a library

instruction session. Though the results of this assessment remain positive, there are plans in place to evaluate and revamp the assessment since there is a new librarian in the instruction coordinator position and a new framework for Information Literacy from the Association of College and Research Librarians. We want to make sure we regularly evaluate this assessment in the future to make sure it is properly evaluating learning outcomes from library instruction sessions.

Peer Observation of Teaching

Peer Observation of Teaching involves grouping Reference Librarians who teach library instruction into pairs and having each observe the other and write up a report on their teaching. This year 4 pairs of Peer Observations were completed each semester, with the observations being placed in Digital Measures for review in each librarian's faculty activity report and for use in pre-tenure, tenure, promotion, and post-tenure review portfolios. The results of these observations continue to highlight the strengths of the teaching reference librarians while also identifying ways we can continue to improve.

Interlibrary Loan

Highlights of the Interlibrary Loan Unit, 2014-2015

Borrowing

Borrowing Statistics

- Overall borrowing requests submitted decreased from 4,239 to 2,956, -30.3%.
- Overall borrowing requests filled declined from 3,310 to 2,191, -33.8%
- Loan requests submitted **increased** from 1,483 to 1,539, **+3.8%**
- Loan requests filled declined slightly from 1,224 to 1,141, -6.8%.
- Article requests submitted declined from 2,756 to 1,417, -48.6%.
- Article requests filled declined the most from 2,325 to 1,050, -54.8%.

The decline was a continuation and deepening of a trend from last year, where we noted that the introduction of Linksource technology, coupled with making some of our databases such as Wiley, Taylor & Francis and Oxford more visibly accessible through Linksource, had really diminished ILL requests, though we do keep busy cancelling and sending back requests to patrons who need instructions on how to access their articles through Linksource. And the loan requests we get often tend to be for items not available through GIL Express and which are not easy to get via ILL. We are also veritable bloodhounds at tracking things down in the building, on the databases, or on the internet, and getting it to the patron as part of our function.

Loans/Copies Filled by Type of Material

Type	Number	% of Requests Filled
Articles(C)	1051	48.4%
Books(L)	927	42.3%
Book Chapter(C)	121	5.5%
Other(L) 1	41	1.8%
Music Score(L)	37	1.6%
Thesis(L)	9	0.4%
Book Chapter(L) 2	3	0.1%
Book(C) 3	2	<0.1%
TOTAL	2,191	100%

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

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

3. Book(C) are requests that were submitted by patrons as books, but turned out to be articles, and were converted to article requests.

One surprising aspect about these numbers is that, for the first time in many years, the percentage of loan and article requests are almost equal, when adding up all the types of

document categories in each one, with articles constituting 54% and loans (books, media, scores, and theses) constituting 46% of all requests.

Reasons for Cancellation for Materials in Our Collection

2013-2024			2014-2015		
• Available Full Text	289	6.87%	• Available Full Text	188	6.77%
• Available Stacks	140	3.33%	• Available Stacks	34	1.23%
• Available Internet	84	2.00%	• Available Internet	73	2.63%
• Available Periodicals	45	1.07%	• Available Periodicals	21	0.76%
• Available Microforms	5	0.12%	• Available Microforms		_____
• Available Reference	3	0.07%	• Available Reference		_____
• Available Special Coll.--		--------	• Available Special Coll.		_____
• TOTAL Requests	476	13.39%	• TOTAL Requests	316	11.39%

Although the numbers have gone down in regards to the number of requests we have been able to cancel because they are available in our databases, book stacks, periodical shelves, or on the internet, the percentage of requests they constitute from our patrons have held almost held steady in regards to items requested full text and have actually increased in our success at finding on the internet. One other thing we have begun doing within the past year in regards to our local students, both undergraduate and graduate, is that whenever they happen to submit an article which is among our bound periodicals, we scan it and send it to them just as if they were one of our faculty, staff or distance education students ordering it through Odum Express. We are also considering the possibility of processing any books they order which also happen to be on our shelves as Document Delivery items that they would pick up at the Circulation Desk, to ensure that they do get these books.

