Odum Library
Annual Report

FY 2016

Table of Contents

Acquisitions, Serials and Collection Development

STATE OF THE UNIT

Acquisitions

- The Acquisitions Unit purchased 4,050 monographic items at a price of $351,098.

- The Acquisitions Unit purchased 1,378 serial items at a price of $798,034.

- As part of the acquisitions process, 4,122 bibliographic records were brought into the catalog by Acquisitions staff.

- The Unit prepared for movement to the next-gen library system, Alma. Activities included data clean-up, training, and scenario testing as part of the Vanguard cohort.

Repairs, Binding & Replacements

- The Acquisitions Unit repaired 404 books in-house (FY15: 496; FY14: 454).

- 789 bound periodicals (FY15: 752; FY14: 1,051) were added.

- 425 theses were bound (FY15: 254; FY 14: 463).

- Additional binding include: 387 Monographs/Books, 7 Music Scores, and 20 Rebinds.

- 67 replacement items were purchased (FY15: 44; FY14: 145).

Serials & Electronic Resources

- Full Text Finder and Publication Finder
  - Migrated from Linksource and Journals A to Z
  - More robust functionality that is embedded with EDS
  - Populated Full Text Finder syntax in various content host interfaces such as Springer, Wiley, etc.
- Serial Cataloging
  - Added electronic format bibliographic records to split multiple format records for content that is moving from print or print/online to online

- - Added electronic format bibliographic records for titles that have online access that had print withdrawn from the collection
  - Created documentation for last time bound print serial records for Voyager and OCLC.
- Electronic Resources
  - Made sure all new online journals had electronic format bibliographic records in Voyager
  - Made sure all new online journals were turned on and that patrons of VSU could access them
  - Communicated with Automation to ensure that journals were set up in the EZ Proxy Configuration File to ensure that Anywhere Access worked
  - Completed statistics for FY16 of electronic resources.
- Verified all packages within EBSCO Holdings Management are accurate and up to date
- Revamped usage statistics to be in line with ACRL and IPEDS Surveys
- Changed MyVSU page to reflect best way to access electronic library materials off campus
- Changed language on Anywhere Access log in screen for better patron accessibility
- Worked with EBSCO to resolve EDS hanging issues and other various issues
- Initiated discussions between ProQuest and the VSU Graduate School to integrate VSU theses into the Dissertation Abstracts database. All theses and dissertations will be submitted electronically through ProQuest ETDadmin. The Graduate School has dropped its requirement that a physical copy of theses be deposited in the Library.
- Updated all databases and URLs in Databases A to Z page
- Cataloged various e-book packages
- Implemented screen sharing software (Bomgar) with the Reference Department to facilitate better communication with patrons, especially for problems that involve technology.

Collection Development

New Title Lists: In FY 2016, the Acquisitions Unit began disseminating new title lists to Departmental Coordinators. The lists are cumulative, and are distributed twice yearly, at the beginning of Fall and Spring semesters. The hope is that the lists will generate interest in the monograph collection and help raise the Library's profile.

End of Year Funds
Surprise end of year funds were made available to the Library. The following significant additions were made to the collection

- JSTOR Arts & Sciences X ($40,700)

This is a wide-ranging collection of 189 social science ejournals. Disciplines include Sociology, Business, Education, Economics, and Public Policy & Administration. This collection was purchased under the one-time payment plan. No ongoing access fees are associated, and the Library has incurred no new commitments. Over time, this collection will continue to grow, as the "moving wall" moves.

- EBSCO Ebooks ($4,231.80)
  These titles were individually selected. Many of them were selected from ebrary's "perpetual packs." The perpetual packs are intended to supplement ebrary's subscription products. The hope is that titles in these packs are not going to be made available via subscription, thereby avoiding duplication.

Weeding

- Kings Bay Collection: The Kings Bay Collection was brought back to VSU in October. The vast majority of these titles were known to be duplicates. A quick review identified about a dozen titles that were transferred to Odum. The remaining collection was offered to the Southern Regional Technical College. Using lists, they identified titles of interest (impressionistically about 28% of the collection). The remaining, unwanted, titles were discarded.

- FAMC AV Collection:
  This collection consisted of multiple media formats: audio cassettes, vinyl records, filmstrips, slides, videos, and DVDs. Audio cassettes were deaccessioned as an obsolete format. Also deaccessioned were the filmstrips and slides, which were decomposing and had already shifted to red. DVD's and video cassettes were reviewed by Collection Development and older items which were not circulating were deaccessioned (roughly 750). The Vinyl records included a large number which had never been cataloged. The Cataloging Unit took the lead in developing guidelines for adding records to the collection and processing them.

Gifts

- 2,865 gifts were received in FY 2016.

- Major donations include books from Ga. Tech (792) and a donation or art books originally given to the Art Dept. (432).

Archives and Special Collections

Submitted by Deborah S. Davis, Director

General Statistics:

**In 2016 we have experimented with an electronic gate counter. However as staff goes in and

Year	Number of recorded questions and sign in patrons	Observed reasons for changes
2015-216	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.
2012-2013	968	Better Record keeping, fewer staff
2011-2012	766	Less systematic record keeping
2010-2011	976	

out of the door numerous times a day, we are getting overcounts that are not at all reliable. We have decided to use our sign-in registry and Gimlet question recording system instead and will stress signing in more reliably.

Outreach:

1. Outreach:

    a. The Happening with free posters created in house and popsicles, 2015
    b. History of VSU "Flash Presentation" at the VSU Student Union, Fall 2015
    c. Created materials for self-guides Art Tour for Parent's Weekend, Fall 2015
    d. Event honoring the Morleys for donating the Rembrant /Dali works, Fall 2015
    e. Created large screen show for the VSU Retirement Luncheon, Spring 2016
    f. Created materials and participated in Library Pop Up Orientation, Summer 2016

Exhibits:

    g. Tatler Burgess exhibit—revolving art gallery in Odum Library
    h. Dali/Rembrandt exhibit, permanent exhibit in Odum Library
    i. Provost's Office Art Installation, West Hall
    j. President's Office Art Installation, West Hall
    k. Worked with Joel Dion for student/faculty Art Exhibit in new Rotating Gallery, Odum Library
    l. Kessler Tapestry permanent exhibit, Odum Library
    m. "African American History Materials in VSU Archives and Special Collections" Odum Library
    n. "Antique Maps in VSU Archives and Special Collections," Nevins Hall
    o. "VSU Memorabilia" Exhibit in President's Boardroom, West Hall
    p. "George Washington Woolwork" restored tapestry, Ashley Hall
    q. "African Art Exhibit" seven items, Odum Library
    r. Odum Library New Media Center Art Installation, Tatler-Wallen paintings

2. News Activities:
    a. Newspaper Interview in Valdosta Daily Times with Dean Poling on the Bailey Exhibit
    b. Newspaper Interview in Valdosta Daily Times with Dean Poling on Irene Dodd Gallery

Teaching:

Four Interns did semester-long internships in Archives under the supervision of the Archivist. They worked in both processing and digitization:

Fall, 2015: Toni Ott—History Department
Spring, 2016: Sara Sheldon and Alexis Brantley—History Department
Summer 2016: Felicity Watt—History Department

Twenty-eight classes taught in 2015-16. This is a decrease of 34% from last year. This is due to the Remnant Trust extra classes in 2014-15. Last year we had a 35% increase over our normal numbers and this represents a return to normal classes without Remnant Trust teaching.

Fall: 13 Classes

- History 1011, Byrd: Volunteer Orientation
- 3 Classes: History 4950, Byrd Film and the Ancient World

- 4.63 out of 5 evaluation
- Food History, Byrd: Library Orientation to Food History Sources
  - 4.71 out of 5 evaluation
- History 4950, Haggard: Library Orientation to Native American Sources
  - 4.83 out of 5 evaluation
- History 1011, Byrd: Babylonian Clay Tablet Orientation
  - 4.33 out of 5 evaluation
- Math 3010, Kicey: Babylonian Clay Tablet Math Orientation
  - 4.8 out of 5 evaluation
- Geography, Vincent: Ancient Maps Class
- Music Bibliography, Frost: Music primary sources in Archives
- English, Warren, Early English Literature, Tatler Burgess collection orientation
- English, Warren, Early English Literature, Tatler Burgess collection orientation
- Higher Ed. History, York: History of Valdosta State University
  - 4.625 out of 5 evaluation

Spring: 10 Classes
- Entry Level History Class, Oglesby: Volunteer Orientation
- History 1011, Byrd: Volunteer Orientation
- History 1011, Byrd: Volunteer Orientation
- History 1011, Byrd: Babylonian Clay Tablet Orientation
- History 1011, Byrd: Babylonian Clay Tablet Orientation
- History 3000, Block: British Law Sources
- 3 High School classes: Archives Orientation
- Journalism, Gelther; Journalism sources in the VSU Archives

** In Spring, between traveling and being sick, I missed 5 and ½ weeks. Our evaluations are relatively time consuming and each has to be entered. Because of "playing catch-up" in the spring with teaching, we did not do evaluations.

Summer: 5 classes
- 5 Middle School classes: Archives Orientation

Volunteers:

Fall Semester 2014
Total Extra Credit Volunteer Hours = **271.78**
Total number of volunteers= **21**

Spring Semester 2015
Total Extra Credit Volunteer Hours = **193.31,**
Total number of volunteers= **25**

Records Added by Volunteers:
      Campus Canopy – 12,050 **(899 added)**
      Scrapbook – 6,981 **(1 added)**
      Video Collection – 1,187 **(7 added)**
      Vital Records – 55,333 **(6304 added)**

Total number of volunteers: 46
Total Volunteer hours: 465.09
Value of volunteer work to the Archives: $3371.90

Website and Digitization

Website Page Visits: July 2014-July 2016
Because we now have materials on two servers, the Cascade Server for our main pages and the Archives server for all of our content pages, we are able to get some granular numbers for different collections that we were not able to get before. Here are hits from various pages and collections. Because we are now reporting both users and page views, this is a "baseline" year and thus we have no comparisons. Assuming that last year's numbers were page views, we seem to have gone up over 50% which is not really probable. If we assume they were users, we have gone down by 50%. Neither of these seems credible. We will compare numbers next year.

1) **VText:** 3,322 users. **40,825** page views.
2) **Archives Website:** 9,164 users. **40,165** page views.
3) Babylonian Clay Tablets: 1,905 users
4) Campus Canopy Search: 910 users
5) COBEC: 2,830 users, 3,596 Sessions
6) Eichberger: 34 users
7) Gendex: 664 users, 5,261 pageviews
8) History of May Day at Valdosta State: 10 users
9) Slave Census: 2025 users
10) South Georgia Folklife: 1,354 users, 3,617 pageviews
11) Union Catalog: 210 users
12) **Archon**: 7,121 users. **40,165** page views

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.

Twitter
Tweets: 426 up from 352 tweets in 2014-15
Followers: 527 up from 333 in 2014-15

Flickr
Photos: 5,449 up from 4,944 in 2014-15
Followers: 33 up from 19 in 2014-15

Facebook
Likes: 202 up from 177 in 2014-15

YouTube
Videos: 105 up from 36 in 2014-2015
Subscribers: 269 up from 74 in 2014-15
Views: 100,016 up from 30k in 2014-15

Digitization

Digital Preservation

In 2015-2016, we committed to a digital preservation plan and began processing electronic records in compliance with digital preservation initiatives. All electronic records going forward will comply with our policy. A large backlog of unprocessed digital files remain on VStore. After extensive reorganization and deduplication, we removed about three terabytes of extraneous data from VStore.

- Digital preservation workflow created, 2015. .
- 3.0 TB of data preserved as of 7/8/2016.
    - Digital Preservation Database created
- DVDs to Digital Preservation System: 58 DVDs processed
- Campus Canopy and Spectator Collection (~75% completed). Up to 1972, 2001, 2012-2016. Vtext
    - Born Digital Spectators (1997-2003) processed: 25 *QuarkXpress* Format
    - Downloaded Spectators (Feb 12, 2015 - 7/8/2016): 33 Issues.
- Electronic Theses and Dissertations: 42 ETD Added
- Omnino Collection
- OnTap VSU magazine
- DIY Bookscanner upgraded (New Camera, Light diffuser, etc)

- VStore Disk Cleanup (3 TB or duplicate files removed). Authorization policies set.

Active Archiving

- Wayback Machine: weekly www.vsuspectator.com saves.
- Spectator Videos: 135 videos downloaded and processed.
- Indexing: Valdosta Area Tweets, Google News Feed "Valdosta State University", WALB News, Statesboro Herald Local News, Florida Times Union, VSU Spectator online articles (Spreadsheets)

Acquire and Preserve Materials.

Archival (non-digital) Acquisitions

172 linear feet (lf) were added to our physical collections, a 55% increase over 2014-2015. I do not expect such a high rate of acquisitions next year. Significant acquisitions include 45 linear feet of the Research Library of Alternative Spirituality, including Wiccan, Huna, Astrology and other alternative traditions. This collection includes periodicals, books, correspondence, and artifacts from various alternative spirituality movements. We also acquired the 14 pieces of the Rembrandt/Dali art collection from the Morley's and 7 pieces of African Sculpture from the Federal Fish and Wildlife Agency. We also received 13 lf of Georgia Association of Instructional Technology from the University of Georgia. We also acquired numerous floor plans from Plant Ops, which I have roughly calculated at 60 lf.

