



# **Odum Library Annual Report FY 2017**

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## **Acquisitions, Serials & Collection Development Annual Report FY 2017**

### **Acquisitions**

- Personnel Changes: Geoff Doepker, the Acquisition Department's Library Technical Assistant, resigned from his position in August 2016. Dana Jack was hired to fill the position in November.
- Changes in P-Card Policy: A new P-Card Policy was implemented at VSU starting in May. Changes included a required pre-approval of all purchases, a lowering of transaction limits, and mandatory training with DOAS.
- Migration to a new library services platform, ALMA: The Unit prepared for migration to Alma. Activities included data clean-up, training, and scenario testing as part of the vanguard cohort. Additional details are given under the Electronic Resources section.
- The Acquisitions Unit purchased 3,968 monographic items at a price of \$158,712.13.
- The Acquisitions Unit purchased 1,585 serial items at a price of \$1,013,714.32.
- As part of the acquisitions process, 3,648 bibliographic records were brought into the catalog by Acquisitions staff.

### **Repairs, Binding & Replacements**

- The Acquisitions Unit repaired 136 books in-house (FY16: 404; FY15: 496).
- 658 bound periodicals (FY16: 789; FY15: 752) were added.
- 251 theses were bound (FY16: 425; FY15: 254).
- Additional binding include: 91 Monographs/Books, 3 Music Scores, and 11 Rebinds.
- 46 replacement items were purchased (FY16: 67; FY15: 44).

## Serials & Electronic Resources

### Alma Migration

- Activated all e-journal, e-book, streaming media, and database titles in Alma
- Joined the G3 Acquisitions team to assist Galileo in creating statewide documentation on how to activate, manage, and/or create e-content in Alma
- Created local documentation on how to manage e-content in Alma
- Deleted migrated bibliographic records from Alma for titles that were activated through Alma's Community Zone
- Deleted unnecessary bibliographic records in Voyager prior to migration

### ProQuest Dissertations and Theses

- Worked with the graduate school to allow Valdosta State University's graduate students to upload their dissertations and theses to ProQuest's global database.

### Electronic Resources

- Worked with Galileo and various vendors to ensure that VSU patrons did not lose access to licensed content as vendors changed platforms. This includes Lexis Nexis and ProQuest Ebook Central.
- Assisted the reference department on updating LibGuides
- Cataloged locally licensed e-book titles
- Completed statistics for FY17

### OCLC Statistics

1	WorldCat Record Actions												
2		Jun 2017	May 2017	Apr 2017	Mar 2017	Feb 2017	Jan 2017	Dec 2016	Nov 2016	Oct 2016	Sep 2016	Aug 2016	Jul 2016
3	Update Existing WorldCat Records	2	32	0	1	1	8	18	26	7	3	6	9
4	Update New WorldCat Records	0	2	0	0	0	0	0	1	0	0	0	0
5	Produce Existing WorldCat Records	0	0	0	0	0	0	0	0	0	0	1	0
6	Produce New WorldCat Records	0	0	0	0	0	0	0	0	0	0	0	0
7	WorldCat Replaces	0	4	0	0	0	1	0	17	1	0	0	0
8	Delete Holdings	0	1	0	10	35	31	1	3	6	1	1	2
9													
10		Jun 2017	May 2017	Apr 2017	Mar 2017	Feb 2017	Jan 2017	Dec 2016	Nov 2016	Oct 2016	Sep 2016	Aug 2016	Jul 2016
11	All WorldCat	33	154	3	49	236	182	103	149	63	62	56	106
12	WorldCat Searches	29	82	3	37	133	120	66	76	38	46	36	66
13	WorldCat Record Actions	2	39	0	11	36	40	19	47	14	4	8	11
14	WorldCat Exports	2	33	0	1	67	22	18	23	11	12	12	29
15	HPB Record Actions	0	0	0	0	0	0	0	0	0	0	0	0
16	Institution Record Actions	0	0	0	0	0	0	0	0	0	0	0	0
17	All SCIPLO	0	0	0	0	0	0	0	0	0	0	0	0
18	All Authority	0	0	0	0	0	0	0	7	0	0	1	0
19	Authority Record Actions	0	0	0	0	0	0	0	0	0	0	0	0
20	Authority Exports	0	0	0	0	0	0	0	0	0	0	0	0
21	Authority Searches	0	0	0	0	0	0	0	7	0	0	1	0

## Full Text Downloads for FY17

Type of Report	JR1	MR1	BR1	BR2
FY16	428220	55	5856	5856
FY17	366758	16	24946	93813

## **Collection Development**

### Selection

Collection Development selected 2,385 of the 3,827 print books purchased in FY17. This amounts to 62.3% of the total.

### Weeding

Overall, 2,519 titles were weeded in FY17. Economics and Mass Media were two sections which were systematically weeded.

- ECONOMICS: The HBs-HCs were weeded during the Alma Migration technical services freeze. In all, 768 titles were removed from this section.
- MASS MEDIA: 946 titles were weeded in the P-PN range.

### Gifts

- 1,307 gifts were received in FY 2017.
- The most significant gift of the year came from the VSU Women and Gender Studies Dept. (400 titles).

# Archives and Special Collections Annual Report FY 2017

## General Statistics:

Year	Number of recorded questions and sign in patrons	Observed reasons for changes
2016-2017	1277	32% increase over last year. We made a concerted effort to record all interactions. This represents our sign in sheets: with 677 and our gimlet records with 600 transactions.
2015-2016	872**	While this represents a decrease from last year, when one subtracts the Remnant Trust patrons, it is actually an increase of 116 over last year. These numbers do not include formal classes that meet in archives
2014-2015	1072	
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.

## Outreach:

1. Outreach:
  - a. The Happening with free posters created in house and popsicles, 2016
  - b. Created materials and gave guided Art Tours for Parent's Weekend, Fall 2016
  - c. Created materials and participated in Library Pop Up Orientation, Fall 2016
  - d. Worked with Campus Life committee to create signs and web pages for new Walking Trail for VSU: <http://www.valdosta.edu/administration/finance-admin/campus-wellness/vsu-walking-trail/> Spring 2017
  - e. Image from VSU Archives and Special Collections submitted to Georgia Archives Month Committee was selected for state-wide poster, Summer-Fall 2017
  - f. Consultation over several months with Wendy Butler and staff of Centralized Advising on selecting and displaying art in that area.
  - g. National Endowment for the Humanities created a webpage documenting

Valdosta State University Archives and Special Collections' NEH Grant project for their 50 States of Preservation project. VSU Archives and Special Collections represented Georgia in the project: Spring 2017

<https://www.neh.gov/divisions/preservation/featured-project/50-states-preservation-valdosta-state-university-in-valdosta-georgia>

2. Exhibits:

- a. Marvin Smith Bird Photograph Exhibit, Revolving Gallery, Spring 2017
- b. "African American History Materials Held in the Valdosta State University Archives and Special Collections," Odum Library, First Floor. Spring 2017
- c. The Smithsonian Exhibit on the National Museum of African American History and Culture, Odum Library, First Floor, Spring 2017
- d. "Religion Materials Held in the Valdosta State University Archives and Special Collections" Odum Library, First Floor, Fall 2016
- e. African Art from Cameroon, purchased display case, permanent exhibit, Odum Library, Third Floor, Summer 2017
- f. We placed the Tatler Wallen paintings of Florida Landscapes in the New Media Center electronic classroom on permanent display. Fall 2017

3. News Activities:

- a. Newspaper Interview in Valdosta Daily Time on Smithsonian National Museum of African American History and Culture, "VSU Observes Black History Month,' 2-7-2017
- b. TV interview with VSU TV on Smithsonian National Museum of African American History
- c. "VSU Archives earns national notice" Valdosta Daily Times, Spring 2017.

**Awards:**

- Meghan Crews, Nominated for Graduate Assistant of the Year, 2017
- Deborah S. Davis, "I Caught You Caring" Award, March, 2017
- Deborah S. Davis, "I Caught You Caring" Award, May, 2017
- Stacey L. Wright, "I Caught You Caring" Award, November, 2016

**Teaching:**

Taught semester-long **MLIS 7710** course "Archival Theory and Issues" in Fall of 2016. SOI: 4.12 out of 5.

**Jessica Lamb, Intern** did semester-long internship in Archives under the supervision of the Archivist. Summer 2016. She worked with digitizing and processing.

Taught **forty classes** of research and orientation and work projects. Also taught **11 sessions** of National History Day research with Thomas County Schools and Berrien County schools: a total

of **51 classes** taught in Archives and Special collections. This represents a **46% increase** over 2015-16.

August 2016—

- History 1011, Melanie Byrd, Volunteer Orientation
- History 1011, Melanie Byrd, Volunteer Orientation
- Survey History Course, Catherine Oglesby, Volunteer Orientation

September 2016—

- History 1011, Melanie Byrd, Babylonian Clay Tablets
- History 1011, Melanie Byrd, Babylonian Clay Tablets
- History 3000, John Dunn, “Welcome to Archives Orientation”
- 3000 Level History Class, Melanie Byrd, Babylonian Clay Tablets
- 3000 Level Math Class, C. Kicey, Babylonian Clay Tablets
- History 4950, Melanie Byrd, Library Research-Books
- History 4950, Melanie Byrd, Library Research-Journals

October 2016—

- History 4950, Melanie Byrd, Library Research-Primary Sources
- Graduate Music Class, Guy Frost, Music Bibliography in Archives
- History 3000, John Dunn, Archives Work Project Orientation
- History 3000, John Dunn, Archives Work Project Workday
- History 3000, John Dunn, Archives Work Project Workday
- History 3000, John Dunn, Archives Work Project Workday
- History 3000, John Dunn, Archives Work Project Workday
- 4 classes: 8<sup>th</sup> grade, Thomas County Schools, National History Day Archives Presentation

November 2016—

- History 3000, John Dunn, Archives Work Project Workday
- History 3000, John Dunn, Archives Work Project Workday
- History 3000, John Dunn, Archives Work Project Workday
- History 3000, John Dunn, Archives Work Project Workday
- History 3000, John Dunn, Archives Work Project Workday
- History 3000, John Dunn, Archives Work Project Workday
- 4 classes: 9<sup>th</sup> grade, Thomas County Schools, National History Day Archives Presentation



January 2017—

- History Survey Class, Ray Mensing, Volunteer Orientation
- History 1011, Melanie Byrd, Volunteer Orientation
- History 1011, Melanie Byrd, Babylonian Clay Tablets

February 2017—

- Com 7200, Linda Jurczak, Research on VSU in Archives
- History 3000, John Dunn, Welcome to Archives Orientation

March 2017—

- History 3000, John Dunn, Work Project Orientation
- History 3000, John Dunn, Work Project Workday
- History 3000, John Dunn, Work Project Workday
- History 3000, John Dunn, Work Project Workday
- History 3000, John Dunn, Work Project Workday
- History 3000, John Dunn, Work Project Workday
- History 3000, John Dunn, Work Project Workday
- History 3000, John Dunn, Work Project Workday
- Higher Education History, Dr. Workman, History of VSU

April 2017—

- History 3000, John Dunn, Work Project Workday
- History 3000, John Dunn, Work Project Workday
- History 3000, John Dunn, Work Project Workday
- History 3000, John Dunn, Work Project Workday
- History 3000, John Dunn, Work Project Workday

June 2017—

- 3 classes of Berrien County school students on Archives Orientation

### **Volunteers:**

Fall Semester 2016

Total Extra Credit Volunteer Hours = **331.34**

Total number of volunteers= **32**

Spring Semester 2015

Total Extra Credit Volunteer Hours = **116**

Total number of volunteers= **11**

### **Records Added by Volunteers: July 1, 2016-June 30, 2017**

Campus Canopy– total records in database 12925 – 875 Records added in 2016-17

Scrapbook – total records in database 7143—162 Records added in 2016-17

Video Collection – 1405 records in database—218 Records added in 2016-17

Vital Records– 58994 records in database—3651 records added in 2016-17

**Total number of volunteers: 43**

**Total Volunteer hours: 447.34**

**Value of volunteer work to the Archives: \$3243.22**

## **Website and Digitization**

### **Website Page Visits: July 2014-July 2016**

The numbers below show the 2015-16 numbers first with the 2016-17 numbers later. You will notice a steady increase in page views and users over last year. Unless otherwise stated the increases or decreases are given in page views.

- 1) VText: 3,322 users. 40,825 page views. | **3932** users, **70,261** pageviews. A 42% increase over last year. This shows significant use of Vtext.
- 2) Archives Website: 9,164 users. 40,165 page views | **7603** users, **43231** pageviews. A 7% increase in pageviews over last year.
- 3) Babylonian Clay Tablets: 1,905 users | **499** users, **1735** pageviews. A 12% decrease over last year.
- 4) Campus Canopy Search: 910 users | **946** users, **2015** pageviews. A 4% increase in users over last year. We don't have previous year's pageviews.
- 5) COBEC: 2,830 users, 3,596 pageviews | **1755** users, **3274** pageviews. A 9% decrease in pageviews over the previous year.
- 6) Eichberger: 34 users | **67** users, **82** pageviews A 50% increase in users over the previous year.
- 7) Gendex: 664 users, 5,261 pageviews. | **636** users, **4133** pageviews. A 22% decrease in page views although our users stayed fairly steady last year.
- 10) South Georgia Folklife: 1,354 users, 3,617 pageviews | **1728** users, **3494** pageviews. A 4% decrease over last year although a 22% increase in users for last year.
- 12) Archon: 7,121 users. 40,165 page views | **4298** users, **27244** pageviews. A 33% decrease in page views for Archon this year is probably due to less processing taking place since our backlog is now complete. These numbers are now more likely to represent reference use and minor processing.

