

# **PUBLIC SERVICES ANNUAL REPORT**

**FY 2008-2009**

**duPont-Ball Library  
Stetson University  
DeLand, Florida**

**Submitted July 2009 by:**

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- Susan Ryan
- Jane Bradford
- Barbara Costello
- Sims Kline

## **STATISTICAL DATA**

Reference Desk Transactions: <http://stetson.edu/library/annualreports/ARPS0809-01.xls>

Reference Desk by Hour: <http://stetson.edu/library/annualreports/ARPS0809-02.xls>

Subscription Databases: <http://stetson.edu/library/annualreports/ARPS0809-03.xls>

Web Page Usage: <http://stetson.edu/library/annualreports/ARPS0809-04.xls>

Gate Count: <http://stetson.edu/library/annualreports/ARPS0809-05.xls>

Circulation: <http://stetson.edu/library/annualreports/ARPS0809-06.xls>

Reserves: <http://stetson.edu/library/annualreports/ARPS0809-07.xls>

Interlibrary Loan: <http://stetson.edu/library/annualreports/ARPS0809-08.xls>

Reasons for No Lending: <http://stetson.edu/library/annualreports/ARPS0809-09.xls>

Document Delivery: <http://stetson.edu/library/annualreports/ARPS0809-10.xls>

Instruction: <http://stetson.edu/library/annualreports/ARPS0809-11.xls>

Government Documents: <http://stetson.edu/library/annualreports/ARPS0809-12.xls>

Library Hardware: <http://stetson.edu/library/annualreports/ARPS0809-13.xls>

## OVERVIEW

### Personnel

- Mcnoia Roberts, Evening Circulation Supervisor resigned at the end of summer school 2008 and was replaced by Dorothy Wilson in August 2008. Dorothy resigned at the end of the fall semester and was replaced in January 2009 by Janet Gross.
- Current Public Services personnel include Susan Ryan, Associate Director; Jane Bradford, Instruction Coordinator and Reference Librarian; Barbara Costello, Government Document and Reference Librarian; Sims Kline, Outreach Services and Reference Librarian; Pat Nuzzaci, Part-time Reference Librarian; Jane Deighan, Part-time Reference Librarian; Cathy Ervin, Circulation Supervisor; Susan Connell Derryberry, Interlibrary Loan Coordinator; Janet Gross, Evening Circulation Supervisor (part-time); Dee Buckley, Night Circulation Supervisor (part-time); Cathy Parra, Night Circulation Assistant (part-time); Tina Battistone, Weekend Circulation Supervisor (part-time); and Gail Grieb, Archives Specialist (part-time).

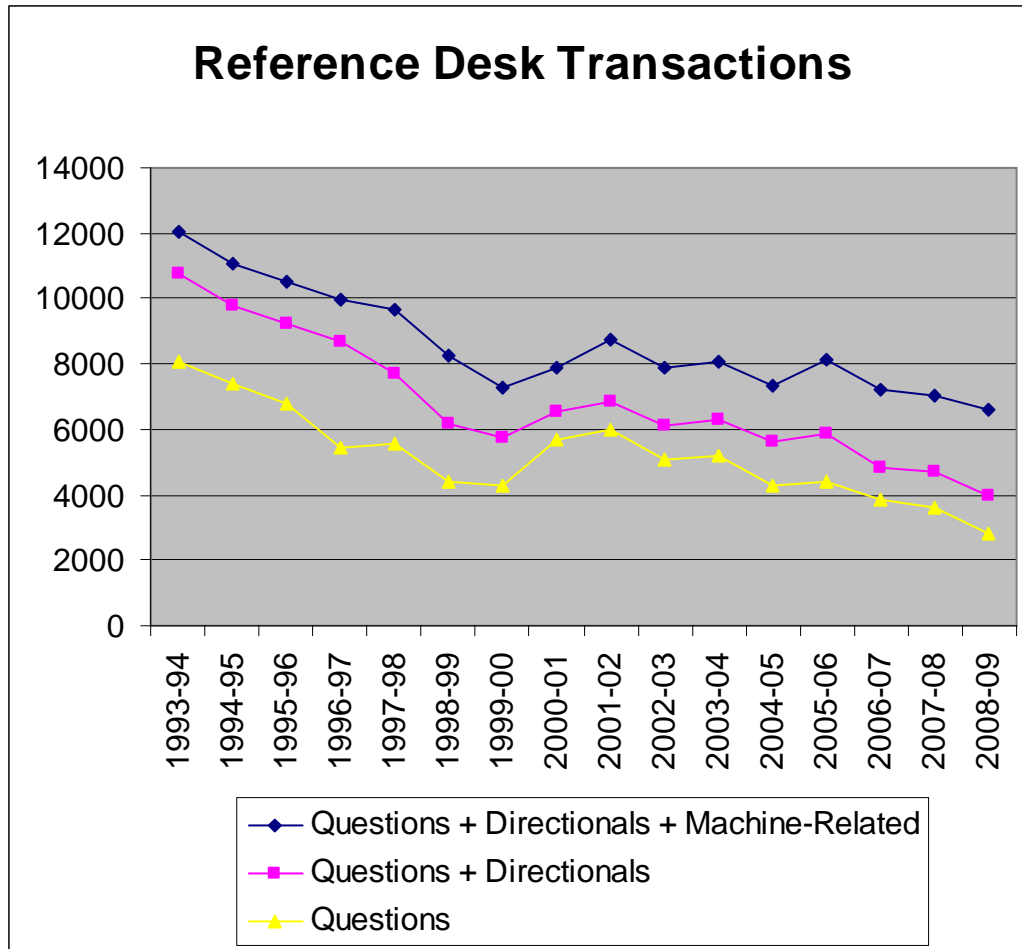
### Reference Desk Transactions

- Number of transactions: 6,697 total desk transactions (down 4.4% from last year)\*\*\*
  - 280 non-desk transactions in public area (down 60%)\*
  - 305 personal non-desk transactions (up 122.6%)\*\*
  - 7,282 grand total transactions (down 7.2%)

\* Significant drop in non-desk transactions due largely to the elimination of counting routine workstation fixes before opening each morning.