Digital Acquisitions

- **Rarebook Scans**
    - History of Alma (6.39 GB)
    - Civil Rights Collection: 6 *Rare Books Digitized* 1.24 GB
    - Slavery Papers Collection: 24 *Rare Books Digitized* (37.1 GB)
    - Demorest's Family Magazine (16 Issues, 11.2 GB)
    - Occult Collection
        - Unicorn Magazine (40.0 GB)
    - Ge'ez Bible
    - History of Birds, 1850
- Spectator Negative Scans (117 GB)
- Spectator YouTube Videos (7.78 GB)
- Spectator Newspaper (*Electronic Record Accrual*, 1.5 GB)
- University Relations Floppy Disk Migration
- Audio Reel Migration (Alumni Association. 42.2 GB)
- Gay-Straight Alliance Electronic Records

- Faculty Senate Electronic Records (Accrual)
  * New Live Oak Choctaw Electronic Records (Accrual, 5.03 GB 7/8/2016)
- Georgia Library Association Floppy Disk Migration
- COBEC Digital Photos (11.5 GB)
- Society of International Students (Video)

Totals for Digital Acquisitions 280.94 GB

Digital Preservation of AV Materials

This year we restarted our AV Digitizing program after a two year hiatus. A staff member took over the program instead of the students we had been using, and after analyzing the previous scans and cleaning up the gaps in our collection of scans, began digitizing VHS and Umatic tapes. She scanned a total of **358 tapes**, making triplicates for preservation purposes. The tapes breakdown as follows:

Women's Studies Oral History (VHS tapes) = 122
Jazz Ensemble (Umatic) = 24
VSU Theatre (VHS tapes) = 103
VSU Theatre (Umatic) = 77
Neilson Collection (VHS tapes) = 16
WALB and WCTV (VHS tapes) = 9
South Georgia Folklife Collection (Misc) = 7

Additions to Vtext
- Theses and Dissertations **42**
- Total Objects Added: **127**

Special Collections:

58 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.

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. Specific preservation initiatives included work with a chemistry student to conserve a mold damaged 140 year old wool work tapestry of George Washington. Based on interviews with conservators and extensive reading, we came up with a project plan. Using chemicals donated by the VSU Chemistry Department we were able to bring the woolwork back to a usable state. We re-framed it and it is now hanging in Ashley Hall. We have also been preservation scanning *Demorest Monthly* from the 1890's with our interns. Issues of *Demorest* are

now on Vtext. We also encapsulated 21 floor plans of early campus buildings and safely stored over 60 more recent plans.

Vault additions and preservation

This year we completed the Archives Storage Vault Compact Shelving project with end-of-year funds. Over 1200 lf were added to our archives vault shelving. To do this project, we had to move all boxes. When the boxes were brought back, a complete inventory and relabeling project was begun and all boxes now have current locations on the box and in Archon. We also added two mapcases in old archives, donated from Physical Plant, as well as map case storage in our new vault shelving. We also added a digitization work space in the new vault and remodeled our cradle scanner so that it works better. We are currently working with plant to design HVAC changes that will bring our climate in the Archives Storage Vault in line with the standards we are using with the 4th floor vault.

Archival Description and Processing:

Processing totals for 2016: GAIT collection 20 lf; 45 lf of the Alternative Spirituality Collection, currently almost complete; 60 lf of floor plans donated by Plant Operations; 20 lf of other smaller collection.   145 lf. Despite this being a high acquisition year, this is a decrease of 9% because we have caught up with our backlog and we moved most of our students off of processing and onto digital projects. We currently have 20 hours of a graduate student and about 15% of a staff member and 15% of 1 student position devoted to processing. This is a large decrease.

We also completed the inventory of Special Collections and Rare Books this year. In addition, because of the vault shelving project, we completed a full inventory of our 4th floor Archives Vault and updated all location files onto boxes and into Archon. While inventorying the vault, a good bit of "uncounted" processing was done by a staff member, a graduate student and a student worker.

External Funding

Our Endowment this year went untouched. We tried to recover funds that had been lost in the stock market.

Our student volunteers gave work valued at $3371.90 for the year.

Deborah Davis and Catherine Oglesby applied for an Innovation Grant of $36,000.00 during the grant period. We did not win the grant.

The Vault Shelving Project, using end of year funds, awarded at $104,000.00, was started and completed in Fall 2015.

$10,000.00 of end of year funds were awarded for engineering assessment of a project to bring the archives storage vault HVAC into compliance with the archival standards we use in the archives vault on the 4th 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
- COBEC, Consortium on Belize Educational Cooperation. Serving as Archivist since 20005, currently serving as Treasurer (2013-). Attending summer meeting in Columbus, GA and winter meeting in Placencia, Belize. Presented treasurer's report at meetings and collected dues, paid bills and dealt with tax and nonprofit issues. Valdosta State University, VSU Archives is also the webmaster for COBEC and Davis was chosen Documentarian beginning in fall, 2014. Currently working on the Impact Assessment committee and will present in Columbus with committee
- Currently trying to organize two trainings in Belize for 2016-2017, an advanced preservation training and a reference training.

Service to Valdosta State University

- 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. Received the Rembrandt/Dali collection donated to the University Art Collection by David and Lynn Morley.
- Faculty Grievance Committee 2014-15.
- Diversity and Equity Committee, 2014-
- 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
- Alma Library Committee, current

Service to the Community:

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

Presentations and Publications and Gallery Displays

- Davis, Deborah and Joshua Kitchens, "Session 2, International Archives Training in Belize" Details a weeklong for-credit class offered by Deborah S. Davis and Joshua Kitchens in Belize in May 2015. The speakers taught the Belizean archival community classes on appraisal, preservation, description, digitization, and digital preservation. This international partnership strengthened ties between professionals in the two countries and helped ensure the ongoing preservation of archives globally. Society of Georgia Archivists Annual Meeting, Nov. 2016
- Davis, Deborah and Cobec Impact Committee. "An evaluation of the impact of COBEC on Belize and U.S. tertiary education institutions" COBEC Summer meeting, July 2016
- Created Rembrandt/Dali Gallery—14 works donated by David and Lynn Morley, Research included dating and linking *Destino* to signage, designing gallery and overseeing hanging and hanging signs in Odum Library. Also included planning event to open gallery, Sept-Oct. 2015.
- "African American History Materials in VSU Archives and Special Collections" Odum Library, selected materials, designed and installed display, wrote signage, January 2016
- "Antique Maps in VSU Archives and Special Collections," selected materials, installed display, and wrote signage. Nevins Hall, March 2016
- "George Washington Woolwork" restored tapestry, Ashley Hall, Worked with student to conserve and restore 140 year old wool-work, arranged hanging and created signage. May 2016
- "African Art Exhibit" seven items, Odum Library, June 2016.

Training and Meetings:

- COBEC 2015 Summer Meeting, Columbus GA, July 2016
- GUGM, Macon State, May 2016
- COBEC 2016 Winter meeting, Placencia BZ, Feb. 2016
- Society of Georgia Archivists Annual Meeting, Columbus, GA, Nov. 2015
- GLA COMO, Annual Meeting, Athens, GA, Oct. 2015
- Digital Archiving and Access program-Proquest, Summer 2016
- EBSCO ETD Retrospective, Summer 2016

Stacey Wright—Archives Technical Assistant

Employee Development Classes:

- ePro Special Request Technology Ordering (11/04/2015)
- ePro Requester & Procurement Guidelines (11/04/2015)
- Career Planning & Development (3/28/2016)
- Dine & Discover: Diabetes & Hypertension (3/29/2016)
- Defensive Driving (4/06/2016)

MLIS:
- Summer 2015
  - Organization of Information
- Fall 2015
  - Research Methods
  - Preservation
- Spring 2015
  - Management
  - Essential Technologies
- Summer 2016 –
  - Genealogy
  - Rare Books

Conferences & Travel:

- Society of Georgia Archivists - Columbus GA, November 2015

- GUGM - Macon State, May 2016

Dallas Suttles—Computer Services Associate

Conferences & Travel:

- Society of Georgia Archivists Annual Meeting, Columbus, GA, November 2015

MLIS Classes:

- MLIS 7300 Organization of Information
- MLIS 7520 Database Design
- MLIS 7400 Collection Development
- MLIS 7700 Research Methods

Training:

- SAA DAS: Arrangement and Description of Electronic Records
- SAA DAS: Web Archiving Fundamentals
- SAA DAS: User Experience Design and Digital Archives

Assessment

Assessment Activities 2014-2015

Completed

LibQUAL+ Survey

Survey ran from September 1, 2015 – October 20, 2015. We had 680 individuals take the survey during this time. LibQUAL+ has long been established as the measure of quality in library services. The survey did not distinguish by library department, but instead examined library quality in three main categories: facilities, collections, and customer service. This is different from previous years of library surveys we have conducted that only focused on customer service. When the program was completed, all the results were compiled and presentations were made to department heads as well as a meeting of all library faculty and staff.

The results were generally positive for all areas of the library that were covered by LibQUAL+. At the aggregate level, no response to any of the quantitative questions showed a level of service below users' minimum acceptable level. However, when the data is examined at more granular levels, there were areas that needed improvement. Generally, undergraduate students had some issues with the library facilities and noise levels, while graduate students and faculty were more concerned with collection issues. In addition to the quantitative responses, there was a field for comments that allowed for more information. The majority of these comments focused on the physical facilities of the library, though others did mention some collection needs as well. The results of the survey have already begun to make an impact in the library and changes are being made based on the results. Because comments about study rooms and noise made up the bulk of the comments, most of the changes have been focused on changing noise policies and updating at least some of the study rooms.

Peer Observation of Teaching

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

<u>Under Revision</u>

Student Opinion of Library Instruction

The student opinion of library instruction was put on hold during 2015-2016 to focus on LibQUAL+. During this time it was revised and will be redeployed in the 2016-2017 academic year.

Library Instruction Quiz

The library instruction quiz needed major revisions to reflect the new ACRL Framework on Information Literacy and as such was put on hold for the 2015-16 year. The quiz has been reworked and will be redeployed in the 2016-2017 year in a trial form to ensure that measurable outcomes can be found that still align with the new framework.

Automated Systems

Automation FY 2016 dates: July 1, 2015 to June 30, 2016

Printer upgrade deployment (January, 2016)

ExProxy Maintenance switched Proxy by from port to host name (February, 2016)

University website template changed was implemented on August 1st. There was some preparatory work in FY 2016, including modifying ILLiad, Vtext, and other web resources.

Odum Library's Kings bay presence closed, assets returned to may campus (first quarter, 2016)

Odum Library continues to support the Sullivan Literacy Center as their catalog continues to grow and new workers are hired need training and support for voyager.

Network migration and setup of new facilities (June 2016)

Coral upgrade (April, 2016)

LSMS reference project (April, 2016)

Library.valdosta.edu migrated to a virtual server (May 2016)

Illiad authentication migration from axis.valdosta.edu to vsuadext (February 2016)

Compiled Analytics Reports:
V:\dept\Library\depts\Web_Analytics\FY Reports\2016

June 3, 2016
The results of the inventory performed as the vinyl record albums were shifted from 2nd floor (FAMCAV - FAMC AV by Circ) to 1st floor FAMC Collection room OL 1617 west wall (FAMCLIM - FAMC LIMITED) are as follows:

6,031 vinyl record albums are flagged as inventory present
17 vinyl record albums are flagged as inventory missing

53 vinyl record albums were present and deliberately withdrawn, i.e. not the same as missing during the project time frame, March, 2016 to date.

Voyager Data Cleanup in Preparation for Alma Migration
Ran reports for Cataloging and Circulation to act on and moved 65,000+ item records into Withdrawn location as per GIL/Ex Libris recommendations in preparation for Alma migration.

<div align="center">**Keith Watson**</div>

Licensures and Certifications

Ex Libris Alma Certified Administrator, Ex Libris. (May 9, 2016 - Present).

Development Activities Attended

Strategic Planning Committee, Odum Library (Fall 2015)

Conference Attendance, "G3 Alma Implementation Project: Technical Kickoff Macon Meeting," GALILEO Interconnected Libraries, Macon, GA. (May 20, 2016).

Campus Update and Compliance team, Information Technology (Fall 2015)
Web Conference, "Fulfillment - Katy Arnoff," Ex Libris. (October 15, 2015).

Web Conference, "Acquisitions, Serials, ERM - Jessie Ransom," Ex Libris. (October 14, 2015).

Web Conference, "Resource Management - Jessie Ransom," Ex Libris. (October 14, 2015).

Web Conference, "Alma Overview -Jessie Ransom," Ex Libris & USG. (October 13, 2015).

Web Conference, "Alma Implementation Overview," Board of Regents of the University System of Georgia, Valdosta, GA. (August 11, 2015).

Bomgar training, Information Technology (March 2016)

<div align="center">**Sherrida Crawford**</div>

Licensures and Certifications

Ex Libris Alma Certified Administrator, Ex Libris. (May 9, 2016 - Present).

Development Activities Attended

Workshop, "Alma Vanguard Workshop," USG GALILEO & Ex Libris, Athens, Georgia. (June 14, 2016 - June 16, 2016).