Overall our page view statistics show that we are reaching a steady number of patrons with our online collections. The large jump in Vtext statistics show an increasing use in digitized materials and dissertations and theses that we have put up.

## 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, especially on YouTube. These statistics show the total numbers and the increase over last year

- **Twitter**

Tweets: 526 Tweets (+100)

Followers: 676 Followers (+149)

- **Flickr**

Photos: 9902 photos (+4453)

Followers: 48 followers (+15)

Our Flickr is increasingly being used across campus for PR purposes. Photographs from Flickr have shown up in magazines and other publications.

- **Facebook**

Likes: 234 likes, (+32) 234 Followers (no data for last year)

- **YouTube**

Videos: 109 (+4)

Subscribers: 469 subscribers. (+200)

Views: 176,324 views. (+76,308)

## Digitization

### Digital Preservation

- In 2016-17 we moved from Google to Amazon Glacier for our digital backups. There was a long research process and we made the move. The process took two-three months to finalize and move five terabytes of documents. We had numerous phone conferences and an online training.
  - Moved Cloud Backup from Google Business to Amazon Glacier. Est. 5 TB, 302 Bags.
  - Created "Bag" Database to catalog and index all Amazon Glacier and Local External Drive backups.
  - Includes LCSH, Vertical File photographs, South Georgia Folklife Project photographs. UUID's assigned.
  - Flickr Collection updated (8000+ photos) with Digital Library of Georgia compatible metadata w/ LCSH subject headings.
1. Vertical Files photograph digitization project (Volunteer), approx 450 photos digitized.
  2. File Migration: Spectators Digital Issues (QuarkExpress format)
  3. Rare Book: Tales My Father Told...
  4. Rare Book: Message From President...
  5. Rare Book: Letter from Secretary...
  6. Demorest Family Magazine, abt. 75 Issues scanned w/ Book scanner.
  7. L'illustration - Digitized French Magazine, 52 Issues.

## Digital Preservation of AV Materials

In 2016-17, we completed digitizing our UMATIC tape collection. We are proud to come to the end of this long project:

Valdosta Symphony U-matics – 43  
R (miscellaneous) labeled U-matics – 39  
S (stock footage) labeled U-matics – 36  
L (Lady Blazer Basketball) U-matics – 20  
M (Blazer Baseball) U-matics – 37  
K (Blazer Basketball) U-matics – 17  
J (Blazer Football) U-matics – 24  
Miscellaneous U-matics & VHS Tapes – 77

Total = **293** Umatic and VHS tapes digitized

### Active Archiving

- Web archiving: [www.vsuspectator.com](http://www.vsuspectator.com) 20170630
- Web archiving: [www.valdosta.com](http://www.valdosta.com) 20160808 | DA6E7CB2-8AE6-40E1-9DC0-1E42BABF45F6
- Indexing: Valdosta Area Tweets, Google News Feed “Valdosta State University”, WALB News, Statesboro
- Herald Local News, Florida Times Union, VSU Spectator online articles (Spreadsheets)
- Web archiving: [www.raycityblog.wordpress.com](http://www.raycityblog.wordpress.com) 20170720 - Local History

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

### Archival (non-digital) Acquisitions

**Sixty-three linear feet (lf)** were added to our physical collections, a 64% decrease over 2015-2016. This is not unusual as last year was an extremely heavy year for acquisitions. This year is closer to our historically average rate of 50-100 lf per year. This year we acquired 22 linear feet of Pagan and Wiccan materials, 5 lf of presidential papers, 7 linear feet of library association materials, 15 linear feet of library files, several pieces of artwork, and 5 linear feet of rare books, among other smaller acquisitions. We purchased some GSWC jewelry this year as well.

### Digital Acquisitions

119 new Digital Acquisitions. This is another reason for the decrease in physical acquisitions. We now have much more of our holdings coming in digitally and being processed online through our digital preservation policy. All of these items are available either on Vtext or by request through our dark archive.

1. Dissertations and Theses (+37)
  - a. andrews-wade-mark\_dissertation\_2016\_bag
  - b. varney-kristen\_thesis\_2016\_bag
  - c. grady-victoria\_thesis\_2016\_bag
  - d. rainwater-alyson\_dissertation\_2016\_bag
  - e. walker-suraya\_dissertation\_2016\_bag
  - f. tyson-emily\_dissertation\_2016\_bag
  - g. folberg-shawn\_dissertation\_2016\_bag
  - h. dunn-howard\_dissertation\_2016\_bag
  - i. yankah-sandra\_thesis\_2016\_bag
  - j. payton-alvin\_dissertation\_2016\_bag
  - k. gear-treva\_dissertation\_2016\_bag
  - l. taylor-elizabeth\_dissertation\_2016\_bag
  - m. southerlin-tanya\_dissertation\_2016\_bag
  - n. rudrow-keven\_thesis\_2016\_bag
  - o. courson-thomas\_dissertation\_2016\_bag
  - p. feuerbach-marc\_dissertation\_2016\_bag
  - q. pitchford-benjamin\_dissertation\_2016\_bag
  - r. savage-dina\_dissertation\_2016\_bag
  - s. west-ted\_dissertation\_2016\_bag
  - t. lindsey-marcia\_dissertation\_2016\_bag
  - u. williams-lisa\_dissertation\_2017\_bag
  - v. aldawsari-norah-fahad\_thesis\_2017\_bag
  - w. west-richard\_thesis\_2017\_bag
  - x. spezzo-vincent\_dissertation\_2017\_bag
  - y. dozier-kyle\_thesis\_2017\_bag
  - z. nwachukwu-chijioke\_dissertation\_2017\_bag
  - aa. hendricks-laronce\_dissertation\_2017\_bag
  - bb. dreger-kelly\_dissertation\_2017\_bag
  - cc. struble-taylor\_thesis\_2017\_bag
  - dd. mcfarlane-andrew\_dissertation\_2017\_bag
  - ee. yun-samuel\_dissertation\_2017\_bag
  - ff. haney-william\_thesis\_2017\_bag
  - gg. parker-richard\_thesis\_2017\_bag
  - hh. stewart-marquis\_dissertation\_2017\_bag
  - ii. holley-courtney\_dissertation\_2017\_bag
  - jj. macgaffick-john\_dissertation\_2017\_bag
  - kk. 2077\_burns-tonya-davis\_dissertation\_permEmbar\_bag
2. NAMOSRL: Rowan Tree Church MS/150-05 07/08/2016, HG Lantern, Annual Reports, RT News, Ritual Schedules,
3. NAMOSRL - MS/150-03 Chronological census of addresses.
4. NAMSORL - MS/150-01 Hidden Charms
5. COBEC Minutes and documentation - 07/13/2016, 02/14/2017, 02/20/2017, 07/05/2017
6. Ebook - Faculty publications: Greening of America's Libraries
7. Faculty Senate - Minutes & Documentation - 08/23/2016, 08/09/2016, 10/27/2016 (Technology), 11/16/2016, 02/23/2017, 03/20/2017, 4/19/2017. 4/26/2017

8. Agenda of Meeting Athletics Committee, January 25, 2017, Agenda of Meeting Athletics Committee Date, April 5, 2017
9. VSU Athletics Programs (Sports History). Team rosters and press booklets, 1974-2010. <http://hdl.handle.net/10428/2248>
10. Valdosta State Flickr Feed Ingest 20160908 7.26 GB
11. Resident Life Staff Photos, 20160922
12. VSU Spectators, Electronic Editions (+21)
  - a. spectator\_20160915\_bag
  - b. spectator\_20160925\_bag
  - c. spectator\_20160929\_bag
  - d. spectator\_20161006\_bag
  - e. spectator\_20161013\_bag
  - f. spectator\_20161016\_bag
  - g. spectator\_20161027\_bag
  - h. spectator\_20161103\_bag
  - i. spectator\_20161110\_bag
  - j. spectator\_20161117\_bag
  - k. 11. spectator\_20161201\_bag
  - l. 12. spectator\_20170119\_bag
  - m. 13. spectator\_20170126\_bag
  - n. 14. spectator\_20170202\_bag
  - o. 15. spectator\_20170209\_bag
  - p. 16. spectator\_20170215\_bag
  - q. 17. spectator\_20170223\_bag
  - r. 18. spectator\_20170302\_bag
  - s. 19. spectator\_20170308\_bag
  - t. 20. spectator\_20170323\_bag
  - u. 21. spectator\_20170330\_bag
13. Max Freedom Long
14. GLA Documentation
15. NAMSORL: Pagan Tapes (Audio)
16. Valdosta State University Youtube Video Collection, 20170130. 152 Videos.
17. New York Times Shakespeare Editions, 1916. 8 issues.

### Special Collections:

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

**18 Rare Books** were donated as the Owens Collection. Most of these dated from the 1500's and 1600's so they were a very special acquisition.

**11** rare books and pamphlets were purchased, digitized and added to Vtext

## **Preservation:**

Our preservation actions were of course built into regular processing activities. These include re-boxing, re-folding, encasing in inert polyester sleeves, encapsulating oversized materials and creating phase boxes for rare materials. We have also been preservation scanning *Demorest Monthly* from the 1890's with our interns. Issues of *Demorest* are now on Vtext. In addition we scanned 52 issues of *L'Illustration*, a French magazine from the 1890's.

## **Vault additions and preservation**

This year we received funding to upgrade the HVAC system in the Archives Storage Vault to bring it in line with our standards for the Archives Vault on the 4<sup>th</sup> floor. Work will be completed in the 2017-2018 fiscal year.

## **Archival Description and Processing:**

In 2016-17, we spent months evaluating ArchivesSpace archives management system against our current system, ARCHON. We worked with Lyris to do a trial migration and got a pricing structure. The Dean of the library acquired funding if we decided to go with ArchivesSpace. Chris Prom of the University of Illinois gave us the upcoming update of ArchivesSpace and he also got us in touch with the ARCHON stability project, a group of schools that are creating new code for the open source ARCHON. After evaluating the newest version of ArchivesSpace and creating an instance of the newer version of ARCHON, we have decided to stay with ARCHON and will be implementing the newer version in 2017-2018.

Processing totals for 2017: 48 linear feet of items were physically processed. We also re-processed or made small additions to existing collections. We currently have 5 hours of a graduate student and about 10% of a staff member devoted to processing. This is a large decrease.

The archivist is in the midst of updating our ARCHON system with our historical paper deed of gift records. The project is 2/3 complete.

We also added Library of Congress Subject Headings to 9904 photographs on our Flickr site for future harvesting by the Digital Library of Georgia. This was a long term project and took our GA seven months to do.

## External Funding

Our Endowment this year went untouched. We tried to recover funds that had been lost in the stock market. **3100.00** will be released in 2017-18.

Our student volunteers gave work valued at **\$3243.22** for the year.

Deborah Davis wrote a grant proposal to the Digital Library of Georgia for **\$4920.00**. Awards will be made in July of 2017.

**\$15,000.00** of end of year funds were awarded for a project to bring the archives storage vault HVAC into compliance with the archival standards we use in the archives vault on the 4<sup>th</sup> floor.



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

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

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

- Academy of Certified Archivists, member, recertified in 2016.
- Georgia Library Association, member and Archivist. Have worked with officers on questions for materials from GLA Archives and added new materials to collection.
- Society of Georgia Archivists, member, presented at annual meeting
- COBEC, Consortium on Belize Educational Cooperation. Serving as Archivist since 20005, currently serving as Treasurer (2013-2017). Attending summer meeting in Columbus, GA and winter meeting in San Ignacio, Cayo District, 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. Completed work on the Impact Assessment committee which was presented at Feb. Meeting in 2017
- Organized an Advanced Preservation training in Belize with two Georgia Instructors, in Fall of 2016
- Currently organizing two trainings in Belize for 2017-2018, an Advanced Archives training and a Reference training.

#### *Service to Valdosta State University*

- Faculty Senate, 2016-present, Senator
- University-wide Art Committee: responsible for upkeep of current art holdings and selection of future materials. As committee member, created policies for retention and purchase of art, selected art for purchase, reviewed and approved funding proposals, maintained campus art database. Even though the committee is unfunded, we still maintain the Art Collection Database
- Faculty Grievance Committee 2014-17.
- Faculty Senate Scheduling Committee, 2016-
- International and Globalization Committee 2014-

#### *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,
- Promotion and Tenure Policy Revision Committee, 2016-
- Strategic Planning Committee, 2013-

- Web Page Committee, current

### **Presentations and Publications and Gallery Displays**

- Davis, Deborah. “Art and Archives: Leveraging Art Collections for Outreach” Presentation. Joint meeting of Society of Georgia Archivists and Society of Florida Archivist. Savannah, GA, Oct. 13-14, 2016.
- Williams, Ann K and Deborah Davis. “An 1870’s Berlin Woolwork: a Lengthy Conservation,” Poster Presentation with VSU Student. Joint meeting of Society of Georgia Archivists and Society of Florida Archivist. Savannah, GA, Oct. 13-14, 2016.
- Committee Presentation: “COBEC Impact Assessment” I created materials on historical documents and economic impact. Belize Winter Meeting, San Ignacio, BZ, February 2017
- \*\*Davis, Deborah and Archives. “Religion Materials Held in the Valdosta State University Archives and Special Collections,” Exhibit, Odum Library, Sept.-Oct. 2016  
 \*\*These items are included here rather than in the teaching-other archives activities because they required in-depth research and a good bit of writing. Archives assisted with the digitization for these exhibits. Research, writing, layout and design of the exhibit was done by Deborah Davis.