\*\*Significant increase in personal reference desk transactions due to large estimate made by Sims Kline on his transactions, although he did not track transactions as did the three other librarians included in the count.

\*\*\*With the inconsistencies in non-desk and personal transactions, the best measure of reference transactions is the actual on-desk transactions.
- Summary: Reference desk service continues to decline in numbers and in the complexity of questions. I believe much of this is due to the ease of obtaining online information, both from our subscription databases and from free online websites. Users are no doubt becoming somewhat savvier in finding information online, and I believe our website provides a wealth of information resources that are easy to use without librarian mediation. We will experiment with six on-call reference hours during the fall 2009 semester to see if that meets users' needs. Given our several reference desk studies, it certainly seems more cost-effective to provide some service hours using on-call services.



### Databases

- Databases added: ArchiveGRID and CAMIO (Catalog of Museum Images Online) – both offered free from OCLC; Cabell's Business Directories, Cabell's Education Technology Directories, Cabell's Library Science Directories – added via the Business School's subscription; Ebrary E-Book Collection; Salem Health. Greenwood offered us two free databases in May 2009: American Indian Experience and Daily Life Through History.
- Databases cancelled: Basic Biosis, Business Organizations, Union List of Periodicals (all cancelled by the vendor, OCLC); Central Search.
- FirstSearch Databases: 1,752 paid searches used (\$1,752) (down 14%); 6,617 free searches used (down 22.7%).
- Electronic reference books: 984 as of June 30, 2009 (32% more than last year).

- Summary: Many databases showed decreased use, although it is difficult to make comparisons this year because our subscription to Central Search in 2007-08 caused usage statistics to spike for the databases included in Central Search. Databases that showed increased use include ABSEES, African American Experience, Agricola, AH Search, Alternative Press Index, BGMI, Biological Abstracts, Columbia Granger's Poetry, Contemporary Women's Issues, CQ Press, Credo Reference, Europa World, Grove Music, Latino-American Experience, LexisNexis Congressional, Library Information Science and Technology, Mental Measurements Yearbook, MLA, Naxos Music Library, ProQuest Historical Newspapers, Standard & Poors, Tests in Print, United States at War, and World Almanac.

### **Library Hardware**

#### Workstations:

- Public Workstation numbers remain unchanged from the previous year (46); minimal memory increases made on some systems.
- A walk-up kiosk workstation was added to the second floor of the library for use in searching the library catalog.
- Currently 33 faculty and staff workstations (five of those in the Music Library). No new systems from IT roll-out. IT replaced the computers of Dinkins, Littler and Armstrong. A new computer was purchased for Archives.
- A new server was ordered to handle the ContentDM software for Archives' digital files.

#### Printers and Scanners:

- A new network printer was added to service the workstations surrounding the reference desk.
- A color photo printer was purchased for Archives.
- A new large-bed scanner was purchased for Archives.

### **Web pages**

- Library web pages: approximately 744 pages
- Usage statistics from library's Google Usage Stats (January 1, 2009-June 15, 2009): 221,565
- Usage statistics from IT (full fiscal year): 549,117

- Top ten web pages, after the home page (for full statistics see: <http://stetson.edu/library/annualreports/ARPS0809-04.xls>)

URL	# Hits
<b>Total Hits</b>	<b>549,117</b>
/library/	328,846
/library/databases.php	59,658
/library/databases_subject.php	10,610
/library/calendar.php	2,854
/library/departments_ill.php	2,439
/library/staff.php	2,237
/library/calendar_special.php	2,161
/library/departments.php	1,579
/library/specialcollections.php	1,478
/library/publications.php	1,400
/library/seniorprojects.php	1,376

- Summary: Web usage remained high and total hits were up slightly (2%). The top three pages remained the same and it is gratifying to note that the students do use the “My Subject” page as the reference librarians put so much time and effort into creating and maintaining them. Obviously, users do like our informational pages, including department listings, staff listings, calendar, and publications. The most surprising was the high number of hits on special collections (which coincides with the increased interest in our archives) and the high number of hits on the senior projects page (which did not appear in last year’s top ten).