Conference Attendance, "G3 Alma Implementation Project: Technical Kickoff Macon Meeting," GALILEO Interconnected Libraries, Macon, GA. (May 20, 2016).

Conference Attendance, "ELUNA 2016," Ex Libris Users Group of North America,

Oklahoma City, OK. (May 3, 2016 - May 5, 2016).

Workshop, "Understanding the New VSU Performance Management Process," VSU Academic Affairs, Valdosta, GA. (December 15, 2015).

Web Conference, "Fulfillment - Katy Arnoff," Ex Libris. (October 15, 2015).

Web Conference, "Acquisitions, Serials, ERM - Jessie Ransom," Ex Libris. (October 14, 2015).

Web Conference, "Resource Management - Jessie Ransom," Ex Libris. (October 14, 2015).

Web Conference, "Alma Overview -Jessie Ransom," Ex Libris & USG. (October 13, 2015).

Web Conference, "Alma Implementation Overview," Board of Regents of the University System of Georgia, Valdosta, GA. (August 11, 2015).

Presentations Given

Crawford, S. (Presenter), Smith, K. A. (Presenter), Hughes, M. (Presenter), Timian, V. (Presenter), Skinner, D., Lowder, D., GIL Users Group Meeting, GALILEO Interconnected Libraries, Macon, GA. (May 19, 2016).

Jordan Downey

Development Activities Attended

Web Conference, Content Marketing, VSU (June, 2016)

Cataloging

In the last year, Cataloging lost one of its faculty catalogers who left to take a position at another institution; due to budgetary constraints, this position has not been filled. The tasks accomplished by that person have either been meted out to other staff or have been discontinued.

19,607 unique items were handled by Cataloging last year, slightly down from the previous year's production of 19,976 items. This includes new cataloging as well as upgrading existing records that passed through the department. This is approximately 1,149 items per month. The number is down slightly owing to the loss of one cataloger and the increased focus on electronic resources which as of yet are not captured in the production numbers.

Working in collaboration with Circulation, items from the *FAMC Closed* stacks were either moved to the *FAMC Open* area or to Cataloging to free up space for the University Call Center. This has resulted in a significant number of shelves in the Department being filled with both gift and "unknown source" record albums.

In collaboration with Acquisitions, a "data renewal" program was implemented. This means that as items are repaired or re-bound, they are sent to Cataloging to have the records in the ILS updated and enhanced to conform to current Department and industry standards as well as enhance accessibility in the catalog.

Cataloging staff are going through the donated record albums as well as all the other uncataloged record albums from the former FAMC room on the second floor ascertaining which titles are already in the collection. If a title is in the collection, it is forwarded to a cataloger to have the record enhanced and brought up to current standards. The duplicate gift items are then sent to Acquisitions for disposition.

In collaboration with Acquisitions, Cataloging is updating the information and cataloging records on videotapes and other items that have been flagged for retention. This process is bringing the records in the library catalog up to date. The items are then re-processed and sent to the *General Stacks* to improve their browsability and retrievability by library users.

Cataloging began a move of the GovDocs cataloging staff to the 4th floor. This will result in all Cataloging staff being in close proximity to each other. As part of this, the GovDocs Cataloging area was cleaned out with the materials moved to Cataloging, Acquisitions, or to the GovDocs Librarian as appropriate.

A monthly departmental meeting was instituted with participation from some staff in Acquisitions to ensure continuity and consistency in library data.

EXTERNAL ACTIVITY

The Department added 763 original records to OCLC, up from 335 the previous year. 2,460 records were enhanced, up from 1,736 the previous year. 407 holdings were deleted, making certain that our entries in OCLC reflect what we actually have in the collection. 224 authority records were created and 47 were updated as part of the NACO/SACO program. The number of authority records increased from the previous year. On a going forward basis this may be impacted by the departure of the Authority Control cataloger.

Crystal Richardson won one of two Anthropology Awards given by the department each year. This award is given for general academic excellence. She was also nominated for *Who's who among students in American universities and colleges.*

Library staff continued to work with USG and sister institutions in the state in preparation for a move to the Alma library system.

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

Circulation

Circulation Department of Odum Library Valdosta State University

- Access Services is planning transition of our current Voyager circulation system to Alma with extensive training and "sandbox" preparation.
- In preparation for transition to the new Alma system, the Circulation Department is conducting wholesale changes and updates to the current system.
- Reduction of the number of patron groups in the system are being conducted.
- 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 delinquencies were dealt with.
- Stacks management supervisor Luke Smith is collaborating with the Information Technology Department (IT) conducting cross training for lab assistants for IT's Technical Response Units will transition some of the current lab monitors to IT.
- Reserve specialist Donna Jones conducted sweeps for expired reserve records.
- Access Services staff contributed to relocating all materials and removing shelving from room 2627 in preparation for the new VSU call center.
- The new PeopleAdmin system debuted for all positions in Access Services with training on all matters that arise with the new Human Resources evaluation program.
- 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.
- Oversized books in several areas of the stacks were removed and sent to cataloging for relabeling and then transferred to the oversized area in the stacks.
- Online manual for department updated on Access Services home page for easy references to policy and procedures.
- Circulation staff provided 24 hour open coverage for the entire library building during the finals week of fall and spring semester. Building usage during finals week between the hours of 2:00AM and 8:00AM.
- Staff continued labeling, inventory and stack clean up procedures for the collection.

The Circulation staff remained stable throughout the 2015-2016 Fiscal Year. Donna Jones provided expertise on library reserves and overall department workflows. Katie Rowland provided daytime staffing at the main Circulation desk and handles GilExpress daily procedures. William Simmons, Pamela Johnson and Darrell Boner provided staffing during the evening/night hours at the main Access Services desk. Serena Taylor 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. Bruce Bailey provided invaluable service for projects

throughout the library and Luther Smith performed as Stacks Management Supervisor and in charge of training students. The Circulation Department hired and trained and provided employment for over 50 work study and student assistants at Odum Library throughout the fiscal year.

Odum Library is one of the vanguard libraries for the ALMA fulfillment system and Access Services staff will continue to collaborate will all library departments to meet any challenges encountered.

Government Documents

Summary Annual Report, Fiscal Year 2016

In FY 2016 Emily Rogers served as the reference librarian for government documents and FDLP coordinator. Cataloging faculty Guy Frost and staff Michele Moye and Crystal Richardson continued to catalog and process federal and Georgia documents under the leadership 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 237, up 70% from 139 in 2015 (note that the 2015 total did not include the month of July, as we did not start using the govdocs tag until the end of July 2014). Average reported monthly use of government information resources to answer reference questions is 19.75, up from the 2015 average of 11.6 per month. The breakdown of transactions tagged as govdocs by minutes of duration in FY2016 is

- 0-5 minutes: 60
- 5-10 minutes: 55
- 10-15 minutes: 35
- 15-20 minutes: 29
- Consultations: 58

Of these transactions, 14 were marked as directional and 2 as technical (all 0-5 minutes in duration); the remaining were logged as reference questions. In comparison, the breakdown of transactions tagged as govdocs by minutes of duration in 2015 was

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

Consultations show a leap of more than 200%, in large part due to requirements for graduate students in social work and education to hold consultation appointments with reference librarians.

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 2016 to a high of 27 a month, compared to the FY2015 average of 50.5 a month. It is important to recognize that the library web site and GIL catalog are not the only, or perhaps the most important, ways that users access online government materials. Searches directly from a government web site such as American Factfinder or the CDC 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.

Compared to 47 circulating documents in FY2015, total annual circulation of print documents in FY2016 is 51, an increase of approximately 8.5%. Circulation of federal government documents is 44, an average of 3.6 per month, up almost 6% over the 2015 rate of 3.4 per month. Circulation of Georgia government documents has likewise increased to 7 for the year, up 16% from 6 in FY 2014. 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, as difficult as that is to track.

Another ongoing project for the public services side of government documents is collection development. We have reduced the number of government publications from federal and state agencies submitted to cataloging: 27 in FY 2016, compared to 66 in FY2015, and, in fact, our focus now is more on weeding than on adding items to the collection. These additions represent mainly Strategic Studies Institute publications that are popular with international, political science, and military studies, and occasional state and local documents. Cataloging of government resources is reported by the library's cataloging department and includes the addition of all FDLP publications.

In FY 2016 we have continued to pursue weeding opportunities. The Serials librarian weeded bound journals published by government agencies, such as *Emerging Infectious Diseases* and *Agricultural Outlook,* now available online. With both the microfiche and the journals, the pulled items were offered first to the University of Georgia as our regional federal depository library and then to the state documents library community. Additional weeding of the Y4 Congressional collection has begun in an attempt to reduce duplication of documents in print, electronic, and fiche formats.

Outreach activities included a Constitution Day and Constitutional resources exhibit in the government documents area of Odum Library and a special presentation, in collaboration with Dr. Michael Black, Director of Institutional Effectiveness, that included reading aloud the Constitution and playing Constitutional Jeopardy with a Learning in Retirement class. In addition, the reference desk gave out candy and free pocket copies of the Constitution on Constitution Day. Reference-area exhibits included ones for Georgia resources, the Americans with Disabilities Act's 25th Anniversary, Pluto, Constitution Day, breast cancer awareness, the 25th anniversary of Desert Storm, Veteran's Day, tax information, Georgia and Florida state and national parks and recreation areas, summer diet and nutrition, and the Supreme Court. Blog entries related to online and print government information continued at a rate of one-to-two per month and were often tied to the content for the current blog entry. Topics for blog entries have included Martin Luther King Day, income tax and poetry resources, election resources, the 25th anniversary of Desert Storm, summer diet and fitness, women's service in government for women's history month, higher education resources, Constitution Day, the return of Wisdom the albatross to Midway National Wildlife Reserve, autumn holidays, and breast cancer awareness.

Distribution of print annual tax forms continues to decline, and only the 1040, 1040A, and 1040EZ forms were distributed to libraries; we made these available to the community in our

government publications kiosk. Other forms were made available online and by copying pages from the notebook of reproducible forms received annually. More than twenty years of past print reproducible tax forms were weeded from the government documents collection this year, and in the future only the current year's reproducible tax forms will be kept in print. The GIL catalog record contains a link to the Hathitrust digitized tax forms. The state of Georgia has ceased distribution of print tax booklets to libraries. In the kiosk we are also offering various free government publications of interest to the public, including financial planning and credit history, 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 was chosen as the chair of the Government Information Interest Group; GLA leadership and midwinter academic section meetings; and the Depository Library Council meeting in Washington, DC. These meetings allowed the public services documents librarian to meet with other depository library coordinators at the national and state levels. Free webinars have also been available from the Government Printing Office and the North Carolina Library Association's Government Resources Section's "Help! I'm an Accidental Government Information Librarian!" series. As one faculty growth goal for the calendar year, the documents librarian is taking the webinars in the FDLP Depository Operation Training Series, offered by the FDLP Training Academy.

There were two major highlights in professional development for the year: first was the documents librarian's attendance at the Depository Library Council meeting in Washington, DC, for presentations on subjects such as the revision of the regional depository weeding procedures, using LibGuides to promote the documents collection, the development and maintenance of the Federal Register, teaching with government information in the new ACRL Information Literacy Framework, and promoting government information to the community. The second highlight was the January 26, 2016, campus visit by U.S. Census Bureau Data Dissemination Specialist Anh T. Nguyen. Mr. Nguyen taught a library instruction session on Census Bureau information for journalists to Professor Pat Miller's JOUR 4650 course. That afternoon Mr. Nguyen led a Census Training Workshop attended by approximately 30 members of the VSU community, including librarians and other faculty from departments such as sociology, criminal justice, education, and modern languages.

Interlibrary Loan

ILL has finally reversed the downward trend of the last several years. Although Borrowing still went down due to sharp drops in loan requests, the good news is that both Lending and Document Delivery showed significant increases in usage, due to changes made in our workflow over the past two years. And turnaround time has also improved notably in both Borrowing and Lending. It was certainly much easier to write this report!

Borrowing

Borrowing Statistics

- Overall borrowing requests submitted decreased from 2,956 to 2181, -26.2%.
- Overall borrowing requests filled declined from 2,191 to 1,741, -21.9%
- Loan requests submitted plummeted from 1,539 to 770, -49.9%
- Loan requests filled also declined sharply from 1,141, -40.4%.
- Article requests submitted declined from 1,417 to 1411, -0.42%.
- Article requests filled **increased** slightly from 1,050 to 1061, **+1%**.