### **Training and Meetings:**

- Society of Georgia Archivists/Society of Florida Archivists, Annual Meeting, Oct. 2016
- COBEC Winter Meeting, San Ignacio, BZ, Feb. 2016
- COBEC 2016 Summer Meeting, Columbus GA, August, 2016

### **Awards:**

- Deborah S. Davis, “I Caught You Caring” Award, March, 2017
- Deborah S. Davis, “I Caught You Caring” Award, May, 2017

## Stacey Wright—Archives Technical Assistant

### Employee Development Classes:

- Exploration of Diversity – Introduction (09/08/2016)
- Adobe Acrobat & Online PDF Forms (11/11/2016)
- OneUSG Time Approver - Student Employees (06/19/2017)

### MLIS:

- Fall 2016
  - Information Sources & Services
  - Collection Development
- Spring 2017
  - Online Searching
- Summer 2017
  - Academic Libraries

### SOLIS (Student Organization of Library and Information Science):

- President (2016-2017)

### Conferences & Travel:

- Society of Georgia Archivists - Columbus GA, October 2016
- GUGM - Macon State, June 2017 (Special Collections Roundtable Co-chair)

### Committees:

- Library Art Committee
- Library Marketing Committee

### I Caught You Caring

- November 2016

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

### Conferences & Travel:

- Society of Georgia Archivists - Columbus GA, October 2016

### MLIS Classes:

- Spring 2017 -- MLIS 7110 Organization of Information

### Committees:

- Library Art Committee
- Library SignageSpace
- Spirit and Traditions Committee
- Library Web Committee

## **Cataloging Annual Report FY 2017**

### **SUMMARY**

The Cataloging Department of Odum Library saw significant changes in Fiscal Year 2017. The migration from Voyager to Alma, the new Library Management System (LMS) for the University System was the most significant. Increased collaborations within the library also occurred in Acquisitions, Circulation, and Archives and Special Collections. Cataloging also experienced personnel changes and office moves within the library.

Cataloging staff, after the acquisition of a large Pagan Archives by Archives and Special Collections, have begun working collaboratively to promote the collection. The publication of several articles in Rowan Tree Church's newsletter highlighting their collection (MS/150/5) as well the NACO and SACO work to preserve a historical record, lineage, and associations with Pagan and Wiccan groups has made an impact on the Pagan and Wiccan communities. This has led to invitations to present at various Pagan conferences, a peer reviewed article, and the acquisition of additional collections in this growing archives, The New Age Movements, Occultism, and Spiritualism Research Library, as well as recognition from other elders (founders) of New Age religions and Social Movements of the 1960s and 1970s.

### **CATALOGING**

Valdosta was designated as a Vanguard institution to help test and plan for the initial stages of migration from Voyager to Alma. A large portion of designated staff time was for the pre-migration cleanup. Working with Automation and Acquisitions, Cataloging reviewed bibliographic records for deletion or updating. Cataloging was also involved in the management of non-subscription electronic resources, primarily from Federal and Georgia documents, electronic dissertations and theses, and other digitized resources in the Institutional Repository (Vtext).

Ex Libris provides a checklist for data review and correction for pre-migration. These include items without barcodes, items without OCLC numbers (035), and Boundwiths to name a few. During the first phase of data review, Automation identified approximately 65,000 records that needed cleanup and approximately 5,000 additional records needing to be addressed by Cataloging.

During the second phase of migration when all USG libraries were loaded into the Alma database, additional Valdosta issues involving an earlier practice of recording the status of a bibliographic records as lost, suppressed, withdrawn, etc. was identified by others in the state. Because Valdosta was contributing the "Master Record" to the Network Zones (the Union Catalog) this local practice stood out. Working with Acquisitions, Dana Jack corrected approximately 5348 records and Guy Frost addressed 4031. In addition, legacy records for canceled orders, memberships, brief records, and a myriad of others scenarios still showing

ACQORDER were eliminated. Dana Jack in Acquisitions removed approximately 900 whereas Guy Frost changed 1,100 of these to the established SUPPRESS location.

Dana Jack assisted cataloging during the freeze by replacing the OCLC Master Record with enhancements for musical scores lacking Subindexing (Author-Uniform Titles). A total of 411 bibliographic records for scores were updated by Ms. Jack.

Cataloging staff represented Valdosta on several cataloging committees and subcommittees during the Alma implementation, including administrative roles.

## OCLC STATISTICS FOR CATALOGING

	Original		Enhancements		Imports		Add Holdings+		Delete Holdings	
	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017
*Fiscal Year	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017
Scott Piepenburg	170	119	27	45	2549	1776	28	1597	54	30
Guy Frost	515	340	1813	1417	2717	5034	1116	625	297	346
Robert Taylor	n/a	n/a	2	194	2106	2310	51	3691	2	78
Michele Moye	n/a	n/a	4	926	6944	4229	6559	4207	157	36
Crystal R. Miller	n/a	n/a	n/a	n/a	1577	1643	1576	1648	11	3

\*Note: Major differences between FY17 and FY16 output is partly due to a catalog freeze across the University System in which little to no activity was allowed prior to the completed Alma migration.

+Prior to Alma, OCLC holdings were achieved by batch export to OCLC with the exception of government documents. During the latter part of FY17, all holdings were attached manually by all areas of Cataloging.

## PROGRAM FOR COOPERATIVE CATALOGING

### SACO (LCSH and LCC)

During Fiscal Year 2017, Valdosta contributed six Library of Congress Subject Headings (LSCH) used in 28 WorldCat bibliographic records. This shows an increase of one heading from Fiscal Year 2016.

	SACO (LCSH)		*SACO OCLC Usage		SACO (LCC)	
	2016	2017	2016	2017	2016	2017
<b>Guy Frost</b>	5	6	135	28	1	1

\*Number of times the new subject heading has been used in bibliographic records as of this report.

## **NACO (Valdosta and Georgia Funnel)**

The Georgia NACO Funnel had a strong FY17 year despite the ALMA cleanup initiatives. Valdosta achieved 59% of the Funnel's total, a slight increase from the previous Fiscal Year of 51%.

	<b>*Georgia Funnel</b>		<b>Valdosta</b>	
	<b>2016</b>	<b>2017</b>	<b>2016</b>	<b>2017</b>
<b>Original</b>	409	357	224	216
<b>Revised</b>	125	111	47	60
<b>Totals</b>	534	468	271	276

\*Includes Valdosta

## **COLLECTIONS**

### **Fine Arts Materials Center Audio-Visual Collection**

Cataloging staff assisted in the move of the closed stacks Audio-Visual Collection, which was a part of the Fine Arts Materials Center (FAMC). This collection was relocated to make room for the University's Call Center. This location was ideal for call center as it was directly behind the Information Technology (IT) Help Desk in a secure closed room. The records (LPs) were moved to the FAMC Open Stacks on the first floor making these sound recordings publically accessible for the first time in the FAMC's history. Compact Discs (CDs) we moved back to Circulation for security purposes. The DVDs were decoupled from their cases with the disc placed in a secure location in Circulation adjacent to the CDs and the case being placed in the circulating stacks. This model follows already established policies and procedures for non-music DVDs.

### **Literacy Center**

A project to inventory and weed the Ruby Sullivan Literacy Center was initiated by Robert Taylor.

### **Relabeling**

OCLC spine labels on resources in nearly every collection have faded over the years. An initiative to replace these labels is ongoing with approximately 10,000 labels replaced by Robert Taylor. Michele Moyer is also relabeling when cataloging legacy government documents.

## **GIFTS**

Legacy gifts of LPs and CDs have been processed. These recordings have come from a variety of sources and some have been a part of Cataloging's backlog for decades. The vast majority of these items were not added to the collection expediting the completion of this project, which consisted of thousands of LPs and hundreds of CDs.

## PERSONNEL ACCOMPLISHMENTS

### **Crystal Richardson Miller**

Graduated December 2016 with a degree in Sociology and Anthropology with an emphasis in Anthropology and a minor in History.

## PUBLICATIONS

### **Peer Reviewed**

Frost, Guy. "New Age Movements, Occultism, and Spiritualism Research Library: The Making of a Pagan Archives." *Pomegranate* (forthcoming) .

### **Non-Peer Reviewed**

Frost, Guy. "The Unicorn in History: Dirk Dykstra and Prairie Jackson." *The Unicorn* 40, no. 1 (Hallows 2016 [Oct. 31, 2016]).

Frost, Guy. "The Unicorn in History: Rowan Tree Church Identities." *The Unicorn* 40, no. 2 (Yule 2017 [December 21, 2016]).

Frost, Guy. "The Unicorn in History: Longevity." *The Unicorn* 40, no. 3 (Imbolc 2017 [February 2, 2017]).

## CONFERENCE PRESENTATIONS

### **Crystal Richardson Miller**

"Permanent Changes in Identity: Rites of Passage and the Function of Tattoos in Modern Society." Presentation at the Southern Anthropological Society Annual Meeting, March 25, 2017.

### **Guy Frost**

"Alma/Primo Workflow Best Practices from the Georgia Vanguards' Perspectives: Managing Electronic Collections." Co-Presented with Jessica Lee at COMO 2016: Reinvent, Reimagine, Rediscover Libraries, October 5, 2016.

"Cataloging: Authority Control and Alma: A Loot Change from Different Angles." Presentation at the GIL Users Group Meeting, June 15, 2017.

### **Scott Piepenburg**

"It's All About the Data." Online Conference "Reimagining the ILS" for Amigos Library Services, September 15, 2016.

"This ain't My First Rodeo: Things I've Learned Over the Years Doing System Migrations." Co-presented with Cathy Wolford at the Eluna Annual Meeting, May 11, 2017.



“What Do I Do With All These Record Albums, Cassette Tapes, Video Tapes, Laserdiscs and Other Stuff.” Co-presented with Holly Wheeler at the Eluna Annual Meeting, May 12, 2017.

“Enriching the Primo Discovery Interface with Linked Data from the Library Linked Network (Zepheria).” Co-Moderator with Jack Ammerman at the Eluna Annual Meeting, May 12, 2017.

## **PERSONNEL CHANGES**

Government Documents section of Cataloging had been located on the second floor of the south entrance adjacent to the collections. Placement of the Documents Workroom was a strategic decision to reduce the amount of time staff took to visit the documents stacks, which is frequent. However, the separation of a Cataloging subunit from the main department had its disadvantages. The decision to relocate Government Documents and integrate personnel throughout the Technical Services suite would put all of Technical Services together.

Crystal Richardson Miller moved from a part-time position in Government Documents to a full-time position in Circulating effective May 9, 2017.

## **Circulation and Lending Services Annual Report FY 2017**

- Circulation and Lending Services became the new name of the department in June 2017.
- The department completed the transition from the Voyager circulation system to Alma with extensive training and testing environment preparation.
- In preparation for transition to the new Alma system, the department conducted wholesale revising and updates to the Voyager system prior to transition.
  - Reduction of the number of patron groups in the system.
  - Various graduate student and student patron sub groups were consolidated.
  - Off campus and distance education patron sub groups were consolidated.
  - Fines, fees and holds dating back more than five years were examined.
  - Item location status were reduced and consolidated.
  - Lost and missing status on items were updated.
- GILExpress and Banner Holds delinquencies and discrepancies were dealt with in preparation for the transition and post-transition to Alma.
- Stacks management supervisor Luke Smith continues to collaborate with the Information Technology Department (IT) conducting cross training for lab assistants for IT's Technical Response Units.
- Study room checklists were developed and implemented to improve environment of all study rooms in the building.
- Reserve specialist Donna Jones conducted extensive updating to the reserve records, necessary in the transition phase to Alma.
- The OneUSG system debuted for all positions with training on all matters that arise with the new payroll system.
- Several student workers who have shown exemplary effort have been given extra responsibility and wages. Efforts are part of initiative underway to form the basis of possible future plan for students performing more duties in the department.
- Several areas of the stacks were shifted to ensure room for growth of the collection.
- Manuals and hands-on training concerning all circulation department policy and procedures and applications to Alma is ongoing.

- Circulation staff provided 24 hour open coverage for the entire library building during the finals week of fall and spring semester
- All staff continued to cooperate with the library's Marketing and Assessment Department to collect data.

The Circulation Lending Services staff added two new staff members during the 2016-2017 Fiscal Year. Crystal Miller and Dakota Newmans. Crystal is currently working half-time in the Reference Department, a new position that requires considerable coordination with her scheduling.

Donna Jones provided expertise on library reserves and overall department workflows. Crystal Miller provided daytime staffing at the main Circulation desk and handles GilExpress daily procedures. William Simmons, and Darrell Boner provided staffing during the evening/night hours at the main Access Services desk. Serena Taylor continued her duties for InterLibrary Loan Department to assist with workflow there and still 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 Luther Smith performed as Stacks Management Supervisor and in charge of training students. The Circulation Department and Lending Services hired and trained and provided employment for over 30 work study and student assistants at Odum Library throughout the fiscal year.

Odum Library served as one of the GILExpress testing libraries for the Alma fulfillment system. In addition to statewide cooperation the Circulation and Lending Services staff will continue to collaborate with all library departments to meet any challenges encountered.

**Interlibrary Loan  
Highlights of the Interlibrary Loan Unit  
Annual Report FY 2016-2017**

ILL has continued its upward course from last year. Although Borrowing had further declines in loan requests, partially due to loan requests being routed to Document Delivery when found in the building, both Lending and Document Delivery continue to improve their performance as a result of previous changes made in workflow that have also improved our turnaround time in both Borrowing and Lending. And our Total Count went **up** for the first time in several years.