### **Instruction**

- Number of instruction sessions: 72 (down 5.5%)
- Number of people attending instruction sessions: 1122 (down 1.1%)
- Number of undergraduate sessions: 66 (down 1.5%)
- Number of undergraduate students attending instruction sessions: 1034 (up 1.6%)
- Number of graduate sessions: 9 (down 33.3%)
- Number of graduate students attending instruction sessions: 88 (down 24.8%)

- Academic departments or other programs receiving instruction and number of sessions for each department/program: 16 (down 15.8%)
  - English, 37 sessions
  - Business Communications, 9 sessions
  - American Studies, 4 sessions
  - Counselor Education (Graduate), 3 sessions
  - Political Science, 3 sessions
  - Teacher Education, 3 sessions
  - EMBA (Graduate), 2 sessions
  - Psychology, 2 sessions
  - Sport Management, 2 sessions
  - Biology, 1 session
  - Chemistry, 1 session
  - Communication Studies, 1 session
  - Environmental Science, 1 session
  - History, 1 session
  - Marketing (Graduate), 1 session
  - Theater Arts, 1 session
- Research Assistance Program (RAP) sessions
  - Bradford, 10 sessions, an estimated 7.5 hours of preparation and meeting time
  - Ryan, 3 sessions, an estimated 3 hours of preparation and meeting time
  - Kline, 10 sessions, an estimated 3.3 hours of preparation and meeting time
- Summary: Instruction remained relatively steady, with the exception of the number of graduate presentations (which fell by 33.3%). Slightly fewer departments took advantage of instruction.

### **Government Information Services**

- Total number of physical documents in collection: 350,927 (down .77%)
- Total number of physical documents added in 2008-09: 2,255 (down 14.5%)
- Total number of physical documents discarded in 2008-09: 4,961 (down 80.4%)
- Total number of online-only documents cataloged in 2008-09: 1,057 (down 17.4%)
- Total number of Federal documents titles in the catalog: 77,937 (up 4.92%)\*
- Number of uncataloged Florida documents received in 2008-09: 307 (down 6.4%)

\*The 2008-09 SIRSI report for title count has different parameters than the title count report for 2007-08 (which showed 62,808 cataloged titles). When re-run with the same parameters as the 2008-09 report, the 2007-08 cataloged title count is 74,284 resulting in the 4.92% increase noted above.

- Summary: Physical additions to the documents collection continue to decline. With the leadership of the Documents Librarian, we will do a comprehensive review of our government documents selection profile to eliminate as many non-essential publications as possible. More precision in selection is now possible given the number of documents available online that are not necessarily tied to a selection profile. Note that the discards decreased dramatically not because of an anomaly this year, but rather due to a huge discards project done last fiscal year.



### Access, Circulation, and Reserves

- Gate Count: 203,589 total gate count (down 7.9% from last year)
- Circulation: 20,347 total circulation (down 6.8% from last year)  
5,940 total renewals (down .3%)  
26,287 total circulation and renewals (down 5.4%)  
15,561 books (down 9.1%)  
3,812 DVDs (up 11.2%)  
693 videos (down 29.1%)  
88 docs (up 12.8%)  
193 all other formats (down 18.9%)
- Reserves: 3,443 total reserves (down 10.5% from last year)  
2,182 books and articles (down 19.2%)  
123 videos and DVDs (down 47%)  
1,138 headphones and equipment (down 12.2%)  
  
Fall 2008 1,648 (up 4.8%)  
Spring 2009 1,756 (down 21.7%)  
Summer 2009 39 (down 18.2%)
- Summary: Gate count, although down somewhat, is still very high compared to years past. It is only in the past several years that we consistently see a more than 200,000 per year count. Circulation continues to fall, with video circulation decreasing considerably as that format becomes obsolete. Decline in book circulation may be partially attributed to our inability, with budget constraints, to buy a significant number of new books. It is predicted, however, that book circulation will continue to fall as users migrate to e-books and electronic readers such as the Kindle. Reserves also continue to decline; this is expected as more items are placed on Blackboard or are made available electronically to students.

### Interlibrary Loan and Document Delivery

- Borrowing: 2,155 requests (down 18.7% from last year)  
1,975 filled (down 10.2%)  
188 unfilled (down 29.3%)  
  
1,336 filled loans (down 7.8%)  
639 filled copies (down 14.8%)
- Borrowing fill rate: 91.7% filled (up 39.3%)  
8.3% unfilled (down 28.4%)  
Average time filled (in days): 8.1 (down 2.4%)  
Average time unfilled (in days): 20.2 (up 26.3%)
- Lending: 4,576 requests (down 9.7%)  
2,613 filled (down 18%)  
1,903 unfilled (up 1.2%)  
  
805 filled copies (down 15.2%)  
1,869 filled loans (down 16.5%)

- Lending fill rate: 57.4% filled (down 8.2%)  
42.6% unfilled (up 13.6%)  
Average time filled (in days): 1.3 (down 7.1%)  
Average time unfilled (in days): 1.4 (down 16.7%)  
  
Note: OCLC automatic deflection feature deflected 44 lending requests that would have been printed off of OCLC, searched, and then denied based on a non-lending policy (in almost all cases, formats such as video and DVD or age of item).
- IFM: 168 transactions; \$2,521 (transactions up 50%; costs up by \$962.75)
- Non-IFM: 4 transactions: \$53.00 (transactions up 100%; costs up by \$20.00)
- Dialog searches: 2 searches; total cost: \$311.91 (searches down 33.3%; costs down \$118.48)
- CAS Chemical Abstract searches: 13 searches; total cost: \$35.23 (searches up 116.7%; costs up by \$160.64)
- Dissertations purchased: 12 (8 faculty, 3 students, 1 staff); total cost: \$464.00 (dissertations number down 25%; cost down by \$116.00). Note that the library was reimbursed \$90 for two student and one staff dissertation.
- Copyright Clearinghouse: no copyright charges incurred in FY 2008-09
- Summary: Interlibrary loan transactions declined this year. This is likely a reflection of the same lower demand for physical formats in other libraries that we are seeing in our own library. Stetson remained a net lender, providing 638 more items to other libraries than we received from other libraries. Our borrowing fill rate is very high (up this year), while our lending fill rate declined somewhat (primarily due to an increased reluctance to loan very old and fragile items). More libraries are charging more for loans as can be noted in the increased IFM and non-IFM fees paid this year. Dialog searches have become almost non-existent, although we need to keep the service for access to Chemistry, Biology, and Physics databases that are unavailable to us otherwise.

