PUBLIC SERVICES ANNUAL REPORT

FY 2009-2010

duPont-Ball Library
Stetson University
DeLand, Florida

Submitted July 2010 by:

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SUMMARY

Two major developments defined Public Services in fiscal year 2009-10. The first was the decision to transition from a traditional physical reference desk model to on-call librarian research services. Six hours of limited on-call hours were tried in spring semester 2010 and it worked fairly well, although it was sometimes difficult for the circulation staff to keep track of which librarian was on call and how to find him/her if not in his/her office. That issue was resolved during the summer sessions when the librarians began to use a common cell phone; a librarian may be reached at one number from 9:00 am to at least 10:00 pm (or 5:00 pm on Fridays and Saturdays) each day.

The second was the development of the Contentdm Digital Archives. The software was implemented in the summer of 2009 and within one year, the archive has grown to include more than 11,000 items (30,000 images). This growth far exceeded our expectations and within the space of one year we moved from a 10,000 image license to a 50,000 image license. Collections include photographs, memorabilia, campus plaques, yearbooks, student newspapers, University bulletins, and special collections (Stover, E. Clay Shaw, Max Cleland, Regar, Surratt). All of the content digitized by the University of Central Florida (as part of a Central Florida Memory grant) was uploaded during this fiscal year, and we added a significant amount of content on our own. A large amount of additional material (remaining yearbooks, bulletins, student handbooks) was shipped to Lyrasis for low-cost subsidized digitization this fiscal year and will be uploaded in 2010-11. During the spring semester, two digital arts students earned independent study credits by designing a graphic front end that professionalized the look of the digital archives.

PERSONNEL

- Janet Gross, Evening Circulation Supervisor, resigned in November 2009 and was replaced by Marion Leisy. Julie Soler, Night Circulation Assistant, resigned in spring 2010 and was replaced by Carol Anderson.

- Current Public Services personnel include Susan Ryan, Associate Director; Jane Bradford, Instruction Coordinator and Research Librarian; Barbara Costello, Government Document and Research Librarian; Sims Kline, Research Librarian (position title changed at the end of the current fiscal year); Pat Nuzzaci, Part-time Research Librarian; Jane Deighan, Part-time Research Librarian; Cathy Ervin, Circulation Supervisor; Susan Connell Derryberry, Interlibrary Loan Coordinator; Marion Leisy, Evening Circulation Supervisor (part-time); Dee Buckley, Night Circulation Supervisor (part-time); Carol Anderson, Night Circulation Assistant (part-time); Tina Battistone, Weekend Circulation Supervisor (part-time); and Gail Grieb, Archives Specialist (part-time).

RESEARCH, WEB, & DATABASES SERVICES

Statistical Summary

- Reference transactions: 7,282, down 24% from the previous fiscal year.

- Library website visits: 237,177

- Library website page views: 470,112

- Databases added in FY 2009-10: 19th Century Newspapers (Law School funded); American History in Video; Biological Abstracts (Thomson-Reuters replaced Ebsco); China Statistical Data Set (Law School funded); Conditions & Politics in Occupied Western Europe, 1940-1945; Consumer Statistical Data Set (Law School funded); Counseling and Therapy in Video; Direction of Trade Statistics; Films on Demand; Grzimeks Animals Online; IPA Source (Music Transcriptions and Translations); Jazz Music Library; Making of Modern Law: U.S. Supreme Court Records and Briefs, 1832-1978 (Law School funded); Scribner Writers Series; Web of Science.

- Databases cancelled or discontinued in FY 2009-10: Agricola Index (discontinued by FirstSearch); Alternative Press Index (discontinued by FirstSearch); Biography & Genealogy Master Index (cancelled); EconLit (discontinued by FirstSearch); State Capital Universe (cancelled); World of Learning (cancelled).

- Database usage: Most databases show increased use. Declines seen in all ProQuest databases (some significant statistical anomalies noted and ProQuest queried via email), Columbia Granger's Poetry, CQ Press, Dissertation Abstracts, EconLit, GPO Index, Literature Resource Center, Oxford English Dictionary.

Accomplishments

- Using a variety of data that has been collected since 2001, the decision was made to close the physical reference desk and rename the new on-call librarian service "Research Services." Librarians experimented with limited on-call hours in spring 2010 and went completely to on-call services during the summer school sessions. The use of a common cell phone works well and the number of hours a librarian is available on-call is actually slightly greater than that of when we had a librarian at the desk.