**Borrowing**

*Borrowing Statistics*

- Overall borrowing requests submitted decreased from 2181 to 1,540, -29.8%.
- Overall borrowing requests filled declined from 1,741 to 1,401, -21.9%
- Loan requests submitted plummeted from 770 to 513, -33.3%
- Loan requests filled declined from 680 to 469 -31%.
- Article requests submitted declined from 1,411 to 1,027, -27.2%.
- Article requests filled decreased least from 1061 to 932, -12%.

While I can't explain the continuing decrease in book loans, except to speculate that slow courier shipments possibly discourage users from using loan service because they can't get the books they want on time, a pattern which may change when the state finally returns to using UPS, I am certain the reason fewer article requests are borrowed is because so much of what users want can be found on the internet or in our databases, either by themselves or by our staff when we receive their borrowing requests and convert them to Document Delivery requests, so that is why fewer article requests need to be sent out via traditional ILL.

*Reasons for Cancellation for Materials in Our Collection by % of All Requests Submitted*

2015-2016			2016-2017		
• Available Full Text	163	7.47%	• Available Internet	15	1.66%
• Available Stacks	34	1.23%	• Available Full Text	13	1.27%
• Available Internet	73	2.63%	• Available Reference	_____	
• Available Periodicals	21	0.76%	• Available Stacks	_____	
• Available Microforms	_____		• Available Periodicals	_____	
• Available Reference	_____		• Available Microforms	_____	
• Available Special Coll.	_____		• Available Special Coll.	_____	
• TOTAL Requests	316	11.39%	• TOTAL Requests	28	2.93%

This is the last report that will contain any statistics on cancellation of ILL requests for materials in our library collections or on the internet, since we now route all such requests into the

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Document Delivery workflow and deliver them to patrons, whether they are faculty, staff, or students. (The latter are processed for them to pick up at the Circulation Desk.) We consider it good customer service to do this, and we know by doing this the patrons do receive the material, whereas in the past it was doubtful that they retrieved it themselves from the upstairs stacks, the databases, or the bound periodicals, despite our best efforts at providing instructions or urging them to come to our office if they needed help.

Fill rate: 92% filled; 8% cancelled

92% for ILL requests alone; 93.11% when including cancelled requests for materials in our databases or on the internet; and 95.08% if duplicate, patron demo, and cancelled during creation requests are counted. (Last year's fill rate not counting cancellations was 81%; the difference can be explained by the fact that requests that were previously cancellations: items found in the stacks, in our databases, and on the internet and were sent back to our patrons are no longer cancellations, but document delivery requests.)

*Our Ten Biggest Suppliers of Returnable Materials*

• Univ. of Georgia	59	12.58%
• GA St. Univ.	47	10.02%
• Emory Univ.	37	7.89%
• GA Southern Univ.	19	4.05%
• Univ. of West GA	19	4.05%
• ?	16	3.41%
• Kennesaw St. Univ.	15	3.20%
• Mercer Univ.	15	3.20%
• Armstrong St. Univ.	8	1.71%
• GA Southwestern Univ.	6	1.28%
• TOTAL	251	51.39%

The remaining 218 returnable items (48.61%) were obtained from 163 other libraries in 33 states, the District of Columbia, and Odense University Library of Southern Denmark. There is no library's name listed in sixth place because OCLC did not supply the name of a library, just the number of statistics and percentage of total requests filled.

- Turnaround time for loans: Possibly because of the fact an increased percentage of our loans were supplied by libraries in state last year, our turnaround time for loans again

decreased from 10.94 days to 9.21 days, though when averaged in with articles, the overall turnaround time for all ILL transactions is now 5.05 days.

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*Our Ten Biggest Suppliers of Articles*

• Georgia Southern Univ.	188	20.17%
• Univ. of GA	164	17.60%
• ?	71	7.62%
• GA St. Univ.	41	4.40%
• GA Tech Univ.	30	3.22%
• Univ. of West GA	24	2.58%
• Clemson Univ. (SC)	24	2.58%
• George Mason Univ. (VA)	19	2.04%
• Emory Univ.	16	1.72%
• East Carolina Univ.	16	1.72%
• TOTAL	593	63.65%

**This is the first time that over 60% of articles supplied have been furnished by the ten biggest suppliers we have used during the previous year.** The remaining 339 articles (36.35%) were obtained from 159 other libraries in 38 states, the District of Columbia, and one university library in Germany. Again, there is no library’s name listed in third 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 continue to demonstrate the validity of “the long tail” concept in the necessity of having to go to many places to be able to satisfy patrons’ needs.

- Turnaround time for articles: for the third year in a row, **turnaround time dropped from 3.11 days to 2.84 days.** This is probably due to four reasons: 1) **Over 60% of our articles are being supplied by our top ten suppliers; one of which is the University of Georgia which uses RAPID, with turnaround in 24 hours or less.** 2) **Most articles are requested in electronic format, which allow lending libraries to process and ship more quickly.** 3) **As a 2 day supplier, we try to use more 2 days suppliers, and there are more now than there were last year.** 4) **About two-thirds of all our article requests are obtained within 1 to 3 days.**

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

2015-2016

2016-2017

- |           |     |         |     |
|-----------|-----|---------|-----|
| • English | 404 | English | 244 |
| • History | 263 | History | 207 |
| • Biology | 226 | Biology | 111 |

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2015-1016

2016-2017

- |                     |     |                   |     |
|---------------------|-----|-------------------|-----|
| • Lib. & Info. Sci. | 124 | Psychology        | 104 |
| • Ed. Leadership    | 117 | Lib. & Info. Sci. | 86  |

The difference in numbers of requests placed each year between the four departments that can be compared indicates two trends: first, that fewer borrowing requests have been placed, possibly because patrons have found material on their own, either on the internet, or in our databases, or through colleagues via Twitter, and second, that requests that have been placed were routed to document delivery and show up as statistics in that category.

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

- |                                       |   |
|---------------------------------------|---|
| • The Hollywood Reporter              | 7 |
| • The Louisiana Genealogical Register | 7 |
| • The Louisiana Historical Quarterly  | 7 |
| • The Arts in Psychotherapy           | 6 |

I would not recommend the first three titles because the articles in them were each ordered on behalf of a single faculty member, and they did not involve copyright payments. *The Arts in Psychotherapy* might be useful for counseling; so we will continue to watch it to see if there is further demand for this title.

## Lending

### *Lending Statistics*

- Overall lending requests submitted **increased** from 4,373 to 5,531, **+26.5%**.
- Overall lending requests filled **increased** from 2,349 to 2,830, **+20.4%**.
- Book requests submitted **increased** from 1,688 to 2,289, **+35.6%**.
- Book requests filled **increased** from 901 to 1,095, **+21.5%**.
- Article requests submitted **rose** from 2,685 to 3,242, **+20.7%**.
- Article requests filled **increased** from 1,448 to 1,735, **+19.8%**

These solid increases in requests filled and submitted confirm that our decision last year to change our listing in the OCLC Policy Directory to read that we would take only two days' turnaround time to supply books and articles instead of four days was the right one. It has raised our statistics, given our students enough to do, increased our efficiency, and appears to have set an example for

other libraries to decrease their turnaround time as well, since more have followed us since I contributed to a discussion about this topic on the ILL-L listserv. But in the long run, it is our service that is keeping us ahead of the competition, since we are actually moving many of our lending transactions out in less than 24 hours and we get many requests from the West Coast.

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*Reasons for Cancellation: Major Reasons*

<b>Books</b>	<b># Rqs. Canc.</b>	<b>% of All Rqs.</b>	<b>Articles</b>	<b># Rq. Canc.</b>	<b>% of All Rqs.</b>
• Checked out	428	18.76%	Holdings end before this vol.	608	18.82%
• Not on shelf	286	12.54%	Not on shelf	190	5.88%
• Non-circulating	193	8.46%	Lack volume/issue	173	5.35%
• Requested expired	66	2.89%	Not lic. to fill jrnl	152	4.70%
• Lost	56	2.46%	Hldgs beg. aft. vol.	64	1.98%
• Borrower blocked	36	1.58%	Request expired	55	1.70%
• Lack vol./issue	31	1.36%	Checked out	46	1.42%
• Other	31	1.36%	At bindery	44	1.36%
• Title Not owned	15	0.66%	Other	38	1.18%
• At bindery	12	0.53%	Title Not owned	27	0.80%
• Hldgs end bef. this vol.	12	0.53%	Issue Not received	26	0.82%
• Not as cited	3	0.13%	Not as cited	22	0.68%
• Exceeds max cost	2	0.09%	Non-Circulating	16	0.50%

Of the three major reasons for not filling book requests, **two of them were positive in comparison to last year: Checked Out increased from 269 to 428, since many recently purchased books are being used, and Non-Circulating decreased from 203 to 193.** Unfortunately, Not on Shelf rose from 203 to 286 and Lost rose from 21 to 56, so evidently the inventory is no longer entirely accurate.

Our first place reason in articles this year continues to be Holdings End Before This Volume, which rose from 521 to 608, reflecting our diminishing holdings of current print journals. Not on Shelf remains the second highest reason and has again dropped from 206 to 190. Lack Volume/Issue again reflects decreasing numbers of print issues in rising from 122 to 173. Not Licensed to Fill Journal soared into fourth place, going from 14 last year to 152 this year, which means that getting OCLC’s Knowledge Base set up has become an essential goal to enable using more of our electronic journals to fill requests.

*Our Ten Biggest Customers for Returnable Materials*

• GA Southern Univ.	62	5.66%
• Forsyth Co. Pub. Lib.	27	2.47%
• GA St. Univ.	26	2.37%
• Lee Univ. (TN)	22	2.01%



• Emory Univ.	13	1.19%
• Broward County Libraries (FL)	12	1.10%
• Univ. of GA	12	1.10%
• Berry College	11	1.00%
• UNC-Wilmington	11	1.00%
		-6-
• Florida St. Univ.	10	0.91%
• Total	206	18.81%

The remaining 889 returnable items were supplied to 405 other libraries in 46 states including the Utah County Bookmobile Library of Mapleton, UT, the District of Columbia, and university libraries in Canada, Denmark, and France.

- Turnaround time for processing lending: the good news is **turnaround time for articles dropped from 17.18 hours to 14.42 hours**, and **turnaround time for loans decreased from 18.10 hours to 17.32 hours**. **Total overall turnaround time decreased from 17.53 hours to 15.55 hours.**

*Our Ten Biggest Customers for Articles*

• Univ. of West GA	64	3.69%
• Ga Southern Univ.	41	2.36%
• Armstrong St. Univ.	28	1.61%
• E. Tenn. St. Univ.	28	1.61%
• Northern Arizona Univ.	23	1.33%
• Univ. of Nevada, Reno	23	1.33%
• Pacific Lutheran Univ. (WA)	23	1.33%
• Berry College	22	1.27%
• GA Southwestern Univ.	20	1.15%
• Gardner-Webb Univ. (NC)	18	1.04%
• TOTAL	290	16.72%

Five customers on this list were from outside the state of Georgia and three of those five are just a few of the many we receive daily after 3 PM from the Pacific Time zone. We also supplied 1,445 articles to 454 other libraries in every state except Wyoming, the District of Columbia, a university library in Toronto, Canada and one in Cairo, Egypt, and three university libraries in Australia.

*IFM Charges*

Thirty-nine libraries and document delivery services paid a total of \$737 for 39 items that our library supplied them, which constituted 1% of all filled lending requests. This is thirty requests and \$332 less than we took in last year. We did have eleven universities that gave us repeat business, down from fifteen last year, among them Cornell University, Carnegie Mellon Library, The University of Pennsylvania, The University of Michigan, and the University of Wisconsin. California at Berkeley.

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### *The Most Frequently Loaned Journal Titles*

**Sport in Society** remained in first place for the fifth year in a row, with 118 requests, but did fulfill my prediction of starting to drop off in numbers of requests, since last year we had 166 requests, but we stopped the print subscription in 2015, and increasingly, our requests are for more recent articles which we cannot fill because our present licensing does not allow us to supply electronic articles via ILL. **International Journal of Science Education** was again in second place for the second year in a row with 59 requests, but also down from the previous year's 83 requests for the same reason as **Sport in Society**. The top five was rounded out with **Nurse Education Today** (32), **Journal of Education for Students Placed at Risk** (29), and **Clinical Journal of Sport Medicine: Official Journal of the Canadian Academy of Sport Medicine** (18).

### **Document Delivery**

#### *Document Delivery Statistics*

- Overall document delivery requests submitted **rose** from **455 to 752, +65.3%**.
- Overall document delivery requests filled **rose** from **448 to 747, +66.7%**.
- Book delivery requests submitted dropped from 132 to 82, -37.8%
- Book delivery requests filled rose from 128 to 77, -39.8%
- Article delivery requests submitted **soared** from **323 to 670, +108.4%**
- Article delivery requests filled **soared** from **320 to 670, +109.4%**.

While the tremendous rise in this year's article and overall document delivery statistics validate correctness of the changes that have been made in our workflow and customer service, it is somewhat troubling that this success has not resulted in causing book deliveries to continue to rise as well. Last year both book delivery requests submitted and filled rose around one third, but this year the gain was entirely wiped out and dropped slightly below that. Perhaps it is part of the large problem of patrons simply not checking out books, but if the service was actively marketed, since students often have difficulty finding books in our library, it might be used more.