- Fill rate: 79% filled; 21% cancelled

79% for ILL requests alone; 91% when including cancelled requests for materials in our building, our databases, or on the internet; and 93% if duplicate requests are counted.

Our Ten Biggest Suppliers of Returnable Materials

- Univ. of Georgia   92   8.06%
- GA St. Univ.   58   5.08%
- Univ. of W. GA   49   4.29%
- GA Southern Univ.   33   2.89%
- Emory   32   2.80%
- GA Perimeter   27   2.37%
- Armstrong St. Univ.   22   1.93%
- ?   20   1.75%
- East Carolina Univ.   19   1.67%

- Mercer Univ.   19   1.67%
- TOTAL   371   32.51%

Because fewer loans were being supplied by major holders in the University System of Georgia, there was a 6.87% decrease in materials filled by this year's top ten suppliers over last year's. The remaining 770 returnable items (67.49%) were obtained from 399 other libraries in 46 states, the District of Columbia, one library in Great Britain, and one APO loan from the library at Kunsan Air Force Base in Gunsan, South Korea. There is no library's name listed in eighth place because OCLC did not supply the name of a library, just the number of statistics and percentage of total requests filled.

- Turnaround time for loans: unfortunately, when fewer of your loan suppliers are in the state of GA or relatively close by, and more shippers are economizing by using Media Mail, it means loans take longer to get to you. Our turnaround time for loans is now 11.58 days, though when averaged in with articles, the overall turnaround time is 7.85 days.

Our Ten Biggest Suppliers of Articles

- Univ. of Georgia   150   14.29%
- GA Southern Univ.   98   9.33%
- GA State Univ.   67   6.38%
- GA Tech   61   5.81%
- Medical Coll. of GA   48   4.57%
- Univ. of West GA   37   3.52%
- Emory Univ.   27   2.57%
- ?   25   2.38%
- Florida Atlantic Univ.   25   2.38%
- Armstrong State Univ.   24   2.29%
- TOTAL   562   51.14%

This is the **first time** that over 50% of articles supplied have been able to be furnished by the ten biggest suppliers we have used during the previous year. The remaining 498 articles (48.86%) were obtained from 212 other libraries in 43 states, the District of Columbia, two German university libraries, and one university library from Hong Kong. Again, there is no library's name listed in eighth place because OCLC did not supply the name of a library, just the number of statistics and percentage of total requests filled.

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

- Turnaround time for articles: the good news is that our turnaround time for articles dropped nearly a full day from 4.64 days to **3.71 days**. In many cases, we receive articles in 1 to 2 days; the higher figure results because the average includes nights, weekends, and holiday periods such as Thanksgiving and Christmas when most ill departments are shut down.

The Five Departments Which Submitted the Most Borrowing Requests:

- English   451
- History   341
- Nursing   148
- Psychology   118
- Biology   110

This is the first year that the Library Science Department failed to make the list, submitting only 82 requests, so Nursing once more resumed its place on the list. English and History swapped their second and first places on last year's list, with a very clear lead going to English. Other departments which had a strong showing, but did not make the list included Communication Disorders (88), Music (88), and Physics (75). Chemistry, which frequently appears on this list, had a surprisingly small number of requests at only 36. The above mentioned departments always show up among our most heavily requesting departments because those are fields in which faculty are expected to do significant research, and they demand the same of their students in the classroom, even among undergraduates.

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

- Community College Journal of Research & Practice 10
- The Journal of Organizational Behavior Management 10
- The Saturday Evening Post 10
- International Journal of Sport Psychology 6

Two of these journal titles I would not recommend since it is unlikely we will have need for them in the future. The demand for **The Saturday Evening Post** was created by an assignment in the history department that caused an article to go missing, so ILL had to step in and get the necessary item. Therefore, there is no need to acquire any more holdings of this journal. As for **Community College Journal of Research & Practice**, the articles were obtained for a patron in Educational Leadership, who was probably working on a paper or dissertation related to the topic of community colleges. We do have graduate students who do request articles from journals dealing with this topic, but as a rule, we have never had enough demand for it to justify subscribing to journals on that subject.