### **Archives and Special Collections**

- Number of memorabilia items in the Archives spreadsheet: 2,200; up 374 items from last year. At least one digital image is available for 850 of the memorabilia items.
- Number of items in the Photos spreadsheet: 4,828 photos have indexing; 3,575 are scanned and are either already uploaded or are being readied to upload into ContentDM. (This does not include an additional 226 photos scanned by UCF that were not already scanned locally.)

- Number of items in the Postcard spreadsheet: 117 postcards (234 images, front and back) have been uploaded into ContentDM (the complete postcard collection).
- Number of *Reporter* articles indexed this year: 263 (all articles published in FY 2008-09). Total *Reporter* articles indexed in spreadsheet and available on the web: 2,951.
- Items in the E. Clay Shaw, Jr. Collection as of June 30, 2009 (412 digital images of photos and memorabilia exist for the Shaw collection):

Audiotapes: 1  
 Books: 24  
 Cassettes: 11  
 CDs: 5  
 DVD: 1  
 Files: 14 file cabinets (99' linear)  
 Films: 7  
 Government Documents: 46  
 Memorabilia Items: 132  
 Notebooks: 336  
 Photos: 2,691  
 Slides: 1 tray  
 Videos: 393

- Items in the Max Cleland Collection as of June 30, 2009 (1,243 digital images of photos and memorabilia exist for the Cleland collection):

Audio Reels: 219  
 Books: 39  
 Cassettes: 93  
 CDs / DVDs: 123  
 Film Reels, Small: 56  
 Government Documents: 2  
 Manuscripts by Max Cleland: 1 box (17" linear)  
 Memorabilia: 779  
 Miscellaneous Papers: 3' linear  
 Notebooks: 15  
 Photos: 5,445 (includes 618 photos in scrapbooks)  
 Press Clippings: 1 box (14" linear)  
 Scrapbooks / Photo Albums: 10  
 Slides: 976  
 TV Film Reels, 2" format: 6  
 Videos, Extra Large: 2  
 Videos, Large: 10  
 Videos, Beta: 4  
 Videos, VHS: 176

- Summary: Archives had an extremely busy year. A year ago, an estimated 100 or so archives photos may have been scanned (completely on-demand), but last summer a push was made to scan as many photos as possible to support the 125<sup>th</sup> Anniversary celebration, President Doug Lee's retirement, and a possible purchase of the ContentDM software. We scanned approximately 3,500 photos this fiscal year and are adding more daily. All new memorabilia items are photographed or scanned and existing memorabilia has been scanned as time permits; we now have images for 850 memorabilia items. The entire postcard collection (117 items) front and back for upload into ContentDM. Several large gift collections were received and added to Archives, including several shipments from Max Cleland and the Regar Civil War and Family Photos collection.

## **ACCOMPLISHMENTS 2008-2009**

### Reference Services

- Data used from previous reference studies were used to publish a third article in a series on the use of the reference collections and the staffing of the reference desk. From all the data that has been collected over a number of years, it was decided to replace one of the reference librarians at the reference desk with a paraprofessional with expertise in computer hardware and software. This one-year experiment has worked well, and two of the librarians are working on a fourth article in the series: this one on using a paraprofessional at the reference desk.
- Again, based on what was learned from study data, the reference librarians began a comprehensive weeding of the print reference collection in the summer of 2009. Weeding will be aggressive, and it is expected that as much as one-half of the approximately 20,000 volumes may be withdrawn. This will enable us to move other print collections (most likely journals) on to the vacated shelves and will give our users a more core, usable, print reference collection heavily supplemented with electronic reference sources. As of June 19, 2009, 3,461 volumes had been withdrawn during the weeding project.
- Each reference librarian was assigned a set of approximately a dozen subject pages to maintain, link check, and update monthly. This is working well and has spread the workload from one person to five.
- Created a "Diversity" website to support the campus-wide diversity day.

### Circulation & Reserves

- Creation of a new staff training booklet.
- Made significant progress in pulling all old circulation cards from books (old cards include social security numbers). Thousands of cards have been pulled and shredded.
- Completed shifting of the over-crowded "N" section on the mezzanine.

### Interlibrary Loan & Document Delivery

- Trained new ILL student assistant.
- Trained the Documents Librarian to take over the paperwork for lending, as well as handle recalls and billing.
- Updated interlibrary loan instruction manual.