Although the number of overall borrowing requests submitted and filled declined yet again, **the percentage of the decrease of each was lower than last year, with borrowing requests submitted dropping from -30.3% to -26.2%, and borrowing requests filled dropping from -33.8% to -21.9%.** The steep percentage drops in loan requests are the largest I have ever seen in my 32 years in this position, and the esoteric types of material patrons submit make me think people come to us when they can't get it any other way. Article requests submitted were almost the same as last year, but **article requests filled showed the one bright spot in the Borrowing area: they increased 1% from last year!**

Loans/Copies Filled by Type of Material

Type	Number	% of Requests Filled
Articles (Copy)	1051	56.7%
Books (Loan)	927	33.6%
Book Chapter (Copy)	90	5.0%
Other (Loan) 1.	46	2.5%
Music Score (L)	20	1.2%
Article (Loan)	5	0.3%
Book Chapter (Loan) 2.	4	0.2%
Patent (Loan)	2	0.1%
Book (Copy) 3.	2	<0.1%
Other (Article)	1	<0.1%
Thesis (Loan)	1	<0.1%
TOTAL	1,742	100%

1. Other are requests for DVDs, VHS, and usually newspapers on microfilm.

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

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

I can't explain the discrepancy between the total number of requests in our borrowing requests filled table (1,741) and the number listed table of borrowing requests by document type (1,742), except possibly in the time elapsed between when I ran these two tables, one of the requests that was still pending was filled and added to the total. **Two categories of loans increased their percentages for the year: articles went up from 48.4% to 56.7% and Other went up from 1.8% to 2.5%. Another positive trend is that we only had to borrow one dissertation via ILL**, since all other dissertation requests were found either in the Dissertations and Theses Global database, on the internet, or in our library.

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

2014-1015

- Available Full Text 188   6.77%
- Available Stacks   34   1.23%
- Available Internet   73   2.63%
- Available Periodicals 21   0.76%
- Available Microforms _____
- Available Reference _____
- Available Special Coll. _____
- TOTAL Requests 316 11.39%

2015-2016

- Available Full Text   163   7.47%
- Available Internet   124   5.68%
- Available Reference   1   0.35%
- Available Stacks _____
- Available Periodicals _____
- Available Microforms   _____
- Available Special Coll. _____
- TOTAL Requests   288 13.50%

The fact that almost no statistics are available this year for cancellations of requests for hard copy material in the library's collection is because it reflects changes in the ILL workflow that have occurred over the past two years. Whenever we receive a request from any local student, either graduate or undergraduate, and find that it is in our physical collection, we check out and process the returnable items for pick up by the students at the circulation desk, and scan and send out on Document Delivery any article found in our bound journals. Not only does it ensure the customer gets the item, but contributes to greater customer satisfaction with our service. And next year the statistics for full text cancellations will decrease, for we have also begun sending out articles from our databases whenever any student, staff or faculty member submits a request that is found there. This started when there were issues with the link resolver and we could not be sure if patrons could access articles when we sent links or instructions on how to access them,

and decided again, it was a matter of ensuring customers got what they needed and had better customer service.

- Fill rate: 81% filled; 19% cancelled

81% for ILL requests alone; 94.34% when including cancelled requests for materials in our databases or on the internet; and 95.87% if duplicate and patron demo requests are counted. **This year is our highest percentage fill rate during my time here.**

Our Ten Biggest Suppliers of Returnable Materials

- Univ. of Georgia   73   10.70%
- ?   44   6.45%
- GA St. Univ.   39   5.72%
- Emory Univ.   36   5.28%
- Univ. of West GA   35   5.13%
- GA Southern Univ.   34   4.99%
- Bainbridge College   17   2.49%
- Kennesaw St. Univ.   16   2.35%
- Armstrong St. Univ.   13   1.91%
- Gwinnett Univ.   12   1.76%
- TOTAL   319   46.78%

In contrast to last year, when there was a 6.87% decrease in materials filled by that year's top ten suppliers, this year increased 14.27% over last year's percentage of the total number of requests supplied, and the list has the unique distinction of being composed entirely of libraries within Georgia; usually we have at least one out of state library on the list. The remaining 361 returnable items (53.22%) were obtained from 206 other libraries in 44 states and the District of Columbia. There is no library's name listed in second 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 a larger percentage of our loans were supplied by libraries in state last year, our turnaround time for loans **decreased from 11.58 days to 10.94 days**, though when averaged in with articles, the overall turnaround time for all ILL transactions is 6.38 days.

Our Ten Biggest Suppliers of Articles

- Univ. of Georgia   174   16.40%
- GA Southern Univ.   166   15.65%
- GA Tech   68   6.41%

- ?   67   6.31%
- GA St. Univ.   53   5.00%
- Univ. of West GA   25   2.36%
- Western Michigan Univ.   22   2.07%
- George Mason Univ. (VA)   22   2.07%
- Emory Univ.   15   1.41%
- Armstrong State Univ.   15   1.41%
- TOTAL   627   59.09%

This is the second year in a row that over 50% of articles supplied have been able to be furnished by the ten biggest suppliers we have used during the previous year. The remaining 434 articles (40.91%) were obtained from 191 other libraries in 42 states, the District of Columbia, and one university library apiece from Spain, Lebanon, and Thailand. Again, there is no library's name listed in fourth place because OCLC did not supply the name of a library, just the number of statistics and percentage of total requests filled.

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

- Turnaround time for articles: for the second year in a row, **turnaround time dropped significantly from 3.71 days to 3.11 days.** This is probably due to three reasons: 1) **Nearly 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, and another being Western Michigan University, which was an early two day supplier of both books and articles among our custom holders. 2) We try to request most articles in electronic format, since they require less effort for lending libraries to process, and are shipped more quickly. 3) Since becoming a 2 day supplier, we try to use more 2 days suppliers ourselves. 4) About two-thirds of all our article requests are obtained between 1 to 3 days.**
  The Five Departments Which Submitted the Most Borrowing Requests:

- English   404
- History   263
- Biology   226
- Lib. & Info. Sci.   124
- Ed. Leadership   117

As usual, English and History were first and second on the list, with Biology moving up from fifth to third place. After dropping off from the top five last year for the first time, Library & Information Science claimed fourth place among the top five, and Educational Leadership appeared on the top five list for the first time. Other departments which had a strong showing, but did not make the top five included Physics (96), and three departments which have made the list in the past: Psychology (91), Nursing (74), and Communication Disorders (61). These departments always show up among our most heavily requesting departments because they are fields in which faculty are expected to do significant research, and they demand the same of their students in the classroom, even among undergraduates.

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

- The Journal of Organizational Behavior Management   13
- Journal of Technology and Teacher Education   7
- Restoration and 18th Century Theatre Research   7
- Applied Geography   6

All four of these journal titles I would not recommend because they were each ordered on behalf of a single individual. A distance education student ordered many articles from the **Journal of Technology and Teacher Education**, but fortunately, over half of them were available full text in our databases. Need for **Restoration and 18th Century Theatre Research** was created by a professor in the English Department wanting to borrow these journals since she is the editor of this journal. A professor in the Geography department wanted many more articles than copyright permitted in **Applied Geography**, but we could not get them because we could not afford more than $1,100 in copyright fees. A similar situation occurred with a professor who wanted ten articles from recent issues of **The Journal of Organizational Behavior Management**, but when he learned the library would have to pay nearly $1,000 for a subscription to the journal, he said he could go back to subscribing to the journal, since it had only cost him slightly over $100 on an individual subscription.

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

The Requests Finished table allows us to select an option that gives the source, when indicated, of where the patron obtained the citation. This was probably one of the best resources for finding out information on our patrons' research habits, since it indicates whether or not they are using our databases or library catalog, Google, corporate databases on the internet (i.e., Elsevier, etc.), traditional print resources, or networks of friends to find citations they submit for ILL.

This year, **the number more than doubled** from last year's total of 447 requests indicating a source (15.1%) to 903 requests (41.4%) that cited a source. This information is interesting to track for three reasons: first, it shows whether or not library instruction is effective in reaching people, second, if they are aware that requests can be placed within the databases, and finally, from an ILL workflow standpoint, if there is no source, and the citation is incorrect, it makes it more difficult to verify without some information about where the citation was found to start

with. Unfortunately, I can no longer cite statistics for many individual databases, since either the companies or the link resolver have gone to abbreviations to indicate where the requests have been pulled from when the patron has not typed in the information themselves. While ProQuest has come up with abbreviations that are easily guessed at (PQabiglobal, PQlisashell, PQEduc.), Ebscohost is using abbreviations that are like some kind of secret code (bxh, rzh, mnh). So regretfully, I will not include this category for analysis next year.

It was still interesting to see the other types of resources mentioned by patrons as sources where they found information, which were a mixture of electronic and print resources, with a little networking thrown in. Along with various named GALILEO databases, they mentioned bibliographies from journals, books, and dissertations, Dr. Clegg-Hyer's list for the MAESLAT Comp exam, papers by colleagues, Google Books, our catalog, other universities' library catalogs and web sites, a book and an article on Sea Urchins, commercial databases on the internet (Springer, Science Direct), the PhilPapers website, a friend who is a speaker at an upcoming conference, the Jeanne Music catalog, and Library of Congress annual reports.

Lending

Lending Statistics

- Overall lending requests submitted **increased** from 4,035 to 4,373, **+8.4%**.
- Overall lending requests filled **increased** from 2,295 to 2,349, **+2.4%**.
- Book requests submitted **increased** from 1,487 to 1,688, **+13.5%**.
- Book requests filled **increased** from 756 to 901, **+19.2%**.
- Article requests submitted **rose** from 2,548 to 2,685, **+5.4%**.
- Article requests filled decreased from 1,539 to 1,448, -5.9%

This small but notable reversal in declines in lending for the past nine years was finally brought about by a change in our workflow that Denise Montgomery and Meghan Donathan jointly agreed upon and put into place in March 2016, when we agreed to change our listing in the OCLC Policy Directory to read that we would take only two days' turnaround time to supply books instead of four days. While this accounts for the good-sized jump in our book requests, we were startled to also see an increase in requests for articles, which we had not expected, since we had not reduced our turnaround time for articles from four to two days, but we treated those requests as if we had, and we are planning to reduce the OCLC Policy Directory listing for turnaround time of articles in the Fall when we have a full roster of student assistants. We originally did this with the idea of raising our statistics and ensuring that our students had enough to do, and since we have done so, it looks as though other libraries have joined in as well, due to a discussion about doing this that I contributed to on the ILL-L listserv. However, in the long run, I think it is our service which will put us ahead of most of our, since we are actually moving many of our lending transactions out in less than 24 hours.

Reasons for Cancellation: Major Reasons

Books	# Rq. Canc.	% of All Rqs.	Articles	# Rq. Canc.	% of All Rqs.
• Checked out before this vol.	269	16.01%	Holdings end	521	19.51%
• Non-Circulating	203	12.08%	Not on shelf	206	7.72%
• Not on Shelf	158	10.76%	Lack vol./issue	122	2.70%
• Borrower Blocked	48	2.86%	Issue not yet received	81	3.03%
• Other	22	1.31%	Other	58	2.17%
• Lost	21	1.25%	Hldgs beg. aft. vol.	40	1.50%
• Lack vol./issue	20	1.19%	Non-circulating	35	1.31%
• Title not owned	15	0.89%	Borrower Blocked	34	1.27%
• Hldgs end bef. this vol.	11	0.65%	At bindery	30	1.12%
• At bindery	2	0.12%	Not as Cited	25	0.94%
• Exceeds max. cost	1	0.06%	Checked out	22	0.82%
• Hldgs beg. aft. this vol.	1	0.06%	Title not owned	22	0.82%

Of the three major reasons for not filling book requests, **two of them were positive in comparison to last year**: **Checked Out increased from 176 to 269, so it looks like more of our books are being used, and Not On Shelf decreased from 245 to 158, so evidently most of the missing books have been found.** Unfortunately, Non-Circulating rose from 158 to 203, so evidently more requests were placed for items that could not be loaned because of their status. Our first place reason in articles this year continues to be "Holdings end before this volume", which had a big increase from 361 to 521, reflecting our diminishing collection of current print journals. Not on shelf continues to be both the second highest reason and has again dropped from 252 to 206.Only 14 items were cancelled for the reason "Not Licensed to Fill", but I suspect some of the "Holdings End Before This Volume" and "Issue Not Received" may actually be items which could have been more accurately listed under than reason, since e-journals are cataloged on a separate cataloging record.

Our Ten Biggest Customers for Returnable Materials

• GA Southern Univ.	35	3.88%
• Berry University	16	1.78%
• Univ. of GA	16	1.78%
• Cobb County Library	16	1.78%
• UNC-Wilmington	15	1.66%
• Gwinnett County Library	15	1.66%
• Broward County Library (FL)	14	1.55%
• Nashville Public Library (TN)	14	1.55%
• Georgia St. Univ.	13	1.44%
• Louisiana St. Univ.	13	1.44%
• Total	167	18.52%

With four customers coming from North Carolina, Florida, Tennessee, and Louisiana, this was the highest number of out-of state libraries among the libraries we lend to among the top ten. The remaining 734 returnable items were supplied to 395 other libraries in 46 states including

Alaska, the District of Columbia, Puerto Rico, the province of British Columbia in Canada, Denmark, and Australia.

- Turnaround time for processing lending: there is also good to news to report in that **turnaround time for articles dropped from 1.32 days to 17.18 hours**, and **turnaround time for loans decreased from 1.58 days to 18.10 hours. Total overall turnaround time decreased from 1.40 days to 17.53 hours.**

Our Ten Biggest Customers for Articles

- GA Southern Univ.   73   5.04%
- Aurora Univ. (IL)   57   3.94%
- Univ. of West GA   47   3.25%
- Armstrong St. Univ.   33   2.28%
- Gardner-Webb Univ. (NC)   33   2.28%
- E. Tenn. St. Univ.   25   1.73%
- Maryville Univ. (MO)   19   1.31%
- Messiah College (PA)   18   1.24%
- Mercer Univ.   17   1.17%
- Antioch Univ. (NH)   16   1.10%
- TOTAL   338   24.34%

Seven customers on this list were from outside the state of Georgia and six of those seven were private colleges. We also supplied 1,110 articles to 390 other libraries in 46 states including Alaska, and the District of Columbia.