As for the other two, there is indeed ongoing patron interest in these areas. Sports psychology is the topic of a very popular distance education physical education class which necessitated the library having to increase its journal holding in sports psychology journals in online format last year. And we had ten requests last year for articles from the Journal of Organizational Management, which were from the period for which the journal was embargoed. And I recently had to tell a faculty member to choose which one of the six he had chosen from a special theme issue that he wanted me to get for him, since the cost of the copyright for the other five was prohibitive. I never received a reply from him.

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

The Requests Finished table allows us to select an option that gives the source, when indicated, of where the patron obtained the citation. This is probably one of the best resources for finding out information on

our patrons' research habits, since it indicates whether or not they are using our databases or library catalog, Google, corporate databases on the internet (i.e., Elsevier, etc.), traditional print resources, or networks of friends to find citations they submit for ILL.

This year, the number dropped drastically from last year's total of 1,592 requests indicating a source (39.9% of total requests) to 447 requests indicating a source (15.1%). This information is interesting to track for three reasons: first, it shows whether or not library instruction is effective in reaching people, second, if they are aware that requests can be placed within the databases, and finally, from an ILL workflow standpoint, if there is no source, and the citation is incorrect, it makes it more difficult to verify without some information about where the citation was found to start with. Here are some of the most frequently cited sources, and comparisons of last year and this year. Note the changes in numbers and ranking of some sources:

2013-2014

- PsychInfo   170
- Worldcat   151
- Acad. Search Comp. 131
- CINAHL Plus   107
- MLA Bibl.   93
- Proquest   68
- ERIC   67
- Bio. Abstracts   61
- Medline w/FT   56
- Lib & Info. Sci.   45
- Soc. Ind. w/FT   21
- Amazon   20
- GILFind   14

2013-2014

- MLA Bibl.   159
- PsychInfo   92
- Worldcat   70
- Acad. Search Comp. 39
- ERIC   32
- CINAHL Plus   19
- Medlinew/FT   1
- Lib. & Info. Sci. 15
- Amazon   13
- Am. Hist. & Life   10
- Pub. Med.   10
- Google Scholar   9
- Bio. Abstracts   8

Other GALILEO databases listed were: ATLA Religion database, Agricola, and Hospitality and Tourism Complete. Other types of resources mentioned were bibliographies from print journals, books, and dissertations, class syllabi, professor and colleague referrals, footnotes to journal articles, Google Books, our catalog, other universities' library catalogs and web sites, the Chronicling America: Historic American Newspapers site, Dr. Harold Thiel, commercial databases on the internet (Elsevier, Taylor and Francis), a sheet music website, a publisher's catalog, and a Library of Congress annual report.

Lending

Lending Statistics

- Overall lending requests submitted decreased from 5,409 to 4,035, -25.4%.
- Overall lending requests filled decreased from 3,335 to 2,295, -31.2%.
- Book requests submitted decreased from 1,666 to 1,487, -10.8%.
- Book requests filled dropped slightly 903 to 756, -16.3%.
- Article requests submitted dropped from 3,743 to 2,548, -31.9%

- Article requests filled declined from 2,432 to 1,539, -37.4%

Except for the year before last, when we had impressive increases of over 30% in our lending categories, we have had declines in lending for the past eight years. Some responses from the ILL listserv indicate this trend is not uncommon, and it may have something to do with the possibility that LinkSource does not work well with Ebscohost, since one school reported discrepancies in its borrowing statistics due to LinkSource not allowing patrons to place ILL requests, or LinkSource pointing to materials that they did not own, or not pointing to material they did own.