## Archives & Special Collections

- Added many new donated items to Archives collection, including significant collections from Glenn Wilkes (athletics), American Studies, Alpha Xi Delta (sorority), and Robert Jordan (Stetson Hat Company), as well as dozens of smaller donations from many alumni and friends of Stetson.
- Interviewed retired Stetson professors John Hague (twice), George Hood, Keith Hansen, and Dick Morland for oral histories.
- Scanned almost 1,000 slides from the Cleland Collection and finished accessioning the original Cleland Collection gift in July 2008.
- Held a reception for Max Cleland in September 2008 to celebration his gift.
- Created print *Whatever Things* booklet for Max Cleland's use in Leadership Stetson.
- Scanned 55 slides from the Shaw Collection and finished accessioning the original Shaw Collection gift in July 2008 (papers accessioned only at the box level).
- Added several shipments of items to the Cleland collection throughout the year.
- Provided Simon and Schuster with many scanned photos and video clips in support of Max Cleland's upcoming autobiography.
- Created two "Shutterfly" bound books to thank Max Cleland and Clay Shaw for their gifts.
- Did a large scanning project for Clay Shaw's daughter, Jennifer, to use in a tribute to Clay and Emile Shaw.
- Accessioned the Regar Collection, scanned all items in the collection, and created a website so the collection can be viewed.
- Created a website for the Standish Civil War collection.
- Provided more than 100 scanned images to the Cheerleading Hall of Fame in Texas.
- 2008-09 academic year *Reporter* indexing completed.
- Put up a number of new websites for the 125<sup>th</sup> Anniversary, including a 125<sup>th</sup> Anniversary home page; a long library 125 year history; pages for baseball, basketball players who went professional; pages for football and basketball programs; and a page for Stetson mascots.
- Provided significant amounts of information to various departments for Stetson's year-long 125<sup>th</sup> Anniversary celebration. Scanned hundreds of photos for use in the 125<sup>th</sup> celebrations and publications.
- Created a semi-permanent display of glassware from the Archives in the oak case outside the staff lounge.

- Throughout the year, used Archives materials to do a number of displays in the main floor library display cabinets: three on the Max Cleland Collection, one on chemistry, one of alumni memorabilia, one of the Stetson jewelry.
- Did several campus displays throughout the year: Stetson Hats (CUB for Founders Day and Hollis Center for Homecoming), Athletic Equipment and photos (CUB for Homecoming), Alumni Memories (Hollis Center for Homecoming)

### Instruction and Outreach Services

- Created a "Tutorials" website to bring together all of the print and video library tutorials.
- Created 34 brief video tutorials on effective use of resources and services, with examples for Education graduate and undergraduate students.
- Developed and maintained on Blackboard "Link to Library Services" with tips on using the Library website and other information strategies. This Blackboard site logged more than 5,400 page views.
- Contacted all faculty teaching First-Year Seminars to offer presentations on library resources. Followed up with presentations and individual assistance.
- Continued support for graduate Education, E.M.B.A., Passport B.B.A., and Counselor Education students with presentations as well as individual one-on-one assistance and telephone and email support.
- Established an instruction presence in the Business Communication class.
- Research component now included in *Guide to Writing at Stetson University, 2009*, by Megan O'Neill, Director of the Writing Program at Stetson University, published by Hayden-McNeil.
- Responded to requests from Media Services for information on Stetson history, buildings, personalities, and programs. Assisted Media Services in deployment of library tutorials on YouTube and iTunes.

### Government Information

- A total of 340 rare and valuable volumes were researched, identified, and evaluated and removed from the Documents stacks. These volumes were cataloged, repaired when necessary, and relocated to the secure Johnson Room.
- Completed the ERIC microfiche withdrawal project. An additional 3,849 titles were withdrawn from the collection in 2008-09. Of those, 832, or 21.6% were requested by other libraries, primarily by the library at the U.S. Department of Education in Washington, D.C.

- Completed the Congressional documents and reports tangible copies withdrawal project. An additional 318 pieces were withdrawn from the collection after following FDLP guidelines for listing and posting to the Florida Regional and selective depositories.
- Retrospective cataloging of hearings in the Y4.F 76/2: classification (Senate Committee on Foreign Relations) continued. A total of 416 titles were added to the online catalog.
- Continued the catalog record clean-up project. In 2008-09 an additional 68 SIRSI records were updated or edited in some fashion.
- Completed a project to retrospectively catalog or consolidate existing SIRSI records of serial titles in the Current Population Reports series (C 3.186:). A total of 30 SIRSI records were created, updated, or consolidated.
- Relabeled the entire documents print collection shelves.
- Completed retrospective cataloging of all (488 titles) PrEx (CIA) over-sized maps housed in the Documents Department map case in the lower level and regular size maps shelved in the Documents stacks.
- Initiated a major shifting project in the Y4 print hearing shelves.
- Evaluated all Florida documents pulled from the Reference Collection as part of the weeding project to determine if they should stay in Reference or if they could be withdrawn as obsolete or moved to the Circulating Collection. Searched Florida state agency sites and the Florida State Library online catalog for online versions of the reference titles, which were then added to SIRSI.
- Made the transition from receiving paper copies of Florida legislative bills to relying on the online version.

## **ASSESSMENT 2008-2009**

### Reference Services

- Associate Director Susan Ryan had an article published in *The Journal of Academic Librarianship* detailing the results of the reference question studies and the effect on reference desk staffing.
- Compiled annual database statistics to track use of individual databases.
- Compiled monthly reference desk transactions to track use of desk services.

### Circulation & Reserves

- Compiled annual circulation statistics by item type and user type for each semester and interim period throughout the fiscal year to determine use level and use patterns of library material.

- Compiled annual reserve statistics by item type and user type for each semester throughout the fiscal year to determine use level and use patterns of reserve material.
- Tracked monthly gate counts to help determine use of library.

#### Interlibrary Loan & Document Delivery

- Compiled annual interlibrary loan statistics for both borrowing and lending. Borrowing statistics tracked by patron type, department, and if the item was a loan or a copy.
- Compiled “reason for no” statistics on requests for loans from other libraries to help determine ways to cut down on requests for items that cannot be loaned.
- Tracked copyright compliance statistics; any journal titles that are requested beyond the copyright limit are reported for consideration for purchase.
- Tracked dissertation purchases to determine use level by faculty and students.
- Tracked IFM, non-IFM, and document delivery fees for budget assessment purposes.
- Supplied ILL borrowing data to Technical Services to identify areas for acquisitions.