- All web-based subject pages were regularly maintained, link checked, and updated monthly by the research librarians.

- Completed a comprehensive print reference collection weeding project that resulted in the withdrawal of approximately 10,000 print volumes. In conjunction with the physical weeding, a move toward electronic reference sources collection continues.

- A number of databases were evaluated and several were recommended for additions to the database collection.

- Updated a "Diversity" website to support the campus-wide diversity day.

<u>Assessment</u>

- Head of Technical Services Debbi Dinkins and Associate Director Susan Ryan had an article published in *The Journal of Academic Librarianship* detailing the results of using a paraprofessional at the reference desk.

- Compiled annual database statistics to track use of individual databases.

- Compiled monthly reference desk and on-call transactions to track use of desk and on-call research services.

<u>Goals 2010-2011</u>

- Assess the success of the transition to on-call research services.

- Continue aggressive weeding of the print reference collection in anticipation of the Music Library collection moving to this building in the summer of 2011.

ACCESS, CIRCULATION & RESERVES

<u>Statistical Summary</u>

- Gate count: 183,126, down 10% from the previous fiscal year.

- Total circulation/renewals: 22,532, down 14.3% from the previous fiscal year.

- Total print book circulation: 13,528, down 13.1% from the previous fiscal year.

- Total reserves circulation: 2,936, down 14.7% from the previous fiscal year.

<u>Accomplishments</u>

- Continued emphasis on stack maintenance.

- Continued emphasis on student assistant training.

<u>Assessment</u>

- Tracked monthly gate counts to help determine use of the library.

- 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.

- Initiate a comprehensive student assistant training program in anticipation of more student worker involvement in answering routine directional questions and troubleshooting hardware problems.

- Continue shifting over-crowded stacks and other shifting as needed for the anticipated move of the Music Library collection in summer 2011.

INTERLIBRARY LOAN & DOCUMENT DELIVERY

Statistical Summary

- ILL Borrowing Requests: 1,988 (down 6.1% from previous fiscal year)
- ILL Borrowing Filled Loans: 1,221 (down 8.6% from previous fiscal year)
- ILL Borrowing Filled Copies: 567   (down 11.3% from previous fiscal year)
- ILL Borrowing Filled Total: 1,788 (down 9.5% from previous fiscal year)
- ILL Borrowing Unfilled Total: 191 (up 1.6% from previous fiscal year)
- ILL Borrowing Fill Rate: 90%
- ILL Borrowing Unfilled Rate: 10%

- ILL Lending Requests: 4,188 (down 7% from previous fiscal year)
- ILL Lending Filled Loans: 1,822 (down 2.5% from previous fiscal year)
- ILL Lending Filled Copies: 644   (down 20% from previous fiscal year)
- ILL Lending Filled Total: 2,466 (down 7.8% from previous fiscal year)
- ILL Lending Unfilled Total: 1,737 (down 8.7% from previous fiscal year)
- ILL Lending Fill Rate: 58%
- ILL Lending Unfilled Rate: 42%

- Total Document Delivery Cost: $5,994.82

    - DLLI ILL courier service: $3,000.00
    - ILL fees (IFM, non-IFM, and lost books): $2,308.35
    - Copyright Clearance Center fees: $96.00
    - Dissertation purchases: $216.00
    - Dialog charges: $216.00
    - CAS/STN charges: $158.47

Accomplishments

- Trained new ILL student assistant.

- Updated interlibrary loan instruction manual.

<u>Assessment</u>

- 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.

- 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.

<u>Goals 2010-2011</u>

- Train Documents Librarian in ILL borrowing procedures so that position serves as a back-up to the ILL staff member.

- Train new ILL student assistants.

- Maintain high standards for quick turn-around time on requests.

- Maintain high fill rates on both borrowing and lending.

ARCHIVES & SPECIAL COLLECTIONS

<u>Statistical Summary</u>

- Added 11,158 items to the digital archives

- Added 30,114 images to the digital archives

- Online visits to digital archives: 5,869

- Page views in digital archives: 67,423

<u>Accomplishments</u>

- Made archives digital content available on the web via ContentDM and provided a demonstration of the product for both library and wider campus audiences.

- Continued to scan photos, photograph memorabilia, and scan items from special collections for inclusion in ContentDM.

- Created several new collections (University documents, Stover, Cleland, Shaw, Regar, Surratt).

- Created a contributor's page for the digital archives.

- Worked with Kai Armstrong and two digital arts students to create a new front-end for the digital archives.