Reasons for Cancellation: Major Reasons

Books	# Rqs. Canc.	% of All Rqs.	Articles	# Rqs. Canc.	% of All Rqs.
Not on shelf.	245	16.69%	Holdings end before this vol.	361	14.31%
Checked out	176	11.99%	Not on shelf	252	9.99%
Non-Circulating	158	10.76%	Lack vol./issue	68	2.70%
Borrower Blocked	40	2.72%	Issue not yet received	65	2.58%
Lost	24	1.63%	Other	50	1.98%
Request Expired	30	1.82%	Not licensed to fill this e-per.	40	1.59%
Hldgs end before vol.	17	1.16%	Hldgs begin after vol.	31	1.23%
Other	10	0.68%	Non-circulating	24	0.95%
Lack vol/issue	9	0.61%	At bindery	17	0.67%
Title not owned	8	0.54%	Borrower Blocked	15	0.59%
At bindery	7	0.48%	Checked out	15	0.59%
Exceeds max. cost	5	0.34%	Exceeds copy limits	13	0.52%

Of the three major reasons for not filling book requests, one of them actually decreased from last year: Non-Circulating dropped from 209 to 158, so evidently fewer requests were placed for items that could not be loaned because of their status. However, Not on Shelf not only increased from 182 to 245, but also moved into first place, which is disturbing considering that we just completed an inventory this year. The other, Checked out, increased from 155 to 176, which is somewhat heartening, because it does show that our books are being used. Other positive decreases are fewer turndowns because they were blocked, lost, or exceeded maximum cost. Our first place reason in articles this year continues to be "Holdings end before this volume", which has dropped in numbers from 504 to 361, but risen from 13.50% to 14.31% in percentage of all requests filled. The second highest reason, Not on shelf, has also dropped in numbers from 366 to 252, but has also risen slightly from 9.80% to 9.99% in percentage of all requests filled.

Our Ten Biggest Customers for Returnable Materials

- Berry College — 22 — 2.91%
- UNC, Wilmington — 22 — 2.91%
- Cobb Co. Public Library — 21 — 2.77%
- Florida State Univ. — 20 — 2.64%
- GA Southern Univ. — 18 — 2.38%
- Univ. of GA — 15 — 1.98%
- GA St. Univ. — 13 — 1.72%
- Greenville County Library — 13 — 1.72%
- Savannah Coll. of Art & Design — 12 — 1.59%
- Armstrong St. College — 11 — 1.45%

- Total   167   20.35%

Two customers were from North Carolina, South Carolina, and Florida; the latter was especially surprising since it was Florida State University, which has never appeared in this part of the list before with so many requests; we either must have some surprising strengths in our collection, or exceptionally fast service for filling their needs.. The remaining 589 returnable items were supplied to 334 other libraries in 47 states.

- Turnaround time for loans: there is also good to news to report in that **turnaround time for articles dropped slightly from 1.48 days to 1.32 days**, and **turnaround time for loans decreased from 1.91 days to 1.58 days. Total overall turnaround time decreased from 1.59 days to 1.40 days.**

Our Ten Biggest Customers for Articles

GA Southern Univ.	91	5.91%
Armstrong St. Univ.	66	4.29%
East Tenn. St. Univ.	57	3.70%
Univ. of West GA	41	2.66%
Aurora Univ. (IL)	39	2.53%
Messiah College (PA)	26	1.69%
Murray St. Univ. (KY)	25	1.62%
Antioch Univ. (NH)	23	1.49%
City Univ. of Seattle (WA)	22	1.43%
Gardner-Webb Univ. (NC)	20	1.30%
TOTAL	410	26.62%

Seven customers on this list were from outside the state of Georgia and five of those seven were private colleges. We also supplied 1,129 articles to 375 other libraries in 46 states (including Alaska and Hawaii), the District of Columbia, Puerto Rico, Norway, and Denmark.

IFM Charges

Forty-nine libraries and document delivery services paid a total of $1,094 for 84 items that our library supplied them, which constituted 3.7% of all filled lending requests. This is twenty-one requests and $340 less than we took in last year. We do have ten universities that give us repeat business, up from a half dozen last year, among them Ohio State University, Carnegie Mellon Library, Duke University, and the Univ. of California at Santa Cruz.