#### Archives & Special Collections

- Tracked all incoming items (photos, memorabilia, special collections, etc.) on spreadsheets.

#### Instruction & Outreach Services

- Evaluation forms are distributed to all persons in each instruction class.
- In the spring semester of 2009, the Library, with the help of the Institutional Research Office, administered the Research Practices Survey (through the Higher Education Data Sharing consortium) to first-year students and seniors to assess undergraduate students' experiences, dispositions, and proficiencies in conducting college-level academic research. Results from HEDS are pending.

#### Government Information Services

- In conjunction with the summer 2009 Annual Item Selection Update Cycle, began a systematic review of all item numbers in our profile with a goal of reducing our item selection percentage and continue the transition to a more electronic federal depository collection.
- Continued collecting circulation statistics for RECON hearings.



## **GOALS FOR 2009-2010**

### Reference Services

- Complete summer reference weeding project.
- Shift reference collection after weeding project.
- Continue transition from print to electronic reference works.
- Reevaluation of the physical reference desk and reference services.
- Experiment with on-call reference services 10:00 am-noon several days a week.
- Review databases to recommend possible additions to the collection.

### Circulation & Reserves

- Continued emphasis on stack maintenance.
- Continued emphasis on student assistant training.

### Interlibrary Loan & Document Delivery

- Maintain high standards for quick turn-around time on requests.
- Maintain high fill rates on both borrowing and lending.
- Continued emphasis on student assistant training.

### Archives & Special Collections

- Make archives digital content available on the web via ContentDM.
- Continue to scan photos and special collections in for inclusion in ContentDM.
- Produce a "tour" booklet of the Politicos Room.
- Continue to add items to the Archives master spreadsheet.
- Continue to index the *Reporter*.

### Instruction and Outreach Services

- Continue review of the library's Plan for Information Literacy and revise as necessary.
- Continue review of the library's instruction presence on the library's website and in other appropriate electronic forms and revise as necessary.
- Revise instruction to first-year students as necessary based on the new Arts & Sciences first-year seminars and course curriculum design.
- Produce customized Camtasia video tutorials for graduate and undergraduate students enrolled in the School of Business in DeLand and at Celebration. Produce discipline-oriented tutorials for graduate students in Counseling and undergraduates in Psychology.
- Produce Camtasia video tutorials tailored for First-Year Seminar and other new students.
- Update and maintain "Link to Library Resources" / Blackboard site for all students.
- Work closely with the Coordinator of Library Instruction to insure that all students enrolled in First Year Seminars receive instruction in the effective use of library resources and services.

- Continue liaison with graduate program instructors and staff, DeLand and Celebration campuses, to maximize library orientation and instruction opportunities.
- Target communication, emphasizing availability of Library research assistance, to all College of Arts and Sciences instructors and students listed as teaching and enrolled in Senior Research projects, Fall 2009 and Spring 2010.

#### Government Information Services

- Finish shelf-shifting project in the hearings (Y 4) stacks.
- Conclude analysis of item number selection and submit changes to GPO.
- Apply the GPO's revised *Guidelines for Depository Libraries: Substituting Online for Tangible Versions of Depository Publications by Selectives* to our tangible collection to see if there are viable candidates for migration to electronic-only access.
- Initiate project to determine accuracy of "dummies" (place holders) in the Documents stacks. Remove or update as needed.
- Continue "clean-up" of documents records in SIRSI.
- Monitor water intrusion problem near the window in the southeast corner of the Johnson Room throughout the rainy summer months. If water intrusion problem has been resolved, transfer the multi-volume set *The War of the Rebellion: a compilation of the official records of the Union and Confederate armies* to the Johnson Room.
- Resume regular weeding of the federal documents tangible collection, an activity that lagged in FY 2008-2009 due to staffing problems at the regional depository and a focus on another major weeding project in the library.

#### **CHALLENGES 2009-2010**

Reference: How to transition the reference desk from a traditional service desk model to a hybrid model of desk and on-call service, with thoughts of the possible elimination of day-time reference desk hours in the future.

Instruction: How to integrate information literacy components into both First-Year Seminars and the new ENGL 1010 since neither of these has a mandated research paper.

Government Documents: How to best make decisions about item selection and retention that hinge more on space constraints than on other factors. How to get adequate student staffing needed to keep the documents processing moving smoothly and for tackling special projects.

Archives: How to deal with the huge increase in workload that has come with the welcome increased visibility of the Archives and Special Collections and the addition of ContentDM with only a half-time staff person.

## PROFESSIONAL ACTIVITIES

**Susan M. Ryan, Associate Director**  
**Professional Activities, July 1, 2008 – June 30, 2009**

### **Professional Meetings / Seminars Attended:**

Central Florida Memory Grant meeting, Rollins, June 15, 2009

ContentDM Training Webcast, April 29, 2009

Central Florida Memory Grant meeting, UCF, December 15, 2008

LexisNexis Statistical DataSets Demo, Stetson University, November 19, 2008

LexisNexis Review, Stetson University, November 14, 2008

Central Florida Memory Project Meeting, Orlando, September 23, 2008.