The turnaround time for articles increased slightly from 1.62 days last year to 1.75 days this year, probably due to the large increase in the number of article requests processed, but **the number of**

**days to process book delivery requests dropped from 4.16 days to 3.75 days, and the overall rate for all document delivery transactions dropped from 2.65 days to 2.14 days.**

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

2015-2016		2016-2017	
• English	63	Curriculum, Leadership, & Tech.	70
		-8-	
• Lib. & Info Sci.	41	English	70
• Educ. Leadership	34	Library & Information Science	65
• Kinesiology & Phys-Ed	32	Communication Disorders	64
• History/Music	27 each; tie	Psychology	57

While the number of requests placed by the first place department on this year’s list is only 11% more than the number placed by last year’s first place department, as one looks down the list, the numbers and percentages get higher, till they are more than twice as many as the previous year, indicating how much the focus of this department is shifting to fulfilling user requests with material from our own collection.

**Total and Other Statistics**

*Total Statistics*

**Lending and Document Delivery posted record increases, with overall lending requests up 26.5% and overall document delivery requests up 65.3%. Borrowing, Lending, and Document Delivery again all posted reductions in their turnaround time for processing both returnable materials and articles. And most satisfying of all, our total figures for requests submitted actually increased for the first time in several years from 7,009 to 7,823 (+11.6%).**

*Article Transmission Statistics*

Article Exchange	E-mails	Odyssey	
	Received	Received	686
Sent	<u>647</u>	Sent	<u>629</u>
TOTAL	647	TOTAL	1,315

Article Exchange no longer shows a Received category, because all of its transmissions sent to us are absorbed in Odyssey, and so cannot be detected as a separate category for statistical purposes. Our Sent category in Article Exchange dropped from 892 last year to 647 (-27.5%) this year. Odyssey transactions received dropped from 942 to 686 (-27.2%), but **transmissions sent**

by this means increased from 557 to 629 (+12.9%). Articles received via e-mail dropped from 7 to 5 (-28.6%), while articles sent via e-mail decreased from 67 to 29 (-56.7%).

*Package Delivery Statistics*

GIL & Others		Stat Courier Service		
Delivered (GIL)	180	ILL	856	
Picked up (GIL & Others)	<u>53</u>	GIL	<u>1,577</u>	
TOTAL	233		2,433	TOTAL 2,666

-9-

On-campus deliveries of returnable materials turned around from an increase last year to a decrease this year from 318 to 180 (-43.4%) and there was a slight decrease in pickups from 63 to 53 (-15.9%). **ILL books delivered by courier rose from 585 to 856 (+42.9%)**, but GIL Express books delivered decreased yet again from 2,517 to 1,577 (-37.3%). As to why the demand for GIL Express books requests continues to decline, it could be because the delivery time involved does not meet the needs of our users, since it is not unusual for it to take 7 to 10 days to arrive by the courier service, and requests do get lost in transit. This can also apply to ILL, since unless the transaction is coming from out of state, it also uses the same courier system.

**Staff Accomplishments**

Donathan, Meghan

Continuing the Pun of the Week Board.

Attending Marketing Committee meeting two to three times monthly.

Hosted the Pokemon Go Meet Up at Odum Library with two other library employees they had been putting together for a few weeks, August 2016.

Helped With Fall Explosion, August 2016.

Hosted Pokemon Go Meet Up at Odum Library, October 2016.

Participated in Readfest, April 2017.

Completed Annual Compliance training.

Completed the following Skillport Training Courses:

Personal Productivity Improvement Course: Managing Workspace

Self-Organization and Overcoming Procrastination

Mastering Active Listening in the Workplace

Roadblocks to Excellent Listening

Personal Power and Credibility

Intro to Marketing

Marketing and Ethics

Take a Deep Breath and Manage Your Stress

Managing Pressure and Stress to Optimize Performance

Emotional Intelligence: Building Self-Management Skills

Feedback and its Vital Role in the Workplace

Diplomacy and Tact in Challenging Situations

Montgomery, Denise

Went to weekly meetings on Alma.

Listened to Webinar: Harnessing the Power of Your Emotional Intelligence, Sept. 20, 2016

Library Affairs Committee, Oct. 28, 2016

Art Committee, March 1, 2017

OCLC Resource Sharing Conference, Virginia Beach, VA, March 14-16, 2017

Attended Annual GUGM Conference, focusing on Alma, Middle Georgia State Univ., Macon, GA, June 15, 2017.

Attended American Library Association Annual Conference, June 23-26, 2017, Chicago, IL

**Interlibrary Loan  
Statistics 2016-2017  
Annual Report FY 2017**

**Items Borrowed**

Loan requests filled	469
Loan requests cancelled	40
Loan requests in process	<u>4</u>
Total loan requests submitted	513
Photocopy requests filled	932
Photocopy requests cancelled	90
Photocopy requests in process	<u>5</u>
Total photocopy requests submitted	1,027
Total Requests Filled	1,401
Total Requests Cancelled	130
Total Requests In Process	<u>9</u>
<b>Total All Borrowing Requests</b>	<b>1,540</b>

**Fill Rate**

92% for ILL requests alone; 93.11% with requests for materials in databases, or on the internet; and 95.08% with duplicate, patron demo, and cancelled during creation requests.

**Average Turnaround Time**

2.84 days for articles; 9.21 days for loans; 5.05 days overall

**Items Loaned**

Loan requests filled	1,095
Loan requests cancelled	1,170
Loan requests conditionalized	24
Loan requests in process	<u>0</u>
Total loan requests submitted	2,289
Photocopy requests filled	1,735
Photocopy requests cancelled	1,482
Photocopy requests conditionalized	25
Photocopy requests in process	<u>0</u>
Total photocopy requests submitted	3,242
Total lending requests filled	2,830
Total lending requests cancelled	2,652

Total lending requests conditionalized	49
Total lending requests in process	<u>0</u>
<b>Total All Lending Requests</b>	<b>5,531</b>

**Fill rate** 48% for loans; 54% for articles

**Average Turnaround Time** 14.42 hours for articles; 17.32 hours for books; 15.55 hours overall

**Document Delivery/Odum Express**

Loans filled via Document Delivery	77
Loans cancelled via Document Delivery	5
Loans in Process via Document Delivery	<u>0</u>
Total Loans Submitted via Document Delivery	82

Articles filled via Document Delivery	670
Articles cancelled via Document Delivery	0
Articles in Process via Document Delivery	<u>0</u>
Total Articles scanned and sent via Odyssey	670

Total requests filled via Document Delivery	747
Total requests cancelled via Document Delivery	5
Total requests in Process via Document Delivery	<u>0</u>
<b>Total All Document Delivery Requests</b>	<b>752</b>

**Average Turnaround Time** 14.42 hours for articles; 17.32 hours for books; 2.65 days overall

**Total Number of All Interlibrary Loan/ Document Delivery Transactions 7,823**

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

ARTICLE EXCHANGE transmissions

Sent	<u>647</u>	Article Exchange Sent transmissions are now received in Odyssey, so all statistics for it are now part of their Sent transmissions.
TOTAL	647	

ODYSSEY transmissions

Received	686
Sent	<u>629</u>
TOTAL	1,315

EMAILS

Sent	5
------	---

Received	<u>29</u>
TOTAL	34

GIL & Others

Delivered (GIL)	180	This category of statistics refers to returnable materials delivered and picked up via Odum Express to department offices on campus.
Picked up (GIL & Others)	<u>53</u>	
TOTAL	233	

STAT COURIER SERVICE

ILL	856
GIL	<u>1,577</u>
TOTAL	2,433



**New Media Center  
Annual Report FY 2017**

Activity Type	July 2016	Fall 2016	Spring 2017	Sum
<b>Printing (8.5x11)</b>	0	4,375	2,653	7,028
<b>Poster (22x34)</b>	6	331	331	668
<b>Poster Other Size</b>	9	632	264	905
<b>Dub</b>	0	482	68	550
<b>AV Capture/editing</b>	0	361	4	365
<b>Binding</b>	30	56	50	136
<b>Scanning</b>	0	101	83	184
<b>3D Print (Grams)</b>	159	1,055	1,491	2,705
<b>Equipment Circulation</b>	356	3866	6927	11,149
<b>Lamination Count (Feet)</b>	N.A.	N.A.	N.A.	6,250

**New Media Center Traffic Flow:**

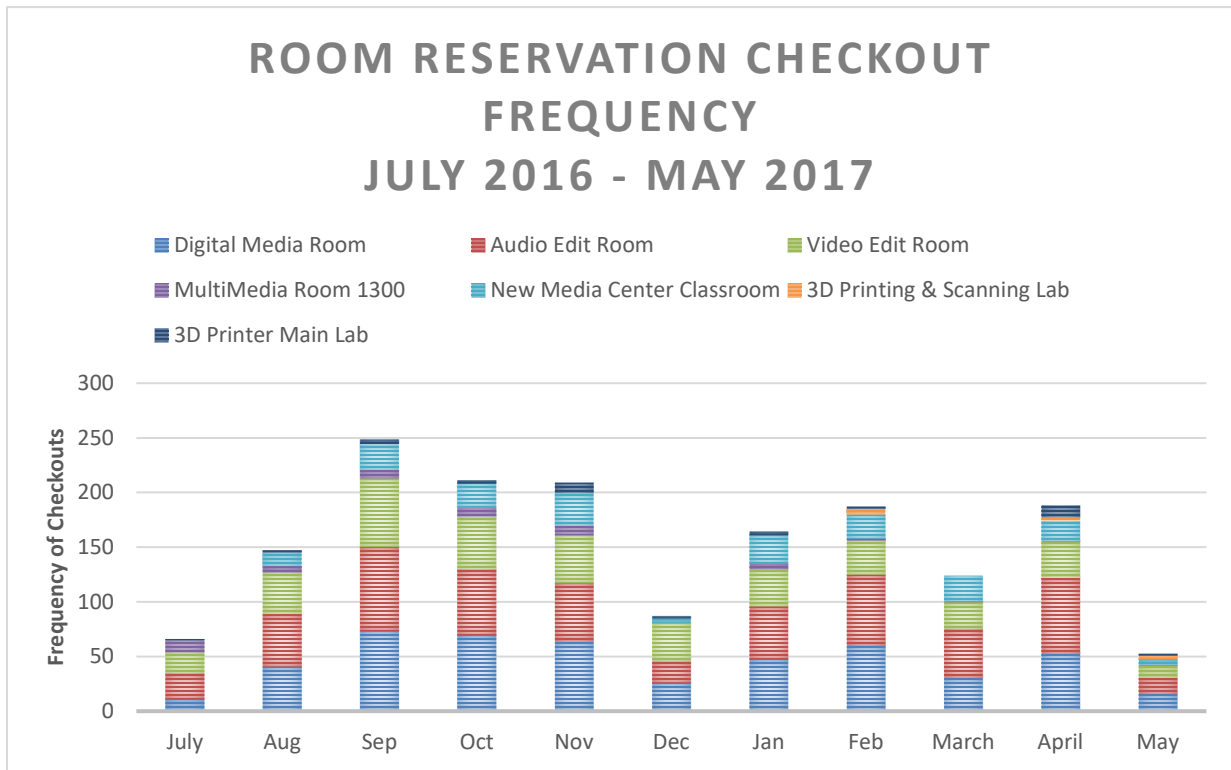
The New Media Center average daily door count for spring semester was 184 patrons, which is a 25% decrease from fall 2016 and a 34% and 32% decrease compared to spring 2016 and fall 2015. We believe that the reduction of traffic during the spring semester is due to the change in hours from 8 AM – 7 PM for Monday through Friday to now being 8 AM – 5 PM for Monday through Friday. This change in operational hours occurred on January 25, 2017. We predict that when we move back to our regular operational hours that we will return to an average traffic flow of 250 patrons who will be using our services daily.

Activity Type	July 2016	Fall 2016	Spring 2017	Sum
<b>Door Counts</b>	1,918	18,861	15,395	36,174

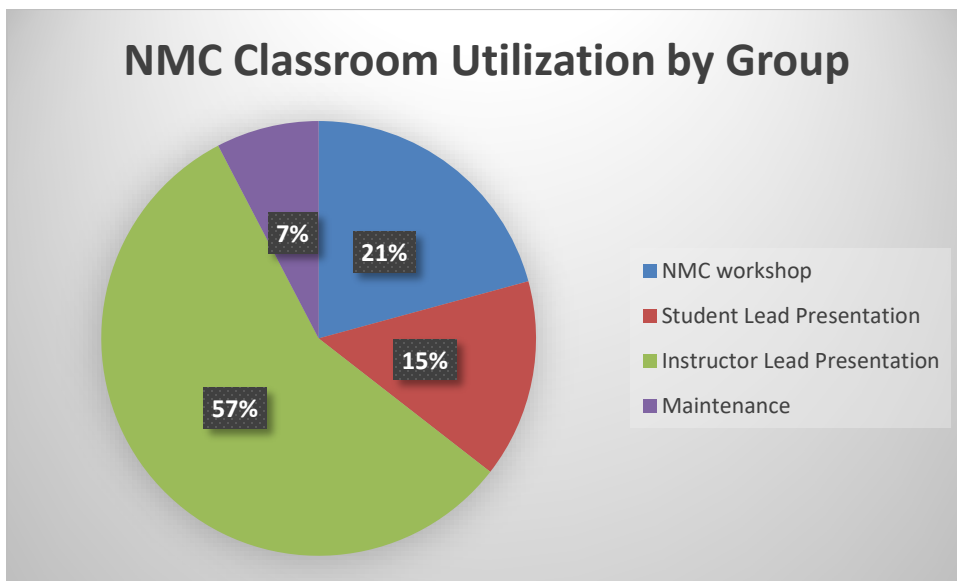
**Room Utilization:**

The NMC has tracked seven different locations using a calendar system along with an excel spread sheet. There is one location, the 3D Printing & Scanning Lab, which was made as a new

addition on February, 2017 with a current total of 24 hours of recorded utilization. In sum the NMC has had over 3,186 hours of use for all seven locations with the most popular location being the Audio Edit Room (Sum = 1,050 hours).