The Most Frequently Loaned Journal Titles

Sport in Society remained in first place for the third year in a row, with 168 requests, only slightly less than last year's 195 requests. **International Journal of Science Education** has been heavily in demand with 83 requests. **Nurse Education Today** remained in third place again this year, after dropping from third to fourth two years ago, and being in first place for five years running before that.

Document Delivery

Document Delivery Statistics

- Overall document delivery requests submitted dropped from 324 to 319, -1.5%.
- Overall document delivery requests filled dropped from 324 to 314, -3.0%
- Book delivery requests submitted **rose** from **85 to 99, +16.5%**
- Book delivery requests filled **rose** from **82 to 97, +18.3%**

- Article delivery requests submitted decreased from 239 to 220, -7.9.
- Article delivery requests filled decreased from 239 to 217, -9.2%.
-

Although the numbers are small, this is the only category which has losses in the single digits and actually shows an increase in the number of book request requests submitted and filled. This is the third year in a row we have had an increase in the book delivery category. The reduced decrease in articles may be due to the fact that this year we decided to start scanning articles submitted by undergraduates and local graduate students rather than cancelling and returning the requests, since there were not many and we suspected that most students did not bother to follow through in regards to getting the material. It is possible we may also process book requests submitted by students and found in the building for pick up at the desk, since the important point is to provide customer satisfaction regardless of where the item is found.

The Five Departments Which Submitted the Most Document Delivery Requests:

- English   80
- History   48
- Nursing   32
- Library Science   24
- Educ. Leadership   21

English rose from third to first place, knocking Library Science off the top spot it has held for several years. Nursing is another perennial, but dropped down from second to third place, and Library Science fell farthest, from first to fourth place. History and Educational Leadership are newcomers at second and fifth place respectively.

Total and Other Statistics

Total Statistics

This year saw a deepening of the significant decreases in both borrowing and lending that occurred last year, as noted above. The only exceptions were drops in the turnaround time in all three areas: Borrowing, Lending, and Document Delivery. Document Delivery also showed the smallest decreases in decreases in overall requests submitted and the number of articles submitted and filled, the latter of which may well have been due to our recent decision to also scan all articles that happen to be found, even for undergraduates and local graduate students. Fall continued to be busier than spring, and summer extremely slow.. As a result, our total figures dropped from 9,401 to 7,310. (-22.2). We are not the only ILL department who has noticed substantially lower numbers this year, and in discussing it on the ILL-L listserv, there seems to be consensus that this is due to increasing access to and awareness of full-text material, as well as the inability to satisfy instant gratification or the need of students for items they need tomorrow. Yet we are increasingly looked to as the source for hard to get materials: microfilms, newspapers on microfilm, music CDs, DVDs, old/rare books and other such materials that are more time consuming to get than normal requests. Many are for faculty, but an increasing number are being requested for graduate and even undergraduate students in the wide array of programs offered by the university.

Article Transmission Statistics

	Article Exchange		E-mails		Odyssey	
Received	60	Received	73	Received	890	
Sent	260	Sent	118	Sent	955	
TOTAL	320	TOTAL	191	TOTAL	1,845	

Article Exchange was the one area which showed an increase as well as a decrease. **We sent 28 last year, which went up to 260 (+928%) sent this year**. We received half as many articles, going from 122 last year to 60 this year. Because of the decreases in both Borrowing and Lending Articles Filled, our other electronic transmissions statistics also went down significantly. Odyssey transactions received fell from 1800 to 890 (50.5-%), and transmissions sent by this means decreased from 1,613 to 955 (-40.8%). Articles received via e-mail dropped from 391 to 73 (- 81%), while articles sent via e-mail decreased from 335 to 118 (-64.8).