IFM Charges

Forty-nine libraries and document delivery services paid a total of $1,087 for 69 items that our library supplied them, which constituted 3.7% of all filled lending requests. This is fifteen requests and $7 less than we took in last year. We did have fifteen universities that gave us repeat business, up from ten last year, among them Ohio State University, Carnegie Mellon Library, University of Pennsylvania and the Univ. of California at Berkeley.

The Most Frequently Loaned Journal Titles

Sport in Society remained in first place for the fourth year in a row, with 166 requests, only almost even with last year's 166 requests, but it will probably start dropping off next year since we stopped the print subscription, and we are unable to supply articles for interlibrary loan until we get licensing information that enables us to supply electronic journal articles to libraries which wish copies through OCLC's Knowledge Base. **International Journal of Science Education** was equally in demand for the second year in a row with 83 requests. The top five was rounded out with **International Multilingual Research Journal** (32), **International Journal of Leadership in Education** (30), and **Clinical Journal of Sport Medicine: Official Journal of the Canadian Academy of Sport Medicine** (29).

Document Delivery

Document Delivery Statistics

- Overall document delivery requests submitted **soared** from **319 to 455, +42.6%**.
- Overall document delivery requests filled **rose** from **314 to 448, +42.6%**.
- Book delivery requests submitted **rose** from **99 to 132, +33 1/3%**
- Book delivery requests filled **rose** from **97 to 128, +33.1%**
- Article delivery requests submitted **soared** from **220 to 323, +46.8%**
- Article delivery requests filled **increased** from **217 to 320, +47.4%**.

The dramatic increases in statistics in this area are due to decisions we made over the last couple of years to change how we served patrons in order to give them better customer satisfaction. Last year we began scanning articles which were found in the bound journals that had been submitted as ILL requests by undergraduates and local graduate students rather than cancelling and returning the requests, since there were not many and we suspected most students did not bother to follow through in regards to finding the articles on the shelves downstairs. Since it worked out so well, we began also processing book requests submitted as ILL requests by students that were found in the building for pick up at the desk, and in following those, we noticed nearly all books we pulled from our collection were picked up, which is not always the case with ILL books. Finally, this past fall, when there were problems with the link resolver and we could not be sure that our patrons could access articles when we cancelled and returned the requests with instructions on how to access them, we decided to start downloading and delivering any article requests found in the databases which came in as ILL requests to any faculty, staff, or student who submitted it, and also expanded it to include dissertations from the Dissertations and Theses Global database. (These are practices routinely done at most ILL units at large universities.) That way we could be sure the patron received the material, usually the same day it was submitted, and we no longer receive any more e-mails or phone calls from patrons asking how to access their articles.

The Five Departments Which Submitted the Most Document Delivery Requests:

- English   63
- Lib. & Info Sci.   41
- Educ. Leadership   34
- Kinesiology & Phys-Ed 32
- History/Music   27 each; tie

English is in first place for the second year in a row. Library & Information Science returned to second place after dropping to fourth place last year. Kinesiology & Physical Education is a newcomer to this list, and is among three programs on the list (Library & Information Science and Educational Leadership) that have large numbers of Distance Education students using our services. And this is the first time we have had two departments in a tie for a place on this list.

Total and Other Statistics

Total Statistics

This year lacked the double-digit decreases in Lending and Document Delivery that characterized the past two years, for both areas instead posted significant gains, with overall lending requests up 8.4% and overall document delivery requests up 42.6%. Borrowing, Lending, and Document Delivery all posted reductions in their turnaround time for processing both returnable materials and articles. Though our total figures for requests submitted dropped again from 7,310 to 7,009 (-4.1%), **it is a much smaller decrease than last year's -22.2% plunge,** and we are hopeful that the changes we have made in our workflow in regards to lending and document delivery will see more increases within the coming year.

Article Transmission Statistics

Article Exchange		E-mails		Odyssey	
		Received	7	Received	942
Sent	892	Sent	67	Sent	557
TOTAL	892	TOTAL	74	TOTAL	1,499

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 rose from 260 last year to 892 (+243%)** this year, since it is becoming the transmission means of choice in ILL departments. (Meghan thinks it may wind up supplanting Odyssey the way Odyssey supplanted ARIEL.) **Odyssey transactions received rose from 890 to 942 (+8.4%)**, but transmissions sent by this means decreased from 955 to 557 (-41.6%). Articles received via e-mail dropped from 73 to 7 (-90.4%), while articles sent via e-mail decreased from 118 to 67 (-43.2%) Article Exchange seems to be the method used now instead of e-mail.

Package Delivery Statistics

GIL & Others		Stat Courier Service	
Delivered (GIL)	318	ILL	585
Picked up (GIL & Others)	63	GIL	2,517
TOTAL	381	TOTAL	3,102

On-campus deliveries of returnable materials turned around from a decrease last year to an **increase this year from 275 to 318 (+15.6%)** and an **increase in the overall total of the document delivery service of returnable materials from 275 to 381 (+38.5%)**, and there was a slight decrease in pickups from 67 to 63 (-5.9). ILL books delivered by courier also fell from 642 to 585 (-8.6%), and GIL Express books delivered decreased from 3,370 to 2,517 (-25.3%). As to why the demand for GIL Express books requests continues to decline yet again, it could be

the fact that 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 also applies to ILL, since unless it is coming from out of state, they use the same courier system.

Staff Accomplishments

Donathan, Meghan
Participated in The Happening, August 15, 2015.
Started Pun of the Week Board, August 24, 2015
Attended PeopleAdmin Training Session, March 8, 2016
Began our 2 day turnaround time for books, March 30, 2016
Alma Training Sessions, April 6-7, 2016
Created new Document Delivery e-mail, April 2016
Attended Colorado ILL Conference, Estes Park, CO, April 28-29
Learned how to fill out Peoplesoft Travel Expense Report, May 5, 2016
Primo and Alma, May 26th, 2016
Completed ICFL Ethics and Public Service Training through OCLC Webjunction Training Site, June 7, 2016

Montgomery, Denise
Went to various staff training sessions on Alma and Primo, as well as viewing videos.
Participated in The Happening, August 27, 2015
Library Affairs Committee, Oct. 6, 2015
Art Committee, Dec. 3, 2015

Understanding the New VSU Performance Management Workshop, Dec. 4, 2015
Attended American Library Association Midwinter Conference, Jan. 8-11, 2016, Boston, MA
Customer Service Refresher, Jan. 15, 2016
PeopleAdmin: Performance Management-Manager, Feb. 10, 2016
Why Books Are Still a Good Library Read Webinar, Feb. 11, 2016
Religious Diversity Seminar (Dr. Llovern), Mar. 30, 2016
Received a 3 Star Award Certificate from the ALA RUSA STARS Rethinking Resource Sharing Policies Committee which designated our library to be a Rethinking Resource Sharing Star, April 21, 2016
Attended Colorado ILL Conference as a mentoring trip for Meghan Donathan, Estes Park, CO, April 28-29, 2016
Attended Annual GUGM Conference, focusing on Alma, Middle Georgia State Univ., Macon, GA, May 19, 2016
Participated in the Reference Pop Up event, May 26, 2016

Interlibrary Loan Statistics 2015-2016

Items Borrowed

Loan requests filled	680
Loan requests cancelled	78
Loan requests in process	12
Total loan requests submitted	770
Photocopy requests filled	1,061
Photocopy requests cancelled	339
Photocopy requests in process	11
Total photocopy requests submitted	1,411
Total Requests Filled	1,741
Total Requests Cancelled	417
Total Requests In Process	23
Total All Borrowing Requests	**2,181**

Fill Rate   81% for ILL requests alone; 94.34% when including requests for materials in databases, or on the internet; and 95.87% if duplicate and patron demo requests are counted.

Average Turnaround Time   3.11 days for articles; 10.94 days for loans; 6.38 days overall

Items Loaned

Loan requests filled	901
Loan requests cancelled	779
Loan requests conditionalized	8
Loan requests in process	0
Total loan requests submitted	1,688
Photocopy requests filled	1,448
Photocopy requests cancelled	1,222
Photocopy requests conditionalized	15
Photocopy requests in process	0
Total photocopy requests submitted	2,685
Total lending requests filled	2,349
Total lending requests cancelled	2,001
Total lending requests conditionalized	23
Total lending requests in process	0

Total All Lending Requests   **4,373**

Fill rate   54% for loans; 54% for articles

Average Turnaround Time   17.18 hours for articles; 18.10 hours for books; 17.53 hours overall

Document Delivery/Odum *Express*

Loans filled via Document Delivery	128
Loans cancelled via Document Delivery	4
Loans in Process via Document Delivery	0
Total Loans Submitted via Document Delivery	132
Articles filled via Document Delivery	320
Articles cancelled via Document Delivery	3
Articles in Process via Document Delivery	0
Total Articles scanned and sent via Odyssey	323
Total requests filled via Document Delivery	448
Total requests cancelled via Document Delivery	7
Total requests in Process via Document Delivery	0
Total All Document Delivery Requests	**455**

Average Turnaround Time   1.62 days for articles; 4.16 days for books; 2.65 days overall

Total Number of All Interlibrary Loan/ Document Delivery Transactions   **7,009**

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

ARTICLE EXCHANGE transmissions
Sent	892	Article Exchange Sent transmissions are now received
TOTAL	892	in Odyssey, so all statistics for it are now part of their sent transmissions.

ODYSSEY transmissions
Received	942
Sent	557
TOTAL	1,499

EMAILS
Sent	7
Received	67
TOTAL	74

GIL & Others
    Delivered (GIL)   318 This category of statistics refers to returnable
    Picked up (GIL & Others)   63 materials delivered and picked up via Odum Express
    TOTAL   381 to department offices on campus.

STAT COURIER SERVICE
    ILL   585
    GIL   2,517
    TOTAL   3,102

Library Instruction

Overview:
Total Number of Library Instruction Classes Taught by Area

	Fall 2015	Spring 2016	Summer 2016	Total
Core Undergraduate	28	45	3	76
Undergraduate (non-Core)	46	36	2	84
Graduate	6	4	0	10
SGCE	4	6	1	11
Honors	0	1	0	1
Perspectives Classes	1	0	0	1
Other	0	0	0	0
Total	85	92	6	183

State of the Unit
The number of Fall LI sessions taught increased by 25 classes from the Fall 2014 total of 60 classes, a total increase of 41%. The largest gain came from Core undergraduate courses, which went from 5 in Fall 2014 to 28 in Fall 2015. These reverse the trend of prior years which saw, on average, a decline of 31% in Core undergraduate courses year over year.

The number of Spring LI sessions taught increased by 17 classes from the Spring 2015 total of 75. Again, the largest increase is seen in Core undergraduate courses which went from 32 in Spring 2015 to 45 in Spring 2016. A large reason for this change is likely the adjustment in LI Marketing and change in pedagogy as undergraduate LI has been redesigned to better fit the modern academic classroom. Fall 2015 marks the first academic year with a new LI Coordinator. The total number of students that attended LI sessions during the 2015-2016 year was 3,332 students.

Total Number of Library Instruction Classes Taught by Librarian

Librarian	Fall 2015	Spring 2016	Summer 2016	Total
Catherine Bowers	24	32	5	61
Deborah Davis	3	0	0	3
Guy Frost	1	0	0	1
Mike Holt	17	19	0	36
Jonathan Klotz	1	0	0	1
Samantha Paul	1	14	0	15
Emily Rogers	19	17	0	36
Brett Williams	9	14	1	24
Laura Wright	17	14	1	32

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
Total Number of Sessions Taught	141	183
Core Curriculum Sessions Taught	38	76
Undergraduate (non-Core) Sessions Taught	72	84
Graduate Sessions Taught*	10	10
Fall Semester Sessions Taught	61	85
Spring Semester Sessions Taught	75	92
Summer Semester Sessions Taught	6	6
South Georgia College Entry/SGCE	14	11

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

Marketing

Marketing activities in chronological order
New Faculty Orientation
Library Game Event
The Happening
Parent's Weekend
TIES Conference 2015
Visitation Days
International Tabletop Game Day
Read Fest 2016
Finals Destress Fest
Social Media
Digital Signage

New Faculty Orientation
Laura and Catherine attended the New Faculty Orientation

Library Game Night – August 21
Friday August 21, 2015 4-9 pm
        Odum Library, 3rd Floor Commons
Marketing
  - Advertised as part of Fall Explosion
  - Advertised through Social Media
  - Advertised through VSU email lists

Sponsors
  - Odum Library

Attendance
  - 60

Volunteers
  - Brett Williams
  - Jonathan Klotz

Students came to the library to play board games from Odum Library's collection. Pizza was provided.

The Happening
VSU Front Lawn
Thursday, August 27, 2015, 12:30-4 pm

Marketing

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

Sponsors
- Odum Library

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

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

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

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

Parent's Weekend

Academic Expo, Saturday, September 26, 2015 9:30 am – 11:30 am

Marketing
- Marketing for Parent's Weekend is handled by Event Services

Sponsors
- Odum Library

Academic Expo

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

Volunteers
- Samantha Paul
- Emily Rogers

TIES Conference 2016

Formerly known as the Online Lifeline Conference

VSU Student Union

February 17-19, 2016

Odum Library had a display set up during the entire conference. We talked with conference goers about the services the library can provide for instructional and research support.

