

PUBLIC SERVICES ANNUAL REPORT

FY 2011-2012

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

Submitted July 2012 by:

Susan Ryan, Dean of the Library and Digital Learning Technologies

Includes information provided by:

Jane Bradford, Instruction Coordinator

Barbara Costello, Government Documents Librarian

Angela Story, Archives Specialist

Sims Kline, Research Librarian

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STATISTICAL DATA

Reference Desk Transactions: <http://stetson.edu/library/annualreports/ARPS1112-01.xls>

Subscription Databases: <http://stetson.edu/library/annualreports/ARPS1112-03.xls>

Web Page Usage: <http://stetson.edu/library/annualreports/ARPS1112-04.xls>

Gate Count: <http://stetson.edu/library/annualreports/ARPS1112-05.xls>

Circulation: <http://stetson.edu/library/annualreports/ARPS1112-06.xls>

Reserves: <http://stetson.edu/library/annualreports/ARPS1112-07.xls>

Interlibrary Loan: <http://stetson.edu/library/annualreports/ARPS1112-08.xls>

Contentdm Digital Archives: <http://stetson.edu/library/annualreports/ARPS1112-09.xls>

Document Delivery: <http://stetson.edu/library/annualreports/ARPS1112-10.xls>

Instruction: <http://stetson.edu/library/annualreports/ARPS1112-11.xls>

Government Documents: <http://stetson.edu/library/annualreports/ARPS1112-12.xls>

PERSONNEL

- No new hires, no resignations in Public Services in 2011-2012, although a successful search was conducted for the Head of Public Services position (replacing Susan Ryan who took the Dean of the Library and Digital Learning Resources position in April 2012). Dr. Jason Martin, a librarian currently at the University of Central Florida, will start in that position in July 2012.
- Susan Derryberry's hours were reduced from 40 hours per week to 37.5 hours per week to conform to the standard library full-time work week. Angela Story was moved from Government Documents Assistant (reporting to the Head of Technical Services) to Archives Specialist (reporting to the Dean of the Library). Ann Molohon's physical work space was moved to the Circulation office and she was assigned circulation-related tasks along with her Technical Services tasks. (Her reporting line remains in Technical Services.)
- Current Public Services personnel include Susan Ryan, Dean of the Library and Digital Learning Technology; Jane Bradford, Instruction Coordinator and Research Librarian; Barbara Costello, Government Document and Research Librarian; Sims Kline, Research Librarian; 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); Angela Story, Archives Specialist, and Gail Grieb, Archives Specialist (part-time).

RESEARCH, WEB, & DATABASES SERVICES

Statistical Summary

- Reference transactions: **1,695** on-call; **682** personal; **2,377** total (up 6%)
- Library website visits: **212,746** (down 10%)
- Library website unique visitors: **116,837** (up 63%)
- Library website page views: **397,817** (down 92%)
- Databases added in FY 2011-12: Academic Video Online; ArtSTOR; Black Freedom (History Vault – paid for by Law Library); GREENER, Legislative Insight (paid for by Law Library); Music Online Reference Database; and Philosopher's Index.
- Databases cancelled or discontinued in FY 2011-12: Congressional Quarterly Researcher.
- Facebook Followers: The library had 5 "followers" in the first week that it was launched (July 2010) and 120 followers at the end of the fiscal year. A year later we have 230 followers.

ACCESS, CIRCULATION & RESERVES

Statistical Summary

- Gate count: **203,074**, up 10% from the previous fiscal year.
- Total circulation/renewals: **25,416**, up 11% from the previous fiscal year.
- Total circulation (not including renewals): **19,919**, up 14% from the previous fiscal year.
- Total print book circulation: **10,919**, down 11% from the previous fiscal year.
- Total DVD circulation: **6,806**, up 45% from the previous fiscal year.
- Total video circulation: **238**, down 12% from the previous fiscal year.
- Total circulation to students: **17,185**, up 18% from the previous fiscal year.
- Total circulation to faculty: **2,827**, down 5% from the previous fiscal year.
- Total reserves circulation (without AV equipment): **1,148**, down 3% from the previous fiscal year.

INTERLIBRARY LOAN & DOCUMENT DELIVERY

Statistical Summary

- ILL Borrowing Requests: **1,624** (down 18%)
- ILL Borrowing Filled Loans: **1,072** (down 21%)
- ILL Borrowing Filled Copies: **424** (down 8%)
- ILL Borrowing Filled Total: **1,496** (down 18%)
- ILL Borrowing Unfilled Total: **112** (down 34%)
- ILL Borrowing Fill Rate: **93%** (up 2%)
- ILL Borrowing Unfilled Rate: **7%** (down 19%)

- ILL Lending Requests: **3,172** (down 19% from previous fiscal year)
- ILL Lending Filled Loans: **1,609** (down 11% from previous fiscal year)
- ILL Lending Filled Copies: **361** (down 34% from previous fiscal year)
- ILL Lending Filled Total: **1,970** (down 16% from previous fiscal year)
- ILL Lending Unfilled Total: **1,189** (down 24% from previous fiscal year)
- ILL Lending Fill Rate: **62.4%** (up 4%)
- ILL Lending Unfilled Rate: **37.6%** (down 6%)

- Total Document Delivery Cost: **\$6,984.70** (up 5.5%)
 - DLLI ILL courier service: **\$3,000.00** (no change)
 - ILL fees (IFM, non-IFM, and lost books): **\$3,343.97** (up 55%)
 - Copyright Clearance Center fees: \$0.00 (no change)
 - Dissertation purchases: **\$264.00** (up 14.3%)
 - Dialog charges: **\$324.00** (no change)
 - CAS/STN charges: **\$52.73** (down 64%)

ARCHIVES & SPECIAL COLLECTIONS

Statistical Summary

- DeLand campus added **10,439** items to the Digital Archives for a total of **27,630** items (total item content up 61%)
- Gulfport campus added **85** items to the Digital Archives for a total of **279** items (total item content up 44%)
- DeLand campus added **12,947** images to the Digital Archives for a total of **113,715** images (total image content up 13%)
- Gulfport campus added **280** images to the Digital Archives for a total of **642** images (total image count up 77%)
- Online visits to digital archives: **16,303** (up 41%)
- Page views in digital archives: **123,199** (up 20.4%)
- Clay Shaw Papers: Indexed **1,268** files (total files up 55%); **66,631** sheets of paper (total sheets up 66%)

INSTRUCTION

Statistical Summary

- Instruction sessions: **81** (down by one session)
- Number of students in instruction sessions: **1,189** (down 8%)
- Number of graduate student instruction sessions: **7** (same) with a total of **47** students participating (down 125%)

GOVERNMENT INFORMATION

Statistical Summary

- Physical items received on deposit: **2,363** (down 33%)
- Federal Documents Holdings: **349,391** (up .1%)
- Florida Documents Holdings: **4,805** items (up 4%)