The New Media Center Classroom was fully active and live starting August, 2016. This classroom style room houses 24 All-in-Ones and one instructor station with a dual screen projector system. The room has had 368 hours of use with 57% of the space being used by faculty or staff led presentations and 21% of used for NMC workshops.



## **Workshops at the New Media Center:**

The NMC offered both special request (39 classes) and scheduled workshops (15 classes) for VSU, targeting primarily student patrons (372 registered). New workshops were added in fall 2016 to the portfolio list like the “ABC’s of Digital Media” (2 classes), “Orientation to the NMC” (3 classes), and “Premiere Basics” (6 classes). In sum the NMC provided 54 workshops with a total of 393 students who have attended.

## **New Equipment**

### **New Equipment procured during FY 2017:**

**3 canon Vixia camcorders**

**20 flash memory cards**

**10 edtpa kits (Vixia camcorders – wireless mics – tripods – cases)**

**3 Manafrotto tripods**

**4 DSLR Camcorders**

**12 staff shirts**

**2 Tascam voice recorders**

**2 3pod anodized aluminum video tripods**

**10 cable wrap storage – for electrical extension cords**

**4 Fujifilm Fine PIX XP90 waterproof cameras**

**1 coleman camera – waterproof.**

**4 snowball usb microphones**

**25 logictec USB Headsets**

**2 Yamaha 3 Way Speakers for NMC Classroom.**

**2 audio block amplifiers for playing music.**

### **New Media Center Achievements:**

- Rebranded Media Services to NMC – Included physical face life – accent color – new signage – glass door. Marketed the rebranding to campus via chimp mail. All reference to media services is now pointing to NMC – email – webpages – mailings – project slips – work shirts for both students and staff have been updated.
- Installed new Lulzbot Taz 6 3D printer, increasing the reliability of our 3D print services as well as maximum build volume and filament diversity.
- Created new 3D Print Lab, a location with 3D printers, 3D scanners, 3D scan studio space, and Windows 10 equipped workstations for 3D design and editing.
- New Media Center Classroom completed, the first wirelessly networked classroom on campus, complete with custom hidden electrical infrastructure and dual projectors.
- Tech fee committee accepted the proposal and granted 20 new laptops for student circulation.
- Modernized the A/V offerings in the circulation inventory by adding 4 DSLR cameras, 4 USB condenser microphones, 4 TASCAM multifunction audio recorders, and 4 combination still/video cameras.

- Increased total equipment circulation approximately 20% over Fall 2015
- Held 25 Special Request plus 9 regularly programmed workshops – 264 students participated
- New workshops:
- Orientation Workshop
- Best Practices for Pre & Post Video Editing:
- ABCs of Digital Media:
- NMC participation in the Video Innovation Grant
- Implemented online fee payment using Market Place
- Implemented room reservation signage to work with office 360 mail – streamline room booking process.
- Procured 5000.00 worth of video equipment during the video innovation grant program
- Updated from adobe 2015 to Adobe 2017 in alignment
- Changed equipment circulation system to ALMA
- Installed new MFP printer from IT
- Hired Andrew Scott to fill the CSA position
- CSA to CSS Reclassification on going – hopefully completed by November 2017.
- Updated brochure for the NMC.
- Updated equipment and project policies.
- Art for the NMC Classroom was install –
- Rebranding of the NMC and marketing venues completed.
- Received 20 new student laptops from student tech fee funding.
- Procured Lulzbot for 3D printing innovation service.
- Staff participated in the Video Competition Innovation Grant.
- Procured Shiftplanning again – for student scheduling.
- Procured and installed glass doors for the NMC.
- Open house to campus to introduce NMC to campus.
- NMC classroom goes online 07-01-16.
- Procured new laminator.
- Received 7000.00 to procure 10 EDTPA KITs for the COE.
- Implemented MarketPlace for Banner and Late Fee online payments.
- Outside of Media was painted with accent color and 3d printed signage.
- Procured new shirts for staff and t-shirts for student technicians.
- Implemented 3D scanning during fy2017.
- Procured 4 usb microphone to prevent students from using the editing suites as recording studios.
- Stopped circulating laptops to faculty and staff due to lack of funding to replenish old laptop inventory.
- Installed horizontal and vertical blinds in 3D printing lab – had back wall painted black – for 3d scanning optimization.

- IT install pcs for Digital Signage – to replace the media players. Updated to newest version of VISIX (AXIS TV).

### **Rex DeVane: NMC Director Achievements:**

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

### **Kyle Culpepper, Instructional Technologist Achievements:**

#### **Workshops at the New Media Center:**

The NMC offered both special request (42 classes) and scheduled workshops (15 classes) for VSU, targeting primarily student patrons (372 registered) with some faculty and staff (76 registered). New workshops were added in fall 2016 to the portfolio list like the “ABC’s of Digital Media” (2 classes), “Orientation to the NMC” (3 classes), and “Premiere Basics” (8 classes). In sum the NMC provided 57 workshops with a total of 394 students who attended.

#### **New Workshops Developed and Provided in FY 2016 – 2017:**

Premiere Basics: (Replacement for Windows Movie Maker) **8 classes**

Orientation Workshop: **3 classes**

Best Practices for Pre & Post Video Editing: **4 classes**

ABCs of Digital Media: **2 classes**

## Video Innovation Grant Committee

Starting summer 2016, Kyle worked closely with Professor Christine James and Video Innovate Grant Committee to help consult and create a strategy for the video competition offered in spring 2017 that was funded by the University Innovate Grant. Kyle developed a workshop, Best Practices for Pre & Post Video Editing, to help prepare students better participate in this competition. He provided 4 workshops, totaling 79 students who attended. Kyle also produced the BlazeVIEW course shell used for student participants to submit their video's for the competition. He also evaluated all 59 candidate submissions based off the rubric design that he made and the committee agreed to use. In spring 2017, Kyle was able to **procure \$3,977.68** for video and sound equipment needed for circulation at the NMC to better support future academic based video competitions at VSU.

### List of further accomplishments:

- Served as Co-Chair for Campus Wellness (Summer 2013 – Summer 2017)
  - Successfully ran the Health Trails competition as head coordinator in Spring 2017
    - VSU competed against 28 other institutions in the USG system
    - VSU ranked in 15<sup>th</sup> place with 231 full time Staff and Faculty members based on the measurement of three healthy behaviors
  - Assisted in developing the Walking Trail System with Bobbie Ticknor, the head coordinator. Collaborated closely with Creative Services to design signage around campus. Also, was primarily responsible for the QR code links with measurable traffic through Google Analytics and web-design for the Walking Trail System. <http://www.valdosta.edu/wellness/vsu-walking-trail>
  - Involved in the development of the Focus Group research on how to better implement Wellness programs on campus.
  - Apart of the hiring committee for new Wellness GA's
- Will serve as PR Officer for Campus Wellness (Fall 2017 – Spring 2018)
  - Hired a Marketing Wellness GA who will report to both the Wellness Chair and the PR Officer for assignments
  - Will continue role of maintaining and updating the Campus Wellness website and BlazeVIEW course shell
  - Will continue in role of evaluating campus communications
- Serves as a committee representative for NMC on the Strategic Planning Committee
  - Completed the re-naming and branding objective of Media Services to New Media Center for FY 2015 – 2016
  - Completed the objective of implementing a 3D Printing & Scanning Lab for FY 2016 – 2017
- Serves as a committee representative for NMC on the Marketing Committee
- Serves as a committee representative for NMC on the Webpage Design Committee
- Serves as a committee representative for NMC on the Signage Committee
- Hired on as a contractor during fall 2016 to assist in the design and development for Skillsoft training used in the 2016 VSU Annual Compliance for Faculty and Staff
- Worked closely with eLearning to backup and transfer 503 video files from ShareStream over to Kaltura, the new site licensed video streaming portal implemented in D2L
  - ShareStream will no longer be available starting September 02, 2017

- Initialized several meetings with representatives from IT and Mass Media to push for unification of Adobe Creative Cloud versions on all of our campus computers
  - Now moving towards Adobe Creative Cloud 2017.1 on all machines. Will be working closely with Andrew Scott and Wes Duke to push out the new image for the NMC
- Apart of the hiring committee for the new CSA personal in Spring 2017
- In Spring 2017, Kyle worked closely with Xavier Cheevers and Sterlin Sanders from IT to upgrade the digital signage used in the library at no cost
  - Sterlin Sanders provided a quote of
    - \$2,259 per license (one license needed per unit)
    - \$2000 per computer provided by Visix
    - **Total estimated savings of \$8,518**
  - Our upgrade helped to lead as an example for the Student Union to do the same at a reduced cost, saving the university even more money
- ICYC recipient for July 2016, September 2016, November 2016, March 2017 (3 recognitions)
- At the end of spring 2017, VSU needed to offer a safe location for candidate video viewing for the University Provost candidate search. Kyle worked closely with Creative Services, IT, and eLearning to develop a course shell in BlazeVIEW to view and rate the Provost candidates remotely from captured interview sessions per candidate. Kyle was responsible for uploading all 5 candidate hour long interview videos into ShareStream to then make active inside of the BlazeVIEW course with DRM protection. Each video took on average 3 to 4 hours to upload, transcode and protect. The deadline for each candidate video was set to a short window of one business day to have fully available for review purposes. Kyle stayed after hours to ensure each candidate video was available for the entire campus.

### **Andrew Scott, CSA Achievements:**

- Cataloged all circulating items, adding barcodes and a new numbering system, for transfer to Alma
- Created documentation covering the entire workflow of equipment circulation, including: customer service, screenshot guides to using Alma, and equipment care and maintenance
- Worked with Keith Watson and Sherrida Crawford to customize Alma to suit the needs of NMC Circulation, including testing for user roles, setting up a reservation system, and developing inventory management procedures
- Worked with NMC student workers to test Alma and form policies that fit the new system

### **Organization**

- Created new procedure to place returned digital equipment in a designated area for inspection, charging, and sanitation in order to provide a higher quality of service to patrons
- Reworked daily inventory document and imaging log for better clarity and ease of use for collecting data
- Acquired cases and bags for digital equipment to provide better protection and enhance presentation for a better patron experience

- Reorganized and relabeled all main shelves to alleviate confusion for new employees
- Moved many items to storage for future surplus, making space for all circulating items to be displayed to patrons

#### **Lab Maintenance**

- Updated Adobe on all machines in the NMC, and made various tweaks to improve user experience Maintained our primary 3D printer, and became more familiar with using the hardware and software involved with 3D printing
- Became familiar with imaging processes with both LanDesk and Fog, and used these resources to maintain lab machines
- Worked with IT to repair several out of service machines

#### **Service**

- Assisted hundreds of patrons with various media projects, including: video editing, audio recording and editing, photo editing, 2D and 3D design, website design, and printing
- Acquired a deeper knowledge of 3D printing and scanning through online research and experimentation in order to introduce interested patrons to the technology; gave patrons a 15 minute introduction to our available 3D services
- Assisted patrons with media questions over the phone and through email
- Worked with Kyle Culpepper to create a series of videos to guide patrons in use of our available equipment
- Gained more in depth knowledge about the adobe products available in the media center through online research and hands on experience in order to better assist patrons



## **Reference Services Assessment Annual Report FY 2017**

### Assessment Activities 2016-2017

#### Completed

#### **IEP/IER FY 2015-2016**

In October, 2016, the library handed in its Institutional Effectiveness Report for 2015-2016 as well as its institutional effectiveness plan for 2016-2017. The goals and measures in these plan are, where possible, directly taken from the library's 2013-2019 Strategic Plan. The library met 90% of the goals outlined in the strategic plan, as reported in the IER FY 2015-2016.

#### **Re-establishment of Strategic Planning Committee**

In spring, 2017, the Strategic Planning committee began meeting monthly again. This committee is vital to the ongoing assessment programs happening in the library. It helps ensure that all departments in the building are assessing their activities and that we make progress towards the goals of our library's strategic plan. Since the committee has been re-established, the focus has primarily been on soliciting input for future assessment ideas from departmental leaders as well as the completion of assessment tasks laid out in the library's last Institutional Effectiveness Plan. Work will soon begin on our Institutional Effectiveness Report and Plan for the upcoming fiscal year. With the university beginning a new, institution-wide strategic plan revision soon, the library will also re-examine their plan to ensure its continued alignment with the institutional plan.

#### Ongoing

#### **SUMA – Building Usage**

Beginning in January, 2017, the library began to survey building, equipment, and furniture usage through the open source Suma platform. Since that time, nearly one full semester of data has been gathered and data collection for a second semester is well under way. Suma collectors have counted over 34,000 individuals and their activities in the building. Usage of this data is already underway to determine the best utilization of spaces in the building, including how the library's study rooms are allocated and used, quiet zones and groups study areas, and library hours.