Open House
October 17, 2015 – Brett
January 30, 2016 – Brett and Emily
April 2, 2016 – Samantha and Laura

Marketing
- Visitation Day is organized and advertised by the University.
Sponsors
- Odum Library
Attendance
- Attendance excellent.

Read Fest 2016
National Library Week
Friday April 15, 2016 9:30 – 11:00 am
Odum Library

Sponsors
- Campus Dining Services
- VSU Bookstore
- Dewar College of Education
- Student Council of the International Reading Association
- Odum Library
- Inner Perimeter Road Chick Fil A
- Parking & Transportation
- MLIS
Attendance
- Westside Elementary School Pre K
  o 2 classes, 44 students, 2 teachers
- Clyattville Elementary School Pre-K
  o 3 classes, 66 students, 3 teachers
- Lake Park Elementary School Pre-K
  o 2 classes, 44 Students, 2 teachers
- Dewar Elementary School Pre-K
  o 2 classes, 44 students, 2 teachers
- Moulton-Branch Elementary Pre-K
  o 2 classes, 44 students, 2 teachers
Volunteers included students, staff, and faculty from
- Odum Library
- Dewar College of Education
- MLIS Department

Finals De-Stress Fest
Thursday, April 28, 2016
Student Union Ballroom
10:00am-2:00pm

Marketing
- This event was sponsored by Student Life. We promoted the event on our social media platforms.

Volunteers
- Samantha
- Brett

Attendance
- The event was well attended by students.

The Odum Library sponsored a coloring station, and passed out candy and bookmarks to students. Overall reaction to this event was positive. We also provided coloring pages and foam earplugs to students in the library during the week of finals.

Social Media

We have updated our social media accounts with information about events held within the library and events sponsored by the library. Samantha has created an Odum Library social media mascot, Brady the sloth. Brady posts have been popular.

Digital Signage

Kyle Culpepper and Jonathan Klotz have done an excellent job maintaining the digital signs throughout the library.

Media Services Annual Report 2016

Media Center Statistics for fiscal year May 31, 2015- June 1, 2016

Equipment bookings: 8022
Workshops:……………………………………….....21
Posters……………………………………………….3320
Requested Customize workshop…………………….23
Color/BW Prints 2877
Digital Productions: 1080
Transfers/Duplications 997
Posters 3320
Lamination .... 7500'
A/V Streams 84
Bindings 224
Laptop Reimaging...480
Editing Room Reservations………………………..1550
People Counter (traffic in Media)……………….. 35343
3D Printing ………………………………..........…22 hours
AV Capture………………………………………… 83

Media Services Acheivements for 2015/2016

Renewed Brochure for 2015-16 – Printed 1000.00 copies
Implemented Door counter utilizing Raspberry Pi Technologies (Ubidots open software)
Implemented editing suites displays (Meetio) utilizing 365 calendar.
Moved ITSS to Director's old office and moved Director into old Presentation Room.
Converted Uplink studio into a smart classroom – dual projection – dual screen - with 24 available seats. Will be receiving 25 All in Ones by the end of Augut, 2016.
Placed iPad display on front desk to welcome patrons.
Implemented new SAAS software (Shift Planning) to schedule student technicians.
Hired a new Computer Service Assistant/Inventory control manager.
Attempted ReClass for CSA – No funding. Reclass approved
Installed Bomgar on all staff machine – for customer support
Added 4 all in ones to multimedia workshop room
Started offering Camtasia workshops to staff and faculty.
Hired two lead techs to take over the job of Computer Services Assistant (Joe left for better paying job).
Install ceiling speakers in iMac lab.
Install new speakers in all three editing suites.
Started charging $10.00 service fee for personal projects and departmental labor request
Participated in the VSU's Happening.
Updated to Adobe CC from Adobe CS6

Expanded cutting poster operation by procuring 42" Dahle poster cutter

Procured brochure folding machine (Martin Yale p7200)

Generated new policy on netbooks, lcd projectors and P.A. Systems

iMacs upgraded to 8 gigabytes

Took back old acquisition room for storage and poster creatation.

Begin looking at ALMA as a replacement for Voyager's Media Scheduling

Install door counter in Archives – set account on Ubidots open web utility

Received new MFP in Media – Implementation by IT.

Install glass windows in the doors leading to uplink studio, all three editing suites, presentation room and multimedia workshop room.

Got HPZ5400 swapped out for the 3rd time. Seems to have resolved the issues we were having.

Implemented MarketPlace – allowing students to pay Banner holds online.

Obtained 10 edTPA kits for edTPA students to check out 2 weeks at a time – generated policy for kits.

Increase poster board prices by .50 each.

Makerbots were 1st generation 3d printers – worked fine the first year – after constant repairs we will replace with Lulzbots.

Dropped maintenance contract with 3rd party vendor – procured new laminator.

Completed over 100 posters for undergraduate and graduate symposium.

Will begin offering orientation classes for new media center as well as new class "ABC of Digital Literacy".

Completed over 80% of fiscal year strategic plan.

Utilizing Chimp Mail to Market New Media Center.

Utilizing new employee evaluation SAAS – both staff have approved plans.

In the process of converting name to New Media Center – will involve revising the website, Chimp mail, brochures, and uniform shirts. We hope to complete this by the end of summer of 2016.

New Equipment

2 Canon Projectors (faculty check out only)

6 Flash Base Cameras

2 hand trucks

3 3 way speakers for editing suites

4 All in One Computers

1 Poster Cutter Dahle 556

1 Portable drill

5 lock pins for dollies

1 hdmi to vga cable

2 raspberry PIs

New Software

Upgrade adobe CS6 to CC

Shift-Planning SAAS

Rex DeVane | Media Services Director:

-Department Heads (Represent Media Services)

- Develop, implement, and evaluate strategic planning for the expansion of new and existing digital services
-Manage daily operations of Media Services
-Research, initiate, and encourage emerging trends in multimedia instructional and production software/technologies
-Oversee the development of multimedia content for faculty and students in direct support of classroom and online programs
-Maintain a current knowledge of copyright and fair use as it relates to higher education.
-Manage the repair, supply and NIE budgets for the Media Center
-Supervise CSI and Instructional Technology Associate
-Directs the development of online training modules for student technicians
-Maintain departmental webpage.
-Publicize the services offered at the Media Center via WebPages, brochures, bookmarks and personal contacts.
-Expanded new service of providing workshops to students
-Re-classed Instructional Technology Associate to Instructional Technology Specialist
-Attempted to re-class CSA to CSS – approved – no funds
- o Implement Meetio Digital Displays
- o Converted Uplink Studio to Classroom
- o Procured needed equipment for circulation service point.
- o Procure 25 All in Ones for New Media Center Classroom
- o Procured Art Collection for Classroom.
- o Directed the creation of New Media Center Orientation Class
- o Directed the creation of "ABC of Digital Media Literacy".
- o Implemented the renaming of Media Services to New Media Center
- o Including directing the marketing of change.

Kyle Culpepper | Instructional Technology Associates

Achievements from July 2015 – June 2016

Workshops

I have held 25 Special Request plus regularly programmed workshops in the Media Center. One of the 25 workshops was a special request workshop for Employee & Organizational Development (EOD), Adobe Acrobat Pro X: Form Building. I also provided workshops on PowerPoint Poster Creation, Adobe Audition Basics, Adobe Photoshop Basics,

and Adobe Acrobat Pro X: Building a Portfolio, Windows Movie Maker, and Camtasia 8. I provided face-face informal workshops for Camtasia, PowerPoint, YouTube utilization, and basic photo editing using Picasa for individuals throughout the semester. I have completed creation of the Camtasia workshop. In total I have taught 187 students since summer of 2015. These stats will only grow as we go through spring semester.
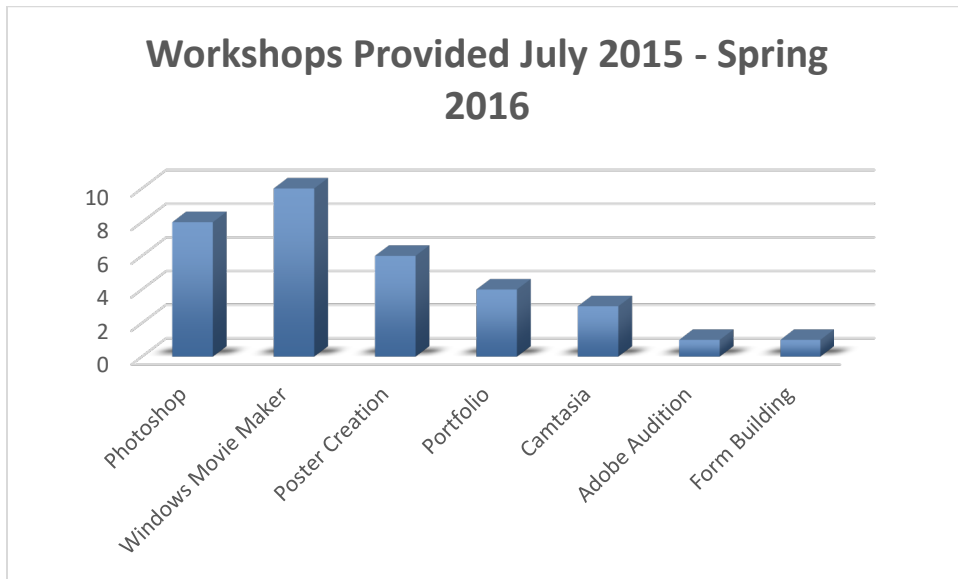

Fig. 1: This bar graph shows the number of workshops provided with projections for spring 2016.
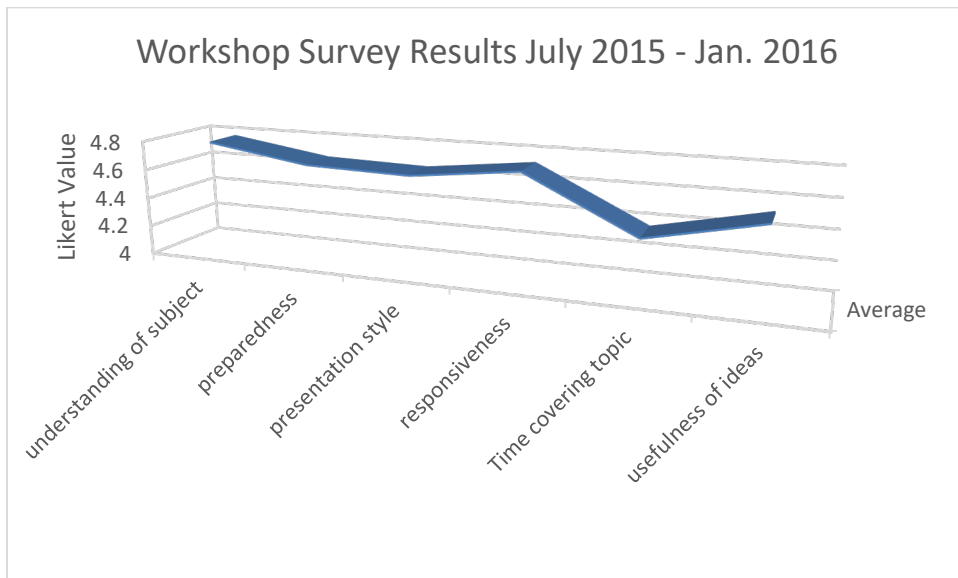

Fig. 2: The scale on the left shows a Likert ranking of excellent for all areas measured along the x-axis. The total population represents 49 participants. The Likert scale used was on a range from 1 being poor to 5 being excellent.

ITED Masters with Online Teaching Certification sum 2014 - fall 2015

I have completed the ITED Tech Applications Master's degree program within a years' time. There were 36 credit hours of classes that I took in total. I specialized in Online teaching and earned a certificate to teach online.

Chair for Campus Wellness

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

Hiring Staff & Students

I have posted 2 student positions and hired 4 new employees. We are in the process of preparing for a new staff hire. I will be working closely with the Media Center director to post, evaluate and hire the right candidate for the Computer Specialist position.