Package Delivery Statistics

GIL & Others		Stat Courier Service	
Delivered (GIL)	275	ILL	642
Picked up (GIL & Others)	67	GIL	3,370
TOTAL	342	TOTAL	4,012

We had a slight decrease in deliveries, **but an increase in pickups and the overall total of the document delivery service of returnable materials to faculty**, dropping from 284 deliveries last year to 275 this year (-3.2%), and **a larger increase in pickups from 51 to 67 (+31.4%).** The total overall count of returnable materials delivered **increased from 335 to 342 (+ 2.0%)**   ILL books delivered by courier also fell from 1,045 to 642 (-38.6%), while GIL Express had a surprising drop from 3,879 to 3,370 (-13.1%). Probably a marketing campaign should be undertaken with faculty and staff, to remind them of the best free service this campus offers to increase awareness and usage in this area. As for why the decreasing figures in GIL book requests, again, as mentioned earlier, it could be the fact that the time involved does not meet the needs of our users, since it usually takes 5 to 7 days to arrive by the courier service.

Staff Accomplishments

Donathan, Meghan
Compiled a procedures manual for Interlibrary Loan, in order to train and familiarize ILL employees with all aspects of the ILL operation.
Appointed to the Marketing Committee.
Participated in The Happening.
Participated in Readfest.

Funk, David
David Funk resigned in January 2015 order to concentrate on finishing his college degree. His position was eliminated as part of the campus wide request to make cuts in the budget.

Ice, Ramona
Ramona Ice resigned in September 2014 because of her health. Her position was eliminated as part of the campus-wide request to make cuts in the budget.

Montgomery, Denise
Attended American Library Association Conference, June 25-30, 2015, San Diego, CA
Wrote Library portion of Theater Accreditation Report, Summer 2014.
Added and edited data for Newspapers by Date Lib Guide.
Participated in The Happening.

Interlibrary Loan Statistics

Items Borrowed

Loan requests filled	1,141
Loan requests cancelled	218
Loan requests in process	180
Total loan requests submitted	1,539
Photocopy requests filled	1,050
Photocopy requests cancelled	366
Photocopy requests in process	1
Total photocopy requests submitted	1,417
Total Requests Filled	2,191
Total Requests Cancelled	584
Total Requests In Process	181
Total All Borrowing Requests	**2,956**

Fill Rate   79% for ILL requests alone; 91% when including requests for materials in our building, our databases, or on the internet; and 93% if duplicate requests are counted.

Average Turnaround Time   3.71 days for articles; 11.58 days for loans; 7.85 days overall

Items Loaned

Loan requests filled	756
Loan requests cancelled	711
Loan requests conditionalized	19
Loan requests in process	1
Total loan requests submitted	1,487
Photocopy requests filled	1,539
Photocopy requests cancelled	983
Photocopy requests conditionalized	26
Photocopy requests in process	0
Total photocopy requests submitted	2,548
Total lending requests filled	2,295
Total lending requests cancelled	1,694
Total lending requests conditionalized	45
Total lending requests in process	1
Total All Lending Requests	**4,035**
Fill rate	52% for loans; 61% for articles

Average Turnaround Time   1.32 days for articles; 1.58 days for

loans; 1.40 days overall

Document Delivery/Odum *Express*

Loans filled via Document Delivery	97
Loans cancelled via Document Delivery	2
Loans in Process via Document Delivery	0
Total Loans Submitted via Document Delivery	99
Articles filled via Document Delivery	217
Articles cancelled via Document Delivery	3
Articles in Process via Document Delivery	0
Total Articles scanned and sent via Odyssey	220
Total requests filled via Document Delivery	314
Total requests cancelled via Document Delivery	5
Total requests in Process via Document Delivery	0
Total All Document Delivery Requests	**319**

Average Turnaround Time   3.50 days for articles; 3.22 days for books; 3.38 days overall

Total Number of All Interlibrary Loan/ Document Delivery Transactions   7,310

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

ARTICLE EXCHANGE transmissions
Received	122
Sent	28
TOTAL	150

ODYSSEY transmissions
Received	1,800
Sent	1,613
TOTAL	3,413

EMAILS
Sent	391
Received	335
TOTAL	726

GIL & Others
Delivered (GIL)	284
Picked up (GIL & Others)	51
TOTAL	335

STAT COURIER SERVICE
      ILL   642
      GIL   3,370
      TOTAL   4,012