### **Professional Conferences Attended**

Florida Library Association Annual Conference, Orlando, FL, May 7-8, 2009

### **Publications:**

"Reference Transaction Analysis: The Cost-Effectiveness of Staffing a Traditional Reference Desk." *Journal of Academic Librarianship*, September 2008.

### **Publications, Web pages:**

Diversity Resources at the Stetson Library: <http://stetson.edu/library/diversity.php>  
(web pages only; Jane Bradford did bibliographies)

Standish website: [http://stetson.edu/library/specialcollections\\_standish.php](http://stetson.edu/library/specialcollections_standish.php) (December 2008)

Editor, *Whatsoever Things*, for Max Cleland's talk at Leadership Stetson

Regar website: [http://stetson.edu/library/specialcollections\\_regar.php](http://stetson.edu/library/specialcollections_regar.php) (December 2008)

Stetson University's 125<sup>th</sup> Anniversary. <http://stetson.edu/library/125th.php> (October 2008)

Stetson University Football Programs. [http://stetson.edu/library/alumni\\_football\\_programs.php](http://stetson.edu/library/alumni_football_programs.php)  
(October 2008)

Stetson University Basketball Programs. [http://stetson.edu/library/alumni\\_basketball\\_programs.php](http://stetson.edu/library/alumni_basketball_programs.php)  
(October 2008)

Stetson University Basketball Pros. [http://stetson.edu/library/alumni\\_basketball\\_pros.php](http://stetson.edu/library/alumni_basketball_pros.php) (October 2008)

Stetson University Baseball Pros. [http://stetson.edu/library/alumni\\_baseball\\_pros.php](http://stetson.edu/library/alumni_baseball_pros.php) (October 2008)

Stetson University Hatter Mascots. [http://stetson.edu/library/alumni\\_mascots.php](http://stetson.edu/library/alumni_mascots.php) (October 2008)

**Professional Service:**

Referee, *Southeastern Librarian*, 2002 to date

Referee, *College & Undergraduate Libraries*, 1993 to date

**University Service:**

University Promotion & Tenure Committee, 2004-2010

Tenure and Promotion Review Task Force, April 2009 to date

Member, Provost Search Committee, January to April 2009

Member, Faculty Committee, Presidential Search Candidates meetings, October-November 2008

**Jane Bradford, Coordinator of Library Instruction**  
**Professional Activities, July 1, 2008 – June 30, 2009**

**Professional Presentations Made**

- Taught the BN 301 class (Business Communications), Stetson University School of Business Administration Summer Innsbruck Program, July-August 2008

**Professional Conferences Attended**

- Florida Library Association Annual Conference, Orlando, FL, May 7-8, 2009

**Professional Workshops/Seminars Attended**

- *Library Journal* and Serials Solutions, "Building ROI Through Discovery: Leveraging the Value of the Library Collection," Webcast, June 30, 2009
- Five-Week Course, "Prescription for Success: Consumer Health Information on the Internet," National Network of Libraries of Medicine, March 23-April 24, 2009
- SirsiDynix "Collaborative Mind" Webinar, March 20, 2009
- LexisNexis Statistical DataSets (second seminar), February 23, 2009
- LexisNexis Statistical DataSets, January 21, 2009
- Association of College and Research Libraries Webinar, "Thinking Like a Designer," January 13, 2009
- TLT Group, Friday Live Webinar, "Using Google Custom Search Engine: Turning an Information Fire Hose into a Precision Instrument," January 9, 2009.
- Gale Cengage Webinar, Gale Company and Business Resource Center, January 6, 2009.
- WebJunction Webinar, "Learning for Learning Professionals: Competencies, Strategies and Resources," December 11, 2008
- WebJunction Webinar, "Top 10 Tips for Effective Application Training in the Virtual Classroom," December 10, 2008
- Gale Literature Resource Center Training, December 10, 2008
- MaintainIT Project, "Evaluating and Implementing Web 2.0 Tools in Your Library," Webinar, November 20, 2008
- ACRL Webcast, "Academic Librarianship by Design: Using Course/Learning Management Systems to Help 'Fit' the Library into Students' Lives," November 11, 2008
- LexisNexis Congressional Record—(new interface), October 23, 2008
- LexisNexis Academic—(new interface), Legal Research, October 21, 2008
- Blended Librarian Webcast: "Dumbest Younger Generation or Clueless Older Educators: What Librarians Can Do To Promote Student Excellence," Oct. 2, 2008
- LexisNexis Academic—(new interface), September 25, 2008
- LexisNexis Academic—Finding Resources (new interface), September 24, 2008
- LexisNexis Academic—Business Research (new interface), September 23, 2008

### **Other Professional Activities**

- Library Display—*Atlantic*, “Innovations,” November 10, 2008—February 2009
- Appointed as a reviewer for *College and Undergraduate Libraries*, October 5, 2008. Reviewed two manuscripts during 2008-2009
- Catalog training—June 2008 monthly update of e-book collections additions and changes; first 50 titles in Liberty Fund e-book collection cataloged
- Cataloging—September 2008-June 2009 update of e-book collections additions and changes

### **Publications**

- Research section of *Guide to Writing at Stetson University, 2009*, by Megan O’Neill, Director of the Writing Program, Stetson University, published by Hayden-McNeil

### **Campus Publications**

Revised

- “Research Process Guide” (online)
- 11 My Subject Pages

### **Professional Association Memberships**

- American Library Association
- Florida Library Association
- Association of College and Research Libraries (ACRL)