Reservation Calendar

In response to the higher initiative to build up stats for data driven decision making, I have implemented a system using room calendars and one shared calendar to control room reservation requests. This has helped provide more qualitative data of who is reserving the rooms. It has also assisted with communication between patron and media staff on who is scheduled to use the room and when.
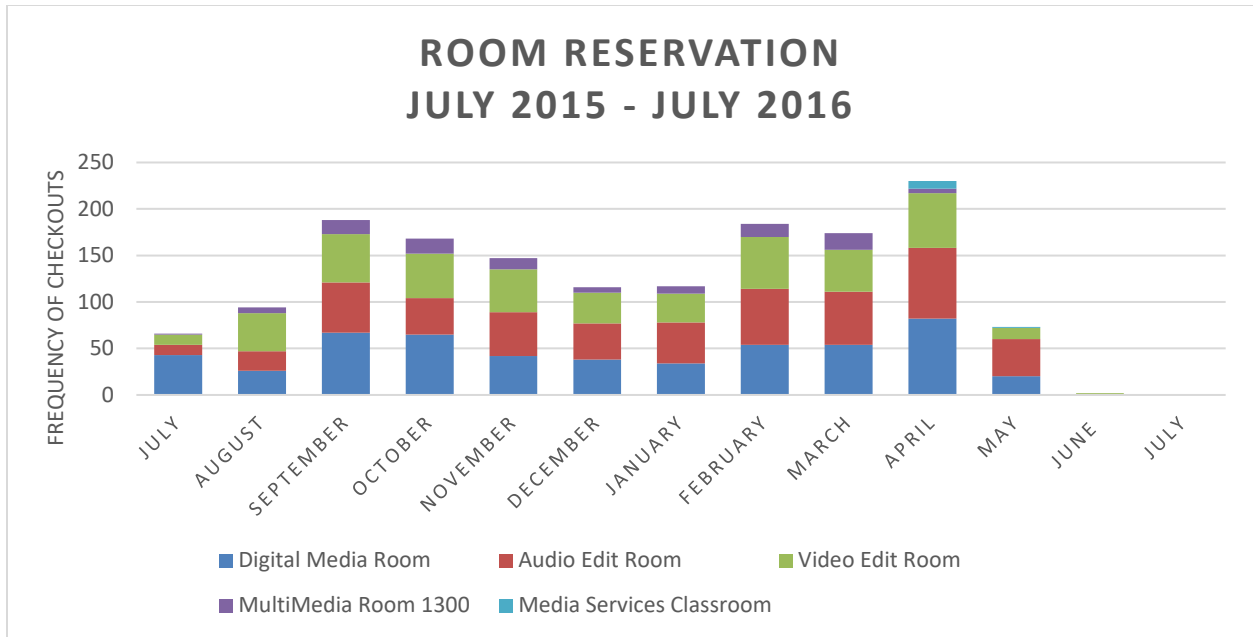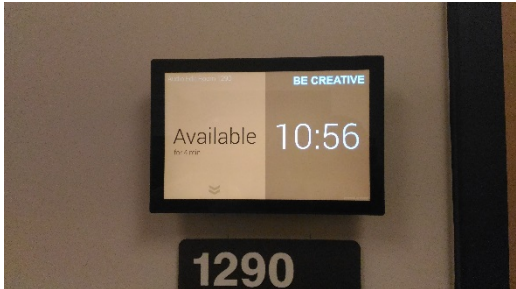
ROOM RESERVATION
JULY 2015 - JULY 2016

Fig. 3: This table shows the number of requests added to our room reservation calendar. The average request is 2 hours in length. This data was last captured on 2016, June 6th.

Meetio Room Display

One of my primary objectives for FY 2015-2016 was to setup and establish an improved method for communicating to our patrons when a room was in use. My action steps were to first evaluate competitor digital room display company software and hardware (weeks 1-4), perform a general test of vendor products (weeks 5-7), setup general layout and equipment setup for five digital displays (weeks 8-12), and establish complete setup and functionality with our current room scheduling system (week 12). The full deployment to utilization phase implementation was a success. We have fully implemented these digital displays in early April 2016. We planned to have five room displays positioned at each of our rooms we have available for reservation. These displays were to connect with our Office 365 room calendars. We aimed to have a product that would be a one-time purchase for both license and hardware. We also wanted to avoid having a separate management system to pay for. The best product on the market that we found was Meetio. With the support of the Library and IT we were able to purchase and setup these devices by the end of the semester.

Students will know a room will soon be unavailable when the display turns yellow. Ours are setup to display this 15 minutes prior to the next booking.	A series of adjustable dongs will go off prior to the end period of a student's reservation. One dong for 5 minutes to end, two dongs at 2 minutes, and 3 dongs at the end period.

Media Services Classroom/ IEP FY 15-16

During fall 2015 we have established that the Media Center would re-purpose the Uplink Studio (Room 1370) to a classroom for VSU staff and faculty to utilize. We have successfully renovated what was the uplink studio (Room 1370) to now be known as the Media Services Classroom. We have opened utilization for library staff and Media staff to host instruction and large group meetings. The classroom has been added to our digital display/room calendar system. The room uses smart technology, housing a dual projection system connected via a Crestron unit and instructor station computer. The room has three rows of tables with 24 seats. The room is ADA compliant (i.e. 3 feet walking space between tables, projectors hang over 80 inches, there is a 5 foot circle near the entrance and the opposite wall for turning a wheel chair, etc.) There is a stereo speaker system in place. We had the room repainted, and projector system installed by IT and Plant Operations. We are awaiting delivery of 24 All-In-One computers that are from a lab on campus that is closing down. We have communicated to the library staff about the room being available for their use. We have had 18 hours of room utilization for its first two weeks of availability. This room was requested by primarily students for large group projects and presentations. We will maintain management of this space in our digital display/Office 365 calendar system. We will not move over to using R25, since this lab will be focused primarily as an in house instructional lab by Media Services and Library Staff; as well as, an open lab for large groups of students to schedule use.

Renaming of Media Services/IEP FY 16-17

During summer 2016 Rex and I were involved in the development of the primary FY 2016-2017 initiative for the Media Center to be inserted in the IEP for the library. We have decided to set renaming who we are from Media Services over to officially being the New Media Center as our primary objective for the IEP. The other objectives will be listed in a more internalized document. I have generated our goal, measure, and assessment for the IEP. I have aligned our goal with VSU's Strategic Plan. I have also generated a task list to assist in assessing our three Phase deployment plan for marketing and communication. We have started the process of completing phase one deployment (i.e. logo, brochure, website information, email setup…). A more thorough report will be supplied at the end of phase three.

Orientation Workshop

During spring 2015 I was asked to generate a workshop in collaboration with Matthew Schaeffer. I have completed generation of the content material for this class and completed evaluation and review with Matthew. I have sent out two email campaigns for summer 2016 and am awaiting responses to supply these special request workshops. I have also updated our request form to reflect this new option for making a special request.

The ABC's of Digital Media Workshop

During spring 2016 I was asked to generate a workshop to teach our patrons about the essentials of digital media file formats. We will explore the different media formats as they tie in with audio, video, and image formats. A draft design is being created and will be made available for a test run in fall 2016.

Online Training for Student Workers

During fall 2015 I provided a 3 week course in BlazeView titled "Copyright and Fair Use". I made this course shell optional for all my student workers and employees from other departments to participate. In this course shell students were provided weekly assignments, an entry survey and a post evaluation. I found that students who completed all assignments made a 36% increase in their test results from pre to post test. Students were given an exit survey to evaluate their experience using this course.

Online Training for Post Workshop

In Fall 2015 I began development and use of a training course shell to expand the workshop experience for those who attend and also to provide an extra learning space for those who have no way to reach VSU to attend a face-face workshop. 240 students have been added to the online training. To help control what training content is visible I have distributed individuals into select groups. For example: Someone who attended a Photoshop workshop will be added to the Photoshop group and thus will be able to view Photoshop specific training material. The

utilization of this material is still experimental and the results will be measured at the end of summer.
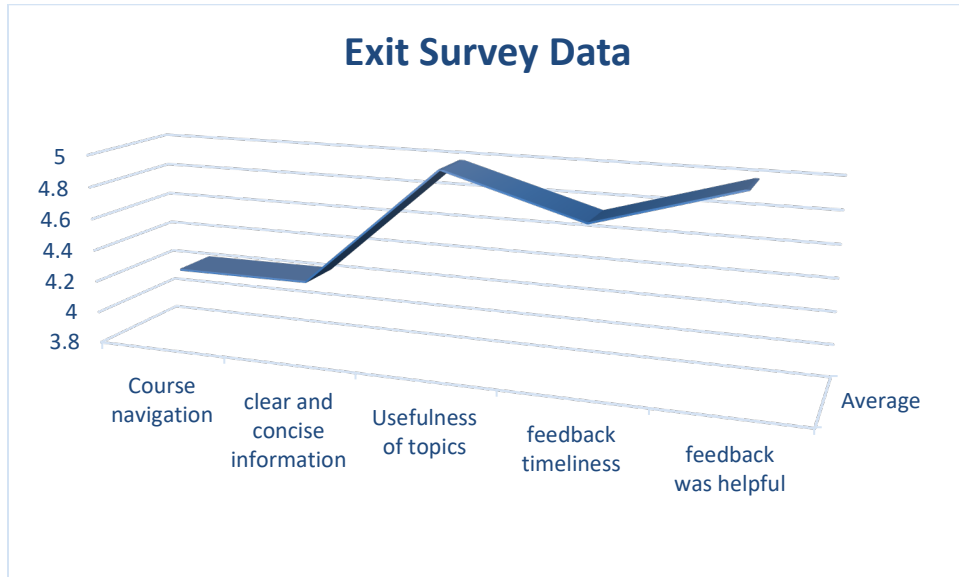
Fig. 4: The scale on the left shows a Likert ranking of excellent for all areas measured along the x-axis. The total population represents 5 participants. The Likert scale used was on a range from 1 being poor to 5 being excellent.

Marketing Committee

     Summer of 2015 marks the beginning of the Marketing Committee for Odum Library. Our goal this year was to generate and provide the LIBQUAL+ survey. I assisted with disseminating this survey out to campus. I created the design of our flyers, posters, and digital signs. I also assisted in the design of the campus wide email. We are now in the evaluation phase. We have also worked towards promoting library events and areas using display cases.

Strategic Planning Committee

     Fall 2015 and 2016 marked the beginning of my experience working on the Strategic Planning Committee for Odum Library. I represented the Media Center in this committee and helped to generate our goals, measures, and assessment methods. We are nearing completion of Measure three. We will soon have a working classroom in place of the old unused uplink studio. We have renamed this room to the Media Center Classroom.

Website development

1.) Maintained and updated student worker list
2.) Updated photos for rooms and staffing for all banner slides
3.) Updated photos for rooms and staffing for all webpages
4.) Updated our 3D printer page to reflect the newest price change
5.) Updated our photo gallery for our Equipment Checkout list
6.) Updated our software list
7.) Developed more training videos that were posted on our YouTube page
8.) Updated our policies and procedures page to reflect new changes
9.) Performed basic edits to Our Team page and maintained other site material.

Prepared the Media Center website to reflect new look to roll out in FY 2017. (i.e. changed structure for navigation, updated Media Center information for equipment used in labs and services we provide,

1.) restructured the hierarchy of the Media Center page, and renamed the Media Center to New Media Center.

Caught You Caring Recipient

"I have been in here several times with a lot of problems concerning Word 2013, Kyle has answered all of them in a polite and efficient manner."

-August 2015

Kyle has provided exemplary customer service and proven leadership during his tenure with the Media Center. He has been tireless in developing a workshop portfolio for the center as well as an extensive student technician training program utilizing current online technologies. As the Director of Media Services, I would like to acknowledge his hard work and enthusiasm in making the Media Center a place where students, faculty and staff can receive exceptional customer service and technical knowhow. Thank you Kyle!!

-September 2015

The level of customer service, knowledge, and hard work by Kyle Culpepper is near unmatched. Going to Media Services is a pleasant thing, not something you have to do. Keep up the amazing work, it is appreciated.

-October 2015

I requested Media Services to provide a workshop for my class. The times I had available did not match up with their normal working hours and typical procedures. However and without

hesitation, these gentlemen modified their normal routine to ensure my students would have the information needed to complete their final projects for this semester. These guys have done this more than once for me and my students and I are very appreciative!

-November 2015

This gentleman has always been very professional and extremely helpful every time I have a question or concern. He makes sure he understands what I am asking and thoroughly explains how to utilize the media services.

-January 2016

Employee of the Semester recipient: 2nd Place Runner up across Campus Spring 2015

Student Scheduling

In Fall 2015 I have found a better solution to scheduling student workers. We have purchased a one year contract with the cloud scheduling software called Shiftplanning. This has allowed students to be more aware of when their schedule begins, students are given more alert options when the schedule is changed, and students are now able to request to change shifts

within this program. I will be working with Joe Newton in IT to help advertise the power of this shift scheduling software.

IT Helpdesk Internship Fall 2015

In Fall 2015 I worked with IT Helpdesk to help implement the first two phases of the new Wiki program deployment for the Helpdesk. During this time I developed online training, assessments, and wiki policies and procedures for the helpdesk students. We were successful in deploying out Media Wiki to this group. I will be co-presenting with Alex Malos at the TIES conference in February.

Matthew Schaefer | Computer Services Assistant/Inventory Control Manager:
Accomplishments:

- * Supervise Student Workers
- * Train Student Workers
- * Maintain FOG Server
- * Inventory to Include: Checkout Equipment and Supplies
- * Maintenance and Upkeep of Office Equipment and Circulation Equipment to Include:
- o 53 Lab Computers
- o 48 Laptops
- o 56 Netbooks
- o 3 3D Printers
- o 4 Large Format Printers
- o Xerox Printer
- * Create and Maintain Images for All Lab Computers and Laptops/Netbooks
- * Monthly Circulation Count
- * Hiring Committee
- * Run Daily Access Reports for Banner Holds

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

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

- * Share Stream

- o Convert Videos

- o Upload Videos

- o Set DRM for Videos

- o Provide Video Links to Professors for D2L

- * Setup/Takedown Mobile Labs As Needed

- * Daily Deposits When Director is Unavailable

- * Direct Contact for HP, MakerBot, and Share Stream

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

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

- •Shelving has been arranged to make accessing equipment easier.