- Prepared a large amount of metadata for material sent to Lyrasis for low-cost subsidized digitization.

- Provided a significant amount of archives material for various campus events, such as the inauguration of President Wendy Libby, Max Cleland's Leadership Stetson, the retirement of Mark Hollis, etc.

- Provided photos and video to Simon & Schuster for Max Cleland's book and book tour.

- Provided photos and videos to ABC World News for a segment on Max Cleland's career.

- Coordinated a book-signing event for Max Cleland's new book.

- Created a number of displays of archives material for the library, the Alumni Office, and the Hollis Center for various campus events (homecoming, Lawson Lecture, Leadership Stetson).

- Began the indexing of the Clay Shaw papers.

- Processed gifts from Max Cleland, Clay Shaw, the Feasel family, alumnus Carl Burst, alumnus Wes Brumback, alumni John and Carol Adams, alumni Paul and Janice Jenkins, the United Methodist Conference, Public Relations, Faculty Senate, and Vice President Jim Beasley.

Assessment

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

- Tracked statistics on items entered into the digital archives.

- Tracked usage of the digital archives.

Goals 2010-2011

- Upload all Lyrasis-scanned material into Contentdm digital archives.

- Upgrade to unlimited licensing for Contentdm and work with the College of Law Library to incorporate their archival material into the collection.

INSTRUCTION

Statistical Summary

- Instruction sessions: 99, up 37.5% from the previous fiscal year.

- Number of students in instruction sessions: 1,393, up 24% from the previous fiscal year.

- Number of graduate student instruction sessions: six with a total of 154 students participating.

- Number of departments receiving instruction sessions: 22.

- Research librarians assisted 52 student with in-depth research as part of the Research Assistance Program.

Accomplishments

- Established an instruction presence in the First-Year Seminars.

- Established an instruction presence in Physics.

- Established an instruction presence in the University's online class offerings.

- Contacted via email professors teaching senior research classes alerting them to the availability of instruction librarians to assist their senior research classes.

- Contacted via email all students enrolled in a senior research class alerting them to the availability of research librarians for one-on-one help with senior research.

- Revised information packets given to all new enrollees in the MBA, EMBA, and Passport BBA programs for the DeLand and Celebration campuses.

- Revised Blackboard "Link to Library Services" website for upgrade to Blackboard 9.

Assessment

- Continued evaluations completed by students in all library instruction classes, including online pilot project.

- Results of Jane Bradford's sabbatical pre- and post-test assessment (2006-2007) will be used as evidence of assessment for SACS study.

- Information fluency included as one of the general education learning outcomes to be assessed routinely university-wide.

- Complete review of the library's *Plan for Information Literacy;* seek library faculty approval of the plan.

- Revise class evaluation method for online classes.

- Continue and perhaps enhance the use of email and library website announcements regarding the availability of research librarians for one-on-one assistance and assistance for senior research projects.

GOVERNMENT INFORMATION

Statistical Summary

- Physical items received on deposit: 3,598, up 60% from the previous fiscal year.

- Federal Documents Holdings: 350,867, down .27% from the previous fiscal year.

- Florida Documents Holdings: 4,242 items, up 10.4% from the previous fiscal year.

Accomplishments

- Completed shifting the Y4 (hearings) sections.

- Weeded more than 2,800 physical items from the federal documents collection.

- Concluded a comprehensive analysis of the depository item number selection. The analysis concluded with the deletion of 576 item numbers from our profile (dropping the selection rate from 31% to 21%).

- Applied the Government Printing Office's revised *Guidelines for Depository Libraries: Substituting Online for Tangible Versions of Depository Publications by Selectives* to various print publications.

Assessment

- Tracked annual statistics for both federal and Florida documents collections.

Goals 2010-2011

- Continue the transition to an increasing electronic depository collection by changing receipt of the *Daily Congressional Record* and *Federal Register* from paper to electronic only.

- Continue to analyze the tangible collection following the GPO's revised *Guidelines for Depository Libraries: Substituting Online for Tangible Versions of Depository Publications by Selectives* to the physical collection to see if there are additional viable candidates for migration to electronic-only access.

- Begin a systematic review of electronic-only titles in SIRSI to delete the records for outdated or superfluous materials.

- Work with the Periodicals Specialist to transfer bound government periodicals from the Periodicals stacks to the Documents stacks; evaluate titles for retention.

- Continue "clean-up" of documents records in SIRSI.