### **University Service**

- Member, Hand Awards Review Committee, Spring 2009
- Member, College of Arts and Sciences General Education Assessment Committee (GEAC), 2009-2011
- Faculty Advisor, Honors System, 2007-2009
- Member Faculty Compensation Committee, 1997-2008
- Editor, *Stetson Bulletin*, 1997-2006, 2007-2009
- Chair, Library Tenure and Promotion Guidelines Review Committee, Fall 2008
- Chair, Library Research Awards Committee, Spring 2009
- Elected Member, University Tenure, Grievance, and Academic Freedom Committee, 2009-2011

### **Community Service**

- Vice President, Board of Directors, Stetson University, People Helping People
- Member, Committee on Ministry, Mosaic Unitarian Universalist Church, 2007-2010
- Yearbook Editor, DeLand Branch, American Association of University Women, 2008-2009

**Barbara Costello, Government Documents Librarian  
Professional Activities, July 1, 2008 – June 30, 2009**

**Conference Presentations**

"It's a Jungle Out There! Simplifying the Hunt for Government Information." A program sponsored by the Government Documents Interest Group, presented at the 2009 Florida Library Association Annual Conference, Orlando, FL, May 8, 2009. Co-presenter: Rich Gause, University of Central Florida.

**Professional Conferences/Meetings Attended**

GPO Spring Depository Library Council meeting, Tampa, FL, April 20-21, 2009

Florida Federal Depository Libraries State Plan committee meeting, University of Tampa, April 19, 2009

Florida Association of College and Research Libraries (FACRL) Fall Meeting, University of North Florida, Jacksonville, FL, November 7, 2008

Federal Depository Library Program Conference and Fall Depository Library Council Meeting, Arlington, VA, October 20-22, 2008.

Florida Federal Depository Libraries State Plan committee meeting, University of Florida, Gainesville, August 11, 2008

**Professional Presentations**

"Historical Treasures, Genealogical Gems," a presentation to the Volusia County Genealogical Society, Daytona Beach Public Library, April 16, 2009.

Highlights from the Fall 2008 Federal Depository Library Conference. Presentation to the CFLC Government Documents Interest Group, Maitland, FL, November 12, 2008

**Professional Workshops / Seminars Attended**

Finding Sources Using LexisNexis Academic online seminar, February 27, 2009.

LexisNexis Academic Seminar - Business Research online seminar, February 11, 2009.

Office 2007: Excel 1, CFLC workshop, January 28, 2009

WilsonWeb CX: 2009 Enhancements online meeting, January 21, 2009

Credo Reference - Customer Training (online) August 14, 2008

New Enhancements to WilsonWeb CX Edition (online), June 25, 2008

Elsevier TrainingDesk online session: Introduction to ScienceDirect, June 19, 2008

LexisNexis Academic Seminar - Legal Research (online), June 18, 2008

### **Publications (Web)**

Maintained and updated the content of library subject pages in the following areas:

American Studies  
Chemistry  
Civil War (U.S.)  
Counseling  
Digital Arts  
Florida Politics and Government  
Geography and Environmental Science  
Government Information  
History  
Mathematics  
Psychology

### **Publications (In-house)**

Research Guide: Estate, Fiduciary, and Gift Taxation, ATG 530 – Summer 2009. May 2009.  
(posted to course Blackboard site)

Research Guide: Resources for Federal Taxation of Entitles, ATG 502 - Spring 2009. January 2009 (rev.) (posted to course Blackboard site)

Research Guide: Resources for Federal Taxation of Individuals, ATG 401 – Fall Semester 2008. August 2008. (posted to course Blackboard site)

### **Professional Positions Held**

Florida Federal Depository Libraries State Plan Committee, 2008-2009

Chair, Central Florida Library Cooperative Government Documents Interest Group, 2008-2009.

### **Instruction**

Political Analysis, PE-325, Dr. David Hill, 8/28/08.

### **University Service**

duPont-Ball Library Tenure and Promotion Committee, Fall 2008

Judge, 2009 Women and Gender Studies (WGS) Ann Morris Essay and Creative Writing Contest

Tenure, Grievance, and Academic Freedom Committee, Fall 2006 – present.



**Sims D. Kline**  
**Professional Activities, July 1, 2008 – June 30, 2009**

**Web Tutorials**

- Developed series of 34 web-based tutorials on effective use of library resources and services
- Developed “Link to Library Services” / Blackboard site

**Workshops, Meetings Attended**

- Lexis-Nexis presentation on Statistical Publications & Datasets
- Florida Library Association workshops sponsored by Academic Libraries Member Group:
  - Outreach Blogs: Innovative Strategies for Connecting Libraries to their Communities
  - Mashing up Library Resources for International Students

**University Service**

- Faculty Senate representative from the Library faculty
- Chair, Senate subcommittee on faculty workloads
- Member, Faculty Welfare Committee of Faculty Senate
- University Technology Committee, Faculty Senate representative
- Co-Faculty Advisor, Phi Mu Alpha Music Fraternity
- Faculty Associate, Canterbury House, Episcopal campus ministry
- Videotaped various School of Music concerts, recitals
- Judge, Stetson Undergraduate Research and Creative Arts Symposium (SURCAS)
- Wrote meditation, “Light, Shadows” for School of Music Candlelight Concert
- Master of ceremonies, Stetson 125<sup>th</sup> Anniversary Celebration
- Performer, School of Music chapter fundraiser, American Choral Directors Association

**Community Service**

- Accompanist, Christmas program for Daytona Area Parkinson’s Association
- Director of ushers, sound system coordinator, St. Barnabas Episcopal Church, DeLand