- saved in various places.

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

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

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

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

1. Move duplication equipment to the circulation area

    - Moved obsolete equipment/junk out of the back shelving area

    - Adjusted shelf height and installed dividers

a. Installed duplication equipment including 4 dub stations, one digital/analog audio conversion station, and one analog/digital A/V conversion station

2. Make use of old Lab Setup laptops

   a. Used several versions of Mint distro Linux (conventional and Debian/GRUB) to make old laptops useful for web browsing and basic office tasks - tested the functionality of Linux - possibly increase the life span of the netbooks once their replacements have been acquired? (Need to discuss with IT first, all licensing is good to go already though)

   b. Moved all laptops and power cords to a cart for easier movement instead of the old laptop bags

3. Changed the filing setup for the back area

   a. Cleaned out thousands of pages of obsolete technical data

   b. Reorganized filing cabinets to have relevant technical data and 6 months rotating circulation receipt hard copies

4. Revamped Multimedia Room 1300's capabilities.

   a. Created a new image / reimaged tired classroom work stations. Increased performance by at least 50%

   b. Used new LANDesk image to re-do 10 older workstations to satisfy IT software requirements

5. Upgrade/back up FOG server

   a. Installed larger hard drive in FOG server

   b. Backed up the contents of the FOG server using WinPE to migrate to the new drive, resized partitions with Gparted to maximize potential. The gained knowledge will help when it comes to either creating a second server (portable) for imaging lab machines or migrating the server to a new trickle down machine.

6. Reorganized cable wall

   a. Properly labeled all boxes

   b. Added many more cables to inventory

7. Organize inventory

   a. Labeled all slots for Flip Cameras

   b. Created a new shelving design for individually labeled laptop compartments with thorough schematics and parts lists to allow plant ops to effectively assist us in its implementation

8. Installed Meetio tablets

    a. Added backer board plates to account for improperly routed and installed LAN cables

9. Repaired/Changed 3D print machines and procedures

    a. Troubleshot PLA print settings, changed accordingly

    b. Figured out which printers could run PLA or ABS based on their characteristics

    c. Investigated new print software for new Lulzbot printers and how they could be applied to our current pricing system using their built in features

    d. Repaired older Replicator 1 printers with arm stiffeners, upgraded cooling system to allow printing with a wider variety of materials including PLA

10. Make use of old Faculty Tablets

    a. Installed Zorin OS Edu Lite

    b. Tested multiple Linux distributions

    c. Fixed all issues, enabled software, installed Libre Office, downloaded DRM rights package for video streaming

    d. Cloned and added to circulation

    e. Placed a model machine in equip circ area for students to try before borrowing

11. Collaborate with IT

    a. Worked with IT to expand access to IT programs

        i. Meraki access allows us to track our circulation laptops and send messages in order to prevent theft and maintain circulating inventory.

        ii. Deep Freeze console helps to maintain frozen/thawed status on lab machines without manually manipulating each one, making upgrades faster.

    b. Worked with IT to acquire new low-cost circulation machines for students to update our aging inventory.

        i. Tested our programs on a low-cost machine to ensure usefulness, selected proper hardware for most cost efficient solution without sacrificing functionality.

    c. Used LANDesk to create a new, more efficient image for our lab machines to be implemented Summer 2016

12. Change PA authorization procedures

    a. Ask for list of presidents and faculty advisors for each student organization.

b. Send email to every president and faculty advisor with authorization form attached - ask them to appoint a media liaison and fill out the authorization form for that individual. - ONLY from faculty advisor in VSU email

c. Compile list together, this is to be performed <u>every</u> semester and only those on the list will be able to check the PA systems out. All other individuals will be turned away.

13. Implement new student laptops

a. Test model laptop given to us by IT - created a basic image and stress tested it using our more demanding software

b. Choose best laptop for our needs and have order placed

c. Create Windows 10 image for the laptop - helping us transition to the most updated OS by giving us a test-bed experience to perfect imaging techniques on new software

d. Add to Voyager and add to circulation inventory

e. Wrote blurb citing the requirements for new student and faculty laptops using information from Voyager, also found the appropriate machines to replace faculty laptops on a lower budget than the last set

14. Created new edTPA kits for the College of Education

a. Came up with the idea of an edTPA kit when approached by the College of Education about creating a solution for their edTPA students.

b. Created an acquisitions list of suggested items to contain in an edTPA kit and submitted it to the director of Kinesiology and Physical Education

c. Upon receiving the kit materials created new equipment categories specific to edTPA and added the equipment

d. Added to circulation

15. Investigated new 3D design software to replace Sketchup

a. Found 123D Design from Autodesk

b. Learned basic functionality of the software - increasing knowledge to in the future create a special workshop for 3D design/printing

c. Designed several practical objects: an arm for a tripod to avoid purchasing replacement parts; several clips to hold ropes on the anti-theft devices at the entrance and exit to Odum Library

16. People Counter

    a. Worked with Archives to instruct their personnel on how to use Media Services designed and built people counters.

    b. Created new schedule and procedure for monitoring both door counter systems on a daily basis to increase functionality.

    c. ***working with library faculty to create additional door counters for other areas of the library

    d. Created plan for linking all door counters to one central Ubidots account for increased functionality and reliability

17. Transition from Alma to Voyager

    a. Processed 756 outdated patron records, removing over 100 outdated Banner holds and updating all records accordingly to reduce the amount of unnecessary information migrated to Alma.

18. Transition to New Media Center

    a. Rewrote/reformatted information within the New Media Center marketing brochure to reflect changes in prices as well as more specific outlines of services and policies. Integrated these changes with the existing brochure layout to create a polished finished design.

    b. Designed new equipment tags to be affixed to all equipment bags and all laptops. Implemented a new color coded organization system to prevent mismatching of returned equipment.

19. New Media Center Classroom

    a. Developed a thorough plan to wire all-in-one computers without detracting from the clean aesthetics of the classroom

    b. Worked with networking contractor to develop two possible wiring plans to enable LAN connection for classroom machines

Reference Collection

<u>Barcoding</u>
Barcoding the Reference Collection has been completed.

<u>Collection Development</u>
Compiled the "*Odum Library Reference Collection Inventory and De-Selection Procedures*". The procedures were tested using the books in the Z part of the Reference Collection. Core Reference books were identified using the following resources:

- *Best Books for University Libraries*
- *Resources for College Libraries*
- *Guide to Reference*
- Subject specific subject guides…

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
- books that are in poor shape.

<u>Inventory of the Reference Collection</u>
Starting with the Z's I am inventorying the Reference Collection. In addition I am compiling a list of reference books to be considered for withdrawal from the collection or processed for another part of the reference collection.
The removal of books that are missing volumes, are obsolete, have older editions, etc. will make the Reference Collection more usable to the VSU community, and will also provide space for future reference collection purchases.
<u>Reference material orders</u> – work with the Reference Library Technical Assistant to have orders submitted to the Acquisitions Department.

Reference Desk

All statistics are derived from the Gimlet reports from July 1, 2015 to June 30, 2016 and July 1, 2014 to June 30, 2015 (previous year's statistics).

TOTAL QUESTIONS

Questions by Location:

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

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

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

Questions by status (at the Reference Desk):

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

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

    2016: Librarians: 8163 (+9%)
            Student Assistants (formerly Peer Reference Counselors) and Interns: 2242 (+20%)

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

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

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

2016: Librarians: 78% (-2%)
　　　Student Assistants (formerly Peer Reference Counselors) and Interns: 22% (+2%)

OVERALL STATISTICS

Question by Type

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

2015: Directional: 3193 (-17%)
　　　Reference: 4930 (-12%)
　　　Technical: 2045 (-10%)
　　　Appointment: 25 (This category was removed in 2015 because we do not differentiate between spontaneous and scheduled reference interactions.)

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

Questions by Format:

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

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

2016: In-Person: 7947 (+2%)
　　　Chat: 1445 (-4%)
　　　Blaze/GoView: 37 (-41%)
　　　Phone: 662 (+8%)
　　　Email: 314 (+49%)
　　　Mail (Print): 0

Questions by User Type:

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

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

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

Questions by Time Spent:

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

    2015: 0-5 minutes: 7290 (-17%)
           5-10 minutes: 1579 (-2%)
           10-15 minutes: 518 (-4%)
           15-20 minutes: 350 (15%)
           Consultation (20+): 456 (8%)

    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%)

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

Virtual Services

Embedded Librarianship

Number of embedded sections and % change from corresponding FY 2015 semester:
Summer 2015: 10 (-33%, down from 15)
Fall 2015: 10 (-54%, down from 22)
Spring 2016: 7 (-67%, down from 21)

Embedded librarians services were not marketed FY 2016 due to changes in staffing and an increased teaching load as librarian instruction requests increased.

Chat Question Count (from Gimlet)

Chat: 1445 (decrease of less than 1% from FY 2015)

Video Production

Video production was on hold during FY 2015 due to the changes in personnel. Video production resumed in FY 2016.
- InterLibrary Loan One: Creating Your Account
- InterLibrary Loan Two: Requesting a Book or Article
- Interlibrary Loan Three: Full-Text Finder
- Is My ILL Request Ready?
- Finding Puppets and More at Odum
- Finding Books with Advanced Search
- Finding Books with GIL-Find
- Types of Sources for Historical Research Projects
- Odum Library Improvements: Making Finding Full-Text Articles

Several existing videos were updated and revised.

LibGuides

The remaining Cascade tutorial pages were updated and transferred to LibGuides. This completes the transition to LibGuides. New course-specific and topic-based guides were created, based on faculty requests and perceived need. The Using the Library LibGuide was created to bring together all the frequently asked questions and orientation materials.

I. CIRCULATION TRANSACTIONS	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL
(General Collection)													
Main - General Collection	1,182	1,474	2,136	2,367	1,756	910	1,230	1,963	1,392	1,297	592	1,360	17,659
FY 15	1,279	1,430	2,411	2,416	1,826	778	1,117	1,706	1,580	1,821	744	1,640	18,748
Renewals from General Collection	815	899	885	1,192	1,761	564	1,371	1,118	1,216	1,848	1,769	834	14,272
FY 15	820	627	1,189	1,517	1,343	385	873	945	1,432	2,357	1,591	994	14,073
Gil Express (Books Requested from VSU)	56	94	110	90	86	24	164	110	134	70	90	68	1,096
FY 15	67	120	62	232	118	15	78	111	111	83	40	59	1,096
Gil Express (Books Charged at VSU)	112	174	143	165	130	76	153	133	113	91	96	72	1,458
FY 15	84	163	219	199	118	68	141	157	152	137	91	126	1,655
Main - Media Equipment	405	355	896	929	981	543	458	1,071	1,112	1,313	438	290	8,791
FY 15	349	339	723	1,020	819	502	445	937	715	930	361	364	7,504
Government Documents (Federal)	17	2	1	4	8	0	2	4	1	5	0	0	44
FY15	5	0	1	0	1	1	0	2	9	1	4	17	41
Government Documents (Georgia)	1	0	0	0	4	2	0	0	0	0	0	0	7
FY15	0	0	0	0	2	0	0	0	0	1	1	2	6
TOTAL CIRCULATION (GENERAL)	2,588	2,998	4,171	4,747	4,726	2,119	3,378	4,399	3,968	4,624	2,985	2,624	43,327
FY 15	2,604	2,679	4,605	5,384	4,227	1,749	2,654	3,858	3,999	5,330	2,832	3,202	43,123
II. RESERVE TRANSACTIONS													
Books, Articles -- Regular & Overnight	18	110	158	103	160	76	122	97	77	63	38	2	1,024
FY 15	26	99	161	117	231	79	142	150	85	82	29	22	1,223
Electronic Reserves Accessed	399	805	995	783	780	1,259	395	681	545	811	809	316	8,578
FY 15	496	765	1,048	966	1,188	843	775	998	974	538	129	6	8,726
TOTAL RESERVES	417	915	1,153	886	940	1,335	517	778	622	874	847	318	9,602
FY 15	522	864	1,209	1,083	1,419	922	917	1,148	1,059	620	158	28	9,949
III. ATTENDANCE													
Library North Entrance	17,382	29,866	47,087	41,544	34,620	19,945	30,385	40,402	33,197	43,944	15,767	14,493	368,632
FY 15	20,788	31,388	65,232	48,028	37,850	15,449	31,236	42,456	29,765	45,076	19,294	13,770	400,332
Library South Entrance	10,744	12,155	20,124	20,616	17,345	11,107	13,409	18,474	17,725	25,014	9,759	6,672	183,144
FY 15	11,243	14,033	29,965	24,115	18,934	12,633	17,874	23,202	19,932	24,086	12,379	7,874	216,270
TOTAL ATTENDANCE	28,126	42,021	67,211	62,160	51,965	31,052	43,794	58,876	50,922	68,958	25,526	21,165	551,776
TOTAL FY 15	32,031	45,421	95,197	72,143	56,784	28,082	49,110	65,658	49,697	69,162	31,673	21,644	616,602

ODUM LIBRARY   CIRCULATION STATISTICS FOR ANNUAL REPORT   JULY 1, 2015 - JUNE 30, 2016