#### **Ubidots – Door Counters**

Beginning in mid-Fall semester 2017, the library began deploying Raspberry Pi based door counters at the main entrances in the building to generate time-based data on the numbers of people entering the building. The 1<sup>st</sup> floor entrance went online in Fall 2016 and the main entrance went online in mid-January, 2017. During Spring 2017, the rear door counter recorded 34,000 people coming through that entrance (this number is half of the actual total, to reflect people entering and leaving the building) and 53,000 (same halved formula for this number too) passed through the front door. While it is useful to get data on the times when people are passing

through the library, the devices are still somewhat unstable, requiring daily restarts of the script that records the counts, which can lead to gaps in the data. They do seem to provide good aggregate data, even if it may not be 100% accurate. They provide useful data about the hours that the library is busy during the course of a semester.

### **SRM Social Media Statistics**

Throughout FY 2017, the library has been monitoring social media posts and interactions via the Oracle Social Relations Monitoring platform. This software helps us keep track of both numbers of followers as well as their engagements with the posts. During the FY, the library's Instagram (which is our youngest social media platform) account has gained 124 followers and is now close to 300 followers. Our Twitter account is up by 320 followers in the same time period to a total of 1,128. Click throughs on links for the twitter account show heavy engagement in Fall 2016 and Summer 2017, with a drop off during Spring 2017. Retweets have stayed relatively steady during the FY and overall numbers indicate a healthy level of engagement with our social media content on Twitter and Instagram. Facebook metrics are less positive, but shifting algorithms for post visibility on this platform easily explain the decline in engagement.

### **Digital Measures**

#### **ALMA Analytics**

During Spring Semester 2017, the assessment librarian worked with all the departments in the library to ensure that reporting functionality in the Alma Analytics platform would be satisfactory for the go-live date. A number of reports have been created, but the numbers from these reports will not be available until next year's annual report. Further reports will be created for all departments in the library by the assessment librarian as needed.

#### Under Revision

#### **Library Instruction Assessment**

Library instruction still needs some kind of assessment that examines student learning in light of the ACRL framework for information literacy. Work with the Library Instruction Coordinator is still ongoing to develop a satisfactory assessment instrument.

## **Reference Government Documents Annual Report FY 2017**

In FY 2017 Emily Rogers continued to serve as the reference librarian for government documents and FDLP coordinator. Cataloging faculty Guy Frost and staff Robert Taylor, Michele Moye, and Crystal Richardson (until June 2017) continued to catalog and process federal and Georgia documents under the direction of Scott Piepenburg, Cataloging Department Head. 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 234, down 1.3% from 237 in FY 2016. Average reported monthly use of government information resources to answer reference questions is 19.5, down 1.3% from the 2016 average of 19.75 per month. The breakdown of transactions tagged as govdocs by minutes of duration in FY2017 is

- 0-5 minutes: 112
- 5-10 minutes: 30
- 10-15 minutes: 21
- 15-20 minutes: 10
- 20+ min. Consultations: 59
- 60+ min. Consultations: 2

In comparison, the breakdown of transactions tagged as govdocs by minutes of duration in 2016 was

- 0-5 minutes: 60
- 5-10 minutes: 55
- 10-15 minutes: 35
- 15-20 minutes: 29
- Consultations: 58
- (the 60+ minute breakdown was not recorded before FY2017)

The number of consultations remained essentially the same between 2016 and 2017; a large part of the requests were due to requirements for graduate students in social work and education to hold consultation appointments with reference librarians. The higher number of 0-5 minute transactions is probably influenced by the addition of the circulation desks to the Gimlet desk stats reporting system.

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 have decreased in FY 2017 to a high of 17 a month, compared to the FY2016 average of 27 a month. It is important to recognize that the government documents section of the library web site is no longer a significant way for users to access online government documents. Now that the library uses LibGuides as its main method of web access, very few users find the need to access government websites through the GIL catalog or the main library website. The FDLP's PURL referral service does not count LibGuide access through individual libraries, only as the SpringShare LibGuide compiled statistics. For instance, a user who accesses a government website through a link in a LibGuide would be recorded only in the aggregated LibGuide stats rather than those for the individual library. In addition, searches directly from a government web site such as American Factfinder or the CDC 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. For these reasons, the documents librarian has marked as a 2017 goal the revision of the government documents part of the library website so that all information about government information sources will now exist within the LibGuides system, retiring the "guides" pages of the government documents website.

Compared to 51 circulating documents in FY2016, total annual circulation of print documents in FY2017 is 74, an increase of approximately 45.1%. Circulation of federal government documents is 50, an average of 4 per month, up 11% over the FY2016 rate of 3.6 per month. Circulation of Georgia government documents has likewise increased to 24 for the year, up 243% from 7 in FY 2016. Circulation of documents is, of course, not the only indicator of usage, and it is true that much current usage of government information is in the online format.

Another ongoing project for the public services side of government documents is collection development. We are focusing more on reducing and weeding the collection than on increasing the number of resources. The documents librarian has updated the selection profile for FDLP 0125, Odum Library, to reduce the number of items selected from 7823, at 77.84% of items available for selection, to 5890, at 58.43% of items available for selection. In addition, the documents librarian has started weeding a backlog of federal documents microfiche that have never been added to the collection.

Cataloging of government resources is reported by the library's cataloging department and includes the addition of all FDLP publications. A major change to the acquisition and processing of government documents was prompted by the USG libraries' transition to ALMA. As the regional depository library, the University of Georgia is purchasing the MARCIVE shipping list service for all USG depository libraries. Odum Library explored these options in spring 2017 and has elected for FY 2018 to purchase MARCIVE's smart barcodes service in order to facilitate the processing of new government documents. This change should help counterbalance the loss

of the part time documents assistant, Crystal Richardson, to a full time position in Public Services.

Outreach activities included Constitution Day activities and an exhibit in the government documents area of Odum Library. A signable copy of the Constitution and Bill of Rights was available for students and guests to sign; we gathered 67 signatures and gave away 71 copies of the Constitution and candy that day. The *Odum Commodum*, *VSU Spectator* and the *Valdosta Daily Times* ran promotional pieces about the event. Reference-area exhibits included ones for Constitution Day, the 100<sup>th</sup> anniversary of World War I, Notable Government Documents of 2016, National Nutrition Month, sources for Presidential documents, Presidential Inaugurations, the 75<sup>th</sup> anniversary of the start of World War II, Native American Heritage Month, Fun and Frightening Facts from the Government, Hispanic Heritage Month, and the 100<sup>th</sup> anniversary of the National Park Service. The rotating slideshow on the library home page featured a government information slide linked to one blog entry related to online and print government information approximately once per month; these blog entries were usually tied to the content for the current exhibit.

Distribution of print annual tax forms continues to decline, and only the 1040, 1040A, and 1040EZ forms and instructions were distributed to libraries; we made these available to the community in our government publications kiosk. We greatly reduced our order of paper forms this year, to 60 each of the 1040 and 1040A and 50 of the 1040EZ forms, compared to 75 of each the previous year; we still had more than half of each form unused at the end of the tax period. Other forms were made available online and by copying pages from the notebook of reproducible forms received annually; patrons can obtain copies of forms from these sources by asking at the Reference Desk. The GIL catalog record contains a link to the Hathitrust digitized tax forms. The state of Georgia has ceased distribution of print tax booklets; forms are only available online. In the kiosk we are also offering various free government publications of interest to the public, including financial planning and credit history, guides to using FDsys and the Catalog of Government Publication databases, legislative research, immigration materials, sleep problems, and volunteer community service.

Documents-related professional development opportunities included attending COMO/GLA annual meeting, where the documents librarian served as past-chair of the Government Information Interest Group through December 2016, and the Georgia Depository Libraries Annual Meeting in March 2017. These meetings allowed the public services documents librarian to meet with other depository library coordinators at the state level. The documents librarian served on the committee to revise the State Plan for Georgia Depository Libraries, completed in May, 2017. The documents librarian also attended the national ACRL Conference in Baltimore, MD, where she networked with other government documents librarians, though sessions related to government information were limited.

Free webinars have also been available from the Government Publishing Office and the North Carolina Library Association's Government Resources Section's "Help! I'm an Accidental Government Information Librarian!" series, including sessions attended on Social Security resources, Creating a Compact Government and Retrievable Documents Collection, Using the Hathitrust Federal Documents Collection, Promoting Government Documents in Your Community, and Accessing Datasets. As one faculty growth goal for the calendar year, the documents librarian is completing the webinars in the FDLP Depository Operation Training Series, offered by GPO's FDLP Training Academy.

**Reference Services  
Library Instruction  
Annual Report FY 2017**

**Overview:**

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

	Fall 2016	Spring 2017	Summer 2017	Total
Core undergraduate courses	17	40	2	59
Non-core undergraduate courses	34	24	3	61
Graduate courses	7	4	2	13
Other (program/major orientations, community)	5	4	4	12
<b>Total</b>	<b>63</b>	<b>71</b>	<b>11</b>	<b>145</b>

**State of the Unit**

Library instruction continues to serve courses across Valdosta State University, reaching every college, online students, graduate students, and increasingly in some satellite programs like the Ignite program and departmental camps for high school students. Core courses in the undergraduate program comprised 41% of the library instruction. More than half the classes are non-core undergraduate classes, with diverse expectations and requirements for the sessions, from traditional research papers to using discipline-specific resources.

After a strong rise between 2014-5 and 2015-6, library instruction sessions have fallen 26% overall across the past three semesters. There are several potential factors that are under consideration, including:

- Unsuccessful or misdirected marketing
- Changes in academic landscape that might not require research skills
- Decrease in course offerings.

Concentrated efforts on marketing are currently underway and hopefully will correct this downward trend. Courses with embedded librarians have increased slightly, but not enough to explain the drop.

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

<b>Librarian</b>	Fall 2016	Spring 2017	Summer 2017	Total
Catherine Bowers	21	21	4	46
Guy Frost	2	0	0	2
Mike Holt	10	9	1	20
Samantha Paul	13	16	2	31
Emily Rogers	12	14	5	31

Amy Chew	--	9	1	10
Laura Wright	13	12	2	27
Total number of classes with librarian investment				167

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

**Comparisons of Number of Library Instruction Sessions Taught 2014-2015 and 2015-2016.**

	2014-15	2015-16	2016-17
Total Number of Sessions Taught	141	183	145
Core Curriculum Sessions Taught	38	76	59
Undergraduate (non-Core) Sessions Taught	72	84	61
Graduate Sessions Taught*	10	10	13
Fall Semester Sessions Taught	61	85	63
Spring Semester Sessions Taught	75	92	71
Summer Semester Sessions Taught	6	6	11
South Georgia College Entry/SGCE	14	11	5
Library instruction for South Georgia community			2

In general, we have seen increases in summer sessions and graduate sessions, and the numbers of core/noncore classes are stable once adjusted for overall drops. Other data is being collected and analyzed for further information about the state of library instruction.



# **Reference Services Marketing Annual Report FY 2017**

## **Summer 2016**

### Departmental Meetings

- Week of August 8
- Prepared two handouts for faculty.

### Welcome Packets First Year Students

- Early August
- We missed the deadline, need to plan earlier for next year.

## **Fall 2016**

### Pokemon Go

- August 5
- 6:30 – 8:00
- Coordinators: Rebecca, Megan, and Stacy
- The first PokeGo event was the most successful, with 94 participants. The next event, on October 14<sup>th</sup>, did not meet the minimum number of participants (only 28), therefore we did not plan another.

### Move-In Days

- August 9, 10, 12
- All day, varied locations on-campus
- Coordinator: Jonathan Klotz
- Volunteers: Student Success Center + Scott Pippenburg, Kyle Culpepper, Alice Smoot, Samantha Paul, Deb Van Petten, Denise Montgomery, Rebecca Taylor, Emily Rogers
- Budget: \$50 bottled water

### VSU Opportunities Fair (CB, MH, LW)

- Tuesday, August 9
- 3:15 to 5:00 PM
- Student Union Ballrooms A/B
- Volunteers: Catherine, Mike, Laura
- Budget: minimal - printing costs, candy

#### Orientation Carousel (CB, LW)

- Thursday August 11
- 10:15-1:00pm
- PE Complex
- Volunteers: Catherine & Laura
- Budget: minimal - printing costs, candy

#### Fall Explosion: Game Night

- Fall Explosion is August 7-25
- Friday, August 26th from 5:00 PM to 9:00 PM
- Third floor of Odum Library
- Budget: \$45 (\$40 for 8 pizzas from Little Caesar's, 4 cheese, 4 pepperoni)

#### The Happening

- August 25, 2016
- 1-4 pm
- Front lawn
- Archives, Library (reference), and New Media Center
- Volunteer Schedule
  - Stake Our Claim and set-up Tent @ 9:30-10
  - 10-4
  - Take down 4-4:30
- Budget: \$60 (dry ice \$40, popsicles, new outdoor game \$20)

#### Constitution Day

- September 16, 2016
- Coordinator: Emily
  - plan – sign-able Constitution, photo op as Benjamin Franklin
- Reference desk area for Constitution signing and photo op
- Budget: Constitutions already ordered, laminating, removable sticky-dos, markers, photo op prop, candy

- This event was a success! The event ran from 9:00 am – 4:00 pm near the Reference Desk. Participation included: 67 signatures on the Constitution, 54 recorded Reference transactions involving Constitution Day, 71 Constitutions given away (66 small and 5 large). The event was advertised through multiple channels.

#### Parent's Weekend Art Tours

- Saturday, September 24
- 1:00, 3:00, later tours are self-guided
- Volunteers: Deborah Davis and Catherine Bowers
- Budget: printing costs for Archives
- The tours went well and seem popular with parents and students.

#### Pop Up! Fall Open House for Faculty

- Friday, September 23
- Popular Reading room
- Coordinator: Catherine Bowers
- Multiple departments within the library participated. The attendance was very low, and the event may be reimaged in the future.

#### Pokemon Go

- October 14
- 6:30 – 8:00
- Coordinators: Rebecca, Megan, and Stacy
- This event only had 28 participants. It was successful but not well-attended enough to justify future events.

#### Open House

- October 15, 2016
- The library did not attend, due to a lack of space at the event. We asked to be included in future Open Houses.

#### Game Night

- Second Wednesday of each month, 6-10
  - Sept 14, Oct 12, Nov 9
  - Dec 14 (staff day): 1-4 pm, OL 1604
- Jonathan coordinates and markets
- Budget: \$20 for pizza per event

- Game Nights are popular with students. Some students play games, others check out games, they all appreciate the pizza.

#### De-Stress Fest

- November 30
- Ballrooms from 10am-2pm
- Coordinator: Chelsea Holcombe, Health Promotions
  - Assistant Director; Health & Wellness Education, Marketing & Club Sports; Campus Recreation
- Samantha designed two poster-sized coloring pages, these were laminated after the event concluded. We also brought printed coloring pages and crayons. We promoted the library's extended hours during finals week and research help.

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

- December 9-15
- Ear plugs remain popular.

#### De-stress Activities (during Finals week)

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

## Spring 2017

### TIES Conference

#### Pre-Orientation Carousel

- January 5, 2017

#### Academic Resource Fair

- January 30, 2017
- Coordinator: Seth Sterlin, Area Coordinator, Housing and Residence Life
- 4:00 – 6:00 pm
- Lobby of Patterson Hall
- Volunteers: Samantha Paul, Mike Holt, Laura Wright
- This was like a smaller orientation carousel that featured student support services, including the library. It was reasonably well-attended and students asked questions.

#### Brady Book Club

- 2/11 – 4/11
- Samantha Coordinates
- Budget: \$69, prizes, bookmarks (print & laminate), posters
- From February 11th to April 11th, the library hosted Brady Book Club. The event was promoted with a library blog post, two posters at the entrances to the library, and several Twitter and Instagram posts. Entries were sporadic. In total, we received 41 entries – 37 of them from one participant. The program had some small successes. Of the four participants, three ultimately started following us on Instagram.

#### Open House

- February 4, 2017
- 1:00 – 3:00 pm
- Student Union 3<sup>rd</sup> Floor Ballrooms
- Volunteers: Emily Rogers, Laura Wright
- Open House was well attended. Prospective students and their parents asked questions.

#### Typewriter Love Letters

- February 14, 2017
- Coordinators: Samantha Paul & Catherine Bowers
-

## Open House

- April 1, 2017
- 1:00 – 3:00 pm
- Student Union 3<sup>rd</sup> Floor Ballrooms
- Volunteers: Samantha Paul
- Open House was well attended. Prospective students and their parents asked questions.

## Odum Library's 40<sup>th</sup> Birthday

- April 11, 2017
- 9:45 am – 6:30 pm
- Reference Desk
- Coordinator: Samantha Paul
- Budget: \$21.95, birthday card, decorations, cupcakes
  - note: the buttons were gifted to the library
- Students could sign the birthday card and draw for a prize (button or cupcake). The event was well-received, with informal positive feedback from the students. The event was advertised through social media and signage.

## Read Fest

- Friday April 14, 2017

## Game Night

- 2nd Wednesday of February, March, April from 7:00 PM to 9:00/10:00 PM
  - 2/8/17; 3/8/17; 4/12/17
- Jonathan coordinates and markets
- Budget: \$25 for pizza
- Game Nights are popular with students. Some students play games, others check out games, they all appreciate the pizza. In the upcoming year we will be partnering with Housing & Residence Life.

## International Tabletop Day

- Sunday, April 30th - Noon to 10:00 PM
- Jonathan coordinates and markets
- Budget: \$50 for pizza

## De-Stress Fest

- April 23, 2017
- Ballrooms from 10am-2pm
- Coordinator: Chelsea Holcombe, Health Promotions
  - Assistant Director; Health & Wellness Education, Marketing & Club Sports; Campus Recreation
- Volunteers: Amy Chew, Emily Rogers, Laura Wright, Samantha Paul, Mike Holt
- Samantha designed two poster-sized coloring pages, these were laminated after the event concluded. We also brought printed coloring pages and crayons. We promoted the library's extended hours during finals week and research help.

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

- December 9-15
- Promote earplugs and quiet zones. Earplugs were available at both circulation desks and the reference desk.

#### De-stress Activities (during Finals week)

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

### **Year Round**

#### **Coordinated through Marketing Committee**

##### Odum Commodum

- 2 issues published every other week
- Topics for 2016-2017 are already selected
- Samantha Paul coordinating, handling majority of creation and content

##### Spectator Ads

- Approximately every second or third issue.
- Laura Wright and Mike Holt are the primary contacts. Samantha Paul did the majority of the ad design. The Spectator is moving to an online only model next year.

##### Display Cases & Circ Desk Display

- Jessica Lee coordinates
- Highlights include: International Student Art Displays,

## Digital Signage

- Jonathan Klotz, Kyle Culpepper, and Mike Holt coordinate
- Catherine Bowers coordinates the 52 Faces project. 52 Faces is an ongoing project that highlights the lives and stories of Georgians and connects readers to information available in the library collection.

## Marketing Library Instruction, Research Appointments, Embedded Librarians

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

## Social Media

- Twitter
  - Samantha Paul (Reference)
  - Dallas (Archives)
- Facebook
  - Catherine Bowers (Reference)
  - New Media Center
- Instagram
  - Samantha Paul (Reference)
- Snapchat
  - inactive
- Flickr
  - Dallas (Archives)
  - Stacey (Archives)
  - New Media Center
- Youtube
  - Samantha (Reference)
  - New Media Center

## Tweetapalooza



**Reference Services**  
**Print Resources**  
**Annual Report FY 2017**

Collection Development

Core Reference books in Q-Z Classification are being identified and labeled using the following resources:

- *Best Books for University Libraries*
- *Resources for College Libraries*
- *Guide to Reference*

Also identified were books that are:

- missing volumes,
- obsolete,
- have older editions in the Reference Collection,
- books that the material is found in a more recent resource, and
- book's that are in poor shape

These materials will be pulled and given to the Ken Smith, Acquisitions & Collection Development librarian.

Due to the migration to the new library catalog, Jonathan Klotz and I will work with Keith Watson as time permits, to set-up the new catalog to collecting Reference book usage statistics, as the old library catalog ceased as of July 1, 2017.

Inventory of the Reference Collection

Due to the migration to the new library catalog, this project has been put on hold. Once the new catalog has been released, I will work with Keith Watson to learn the new inventory software.

If inventory software is not available for the new library catalog, I will work with Ken Smith, Acquisitions & Collection Development librarian to create a paper shelf list of the Reference Collection. This project would be broken up into manageable chunks.

Reference material orders – continue to work with the Reference Library Technical Assistant to have orders submitted to the Acquisitions Department.

**Reference Services  
Reference Desk  
Annual Report FY 2017**

All statistics are derived from the Gimlet reports from July 1, 2016 to June 30, 2017 and July 1, 2015 to June 30, 2016 (previous year's statistics).

**TOTAL QUESTIONS**

**Questions by Location:**

2016: Reference: 9519 (+1.4%)  
Archives: 387 (+11%)  
Circulation: 1 (Same as 2015)  
Other: 498 (+9.2%)  
Total: 10405 (+2.1%)

2017: Reference: 7419 (-22%)  
Archives: 515 (+33%)  
Circulation: 4568 (location first used regularly beginning in October 2016)  
Circulation 2: 1389 (new location created in October 2016)  
Other: 587 (+17.9%)  
Total: 14478 (+39.1%)

**OVERALL STATISTICS**

**Question by Type**

2016: Directional: 3782 (+18%)  
Reference: 4275 (-13%)  
Technical: 2348 (+15%)

2017: Functional: 4504 (new category created in October 2016)  
Directional: 3988 (+5.4%)  
Reference: 4058 (-5%)  
Technical: 1928 (-17.9%)

**Questions by Format:**

2016: In-Person: 7947 (+2%)  
Chat: 1445 (-4%)  
Blaze/GoView: 37 (-41%)  
Phone: 662 (+8%)  
Email: 314 (+49%)

Mail (Print): 0

2017: In-Person: 11679 (+47%)  
Chat: 1259 (-12.9%)  
Blaze/GoView: 35 (-5.4%)  
Phone: 1203 (+81.7%)  
Email: 302 (-3.8%)  
Mail (Print): 0

Note: Circulation started recording statistics in October 2016, this has resulted in a dramatic increase in the numbers for In-Person and Phone statistics.

### Questions by User Type:

2016: Unknown: 554 (-15%)  
Student: 7883 (-2%)  
Faculty/Staff: 735 (+31%)  
Community: 878 (+30%)  
GHP: 355 (+24%)

2017: Unknown: 438 (-20.9%)  
Student: 12070 (+53.1%)  
Faculty/Staff: 975 (+32.7%)  
Community: 872 (-0.7%)  
GHP: 123 (-65.4%) (These statistic are from July 2016, GHP students did not return to VSU in 2017.)

### Questions by Time Spent:

2016: 0-5 minutes: 7434 (+2%)  
5-10 minutes: 1498 (-5%)  
10-15 minutes: 542 (+5%)  
15-20 minutes: 272 (-29%)  
Consultation (20+): 659 (+45%)

2017: 0-5 minutes: 11838 (+59.2%)  
5-10 minutes: 1356 (-9.5%)  
10-15 minutes: 460 (-15.1%)  
15-20 minutes: 222 (-18.38%)  
Consultation (20+): 602 (-8.6%)

Note: Circulation started recording statistics in October 2016, this has resulted in a dramatic increase in the numbers for 0-5 minute transactions.

### Number of Questions by Month, FY 2016

	Reference	Archives	Circulation	Other	Total
Jul-15	556	24	0	16	596
Aug-15	902	43	0	21	966
Sep-15	1204	46	0	63	1313
Oct-15	922	46	0	50	1018
Nov-15	793	25	0	24	842
Dec-15	515	16	0	16	547
Jan-16	913	22	1	52	988
Feb-16	939	26	0	88	1053
Mar-16	797	49	0	60	906
Apr-16	959	41	0	54	1054
May-16	404	14	0	14	432
Jun-16	615	35	0	40	690
Total	9519	387	1	498	10405

### Number of Questions by Month, FY 2017

	Circulation 2	Reference	Archives	Circulation	Other	Total
Jul-16	0	505	24	0	16	545
Aug-16	0	945	56	0	46	1047
Sep-16	0	1024	46	0	74	1144
Oct-16	217	691	38	797	44	1787
Nov-16	203	631	42	698	32	1606
Dec-16	67	273	10	239	14	603
Jan-17	118	662	37	555	32	1404
Feb-17	326	741	55	643	103	1868
Mar-17	247	581	90	566	81	1565
Apr-17	156	833	51	550	36	1626
May-17	26	289	33	230	35	613
Jun-17	29	244	33	290	74	670
Total	1389	7419	515	4568	587	14478

### QUESTIONS ANSWERED BY REFERENCE LIBRARIANS

2016: Reference Librarians: 5724

Reference location: 5371

Other location: 353

Librarians from other departments, at the Reference Desk: 1155

Staff at the Reference Desk: 229  
Student Assistants at the Reference Desk: 1975

2017: Reference Librarians: 4222 (-26.2%)  
Reference location: 3799 (-29.3%)  
Other location: 423 (+19.8%)  
Librarians from other departments, at the Reference Desk: 1492 (+29.2%)  
Staff at the Reference Desk: 475 (+107.4%)  
Student Assistants: 1545 (-21.8%)

Note: During FY 2016-2017, we changed how the reference desk was staffed. The numbers of hours staffed by a staff person increased in spring semester and again in summer. As a result, more questions were answered at the reference desk by staff persons. Reference librarians are available to be called out to the desk or answer questions from their office (on chat) or meet with students in their office. This shift to answering more questions in the office is reflected in the higher number of “Other” location.

## **Reference Services Virtual Services Annual Report FY 2017**

### **Embedded Librarianship**

Number of embedded sections and % change from corresponding FY 2016 semester:

Summer 2016: 5 (-50%, down from 10)

Fall 2016: 7 (-30%, down from 10)

Spring: 2017: 15 (+53.33% from 7)

Embedded librarian services were marketed alongside library instruction using email.

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

Chat: 1259 (decrease of less than 1% from FY 2016).

### **Video Production**

Video production was limited this spring because of the upcoming changes to the catalog.

Videos created include:

- ERIC (at EBSCOhost) Advanced Search
- ERIC (at EBSCOhost) Refining Your Search Results
- ERIC (at EBSCOhost): Thesaurus
- How to log into My GIL Account
- GALILEO: Log in as another user
- Distance Students – Welcome to Odum Library

### **LibGuides**

From July 1, 2016 to June 30, 2017, our 122 published guides received 33,057 views.

#### **Top Three LibGuides**

- Biology Research with 2,424
- Using the Library with 2,399
- Education Research for Graduate Students with 1,847

Current LibGuides were updated to reflect changes to Primo. In addition, we implemented a comprehensive set of revisions to all guides. This summer we implemented a new naming structure, friendly URLs, correct use of headings and alt text for all images. The formatting,

color contrast, and color scheme were improved. Accessibility was increased through the use of alt text, consistent use of heading structure, increased color contrast, and remains a priority.