



Odum Library Annual Report FY 2018

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UNIT: Archives and Special Collections

Submitted by Deborah S. Davis, Director

General Statistics:

Year	Number of recorded questions and sign in patrons	Observed reasons for changes
2017-18	808	This represents a 29% decrease over last year. We had fewer classes that signed in every day and we also filtered out all that were not tagged archives this year, thus cutting out when Reference referred someone to us.
2016-2017	1277	32% increase over last year. We made a concerted effort to record all interactions. This represents our sign in sheets: with 677 and our gimlet records with 600 transactions.
2015-2016	872**	While this represents a decrease from last year, when one subtracts the Remnant Trust patrons, it is actually an increase of 116 over last year. These numbers do not include formal classes that meet in archives

Outreach:

1. Outreach:

- a. The Happening with free posters created in house and popsicles, 2017
- b. Created materials and gave guided Art Tours for Parent's Weekend, Fall 2017
- c. Created Video on VSU's Digital Program for National Endowment for the Humanities at their request: Fall 2017, not up yet.
- d. Rachel Williams of University of Iowa, talk on Lynching, exhibit viewing and reception, Feb. 2018
- e. Wayne Weigand Professor Emeritus FSU "Desegregation of Public Libraries in the Jim Crow South," April 2017

2. Exhibits:

- a. Dominick Gheesling, Photographs, Revolving Gallery, Spring 2018
- b. "African American Materials from the collection of Roy and Cheryl Copeland,"

- First Floor North Display Cases, Spring 2017
- c. “The Lynching of Mary Turner” Rachel Williams, 24-panel linoleum cuts, Archives exhibit, Spring 2018
 - d. Purchased and installed Walker Hanging System exhibit hardware in Rotating Gallery, Fall 2017
 - e. “What is Archives” 2 case display, August 2017-November 2017
 - f. Permanent Installation “Paintings of Andrew Tatler Wallen” Permanent display in New Media Center Classroom. September 2017
 - g. Removed exhibits to prepare for renovation in Library and West Hall. Removed Dali/ Rembrandt gallery and ½ of Ross Rosenberg Gallery, removed display in President’s Board Room, removed materials from President’s Office and Provost Office. Summer 2018

3. News Activities:

- a. Newspaper Article: VSU Presents Lynching Exhibit, Valdosta Daily Times 2-13-2018: http://www.valdostadailytimes.com/news/local_news/vsu-presents-lynching-art-exhibit/article_d4f6ddff-8acf-5918-8ebd-f724913838ac.html
- b. Newspaper Article: “Woman of the Times: Journalist donates work to VSU” Valdosta Daily Times July 3, 2018
- c. Newspaper Article: “Copeland Shares Black History with VSU” Valdosta Daily Times, 1-27-2018: http://www.valdostadailytimes.com/news/local_news/copeland-shares-black-history-with-vsua/article_58b7f34d-434d-5033-81e3-4d78b7ca868c.html
- d. Newspaper Article “Picture” Valdosta Daily Times, 10-23-2017: http://www.valdostadailytimes.com/https-www-flickr-com-photos-valdosta-archives-in-album/image_7148a338-b7f6-11e7-857d-77106956ae79.html
- e. Newspaper Article “Picture” Valdosta Daily Times, 10-23-2017: http://www.valdostadailytimes.com/https-www-flickr-com-photos-valdosta-archives-in-album/image_764b8ef4-b7f6-11e7-9749-f7925d299ee7.html
- f. TV spot: “VSU to present African American Materials Collection. WALB, 2-29-2018: <http://www.walb.com/story/37352983/vsu-to-present-african-american-materials-collection>

Awards:

- Deborah S. Davis, nominated for VSU Faculty Service Award

Teaching:

Had **7 interns** for 2017-18:

Women’s Studies: Elizabeth Kay Cavender—C Oglesby

Molly Berland—C Oglesby

Ketorah Frazier—C Oglesby

Carina Sessions—C Oglesby

Mekiah Smith—C Oglesby

History: Zachery Pate Council—Rickman
Jonathan Goldthwaite—Block

The history interns worked on a variety of tasks from indexing to digitization. The Women's Studies interns worked on indexing *Equal Rights* magazine. This marks an **85% increase** in the number of interns we had last year. We usually have between 1 and 3 interns per year.

Archives Orientations and Work Projects:

August

Library Instruction. HIST 1011, Byrd, Melanie. Volunteer orientation

Library Instruction. HIST 1011, Byrd, Melanie. Volunteer orientation

Library Instruction. Women's Studies, Oglesby, Catherine, Women and Gender Studies Archives Project orientation

Library Instruction. HIST, Byrd, Melanie, History. History of Food library research orientation

2 classes: Library Instruction. HIST 1011, Ancient and Near East History, Byrd, Melanie, History. Introduction to the Babylonian Clay Tablets

September

3 classes, Library Instruction.: HIST 4950, Byrd, Melanie, History. Introduction to books, journals, and primary sources

Library Instruction. MATH, Kicey, Charles, Math/Cs. Introduction to Babylonian Clay Tablets

October

Library Instruction. MUSC, Frost, Guy, Music. Archives and Music orientation

January

Library Instruction, C. Oglesby Orientation on Women and Gender Studies Archives project

Library Instruction. M. Byrd. History, 10111 Volunteer Orientation

Library Instruction. Workman, Higher Education History VSU History Orientation

2 classes Library Instruction, LaPlant, English 1102 Honors, VSU History Orientation

Library Orientation, M. Byrd, History 1011, Babylonian Clay Tablet Orientation

April

4 classes, Work Project. John Dunn, History 3000

July

Library Orientation, Hothschild, Sociology, Archives Orientation

Total 20 classes taught, a 60 percent decrease over last year. Part of the decrease is because some of our work projects were omitted or severely shortened this year. The professor felt, based on his DWF rate for the year, that he needed the students to spend more time on paper- related tasks and less time on extra work. We also were not included in National History Day activities this year because of the topics chosen were not reflected in our collections. Between these two happenstances, that accounts for our decrease. And 2016-17 marked a 46% increase in our teaching, which was outside of the norm. Between 20 and 30 classes is normal for our teaching program. Between the high number of interns, **85%** increase, we didn't feel the lower number of classes.

Part of our teaching program are the Extra Credit Volunteers. It was a very successful year for volunteers.

Volunteers

Fall Semester 2017

16 volunteers worked 148.38 hours

Spring Semester 2018

28 volunteers worked 357.48 hours

Summer Semester 2018

3 volunteers worked 90 hours

Total Volunteers: 47

Total Hours Worked: 595.86

Total Value of work: \$4320.00

This is a **25% increase** in hours worked over the last year and a **10%** increase over the number of students who worked last year. All in all despite the decrease in classes taught, it was a very successful teaching year.

Valdosta State Archives - Digitization and Digital Preservation: Annual Report Numbers, July 23, 2017-July 23, 2018.

Websites

(July 23, 2017 - July 23, 2018)

1. Vtext: 6,526 users. 75,994 pageviews. 3,316,042 Searches Performed, 131,440 item views.
2. Archives Home Page: 4,344 pageviews
 1. Website updated - all broken links fixed.
3. Babylon: 171 users, 458 pageviews.
4. Campus Canopy Search: 729 users, 1373 pageviews.
5. COBEC: 1255 users, 4,673 pageviews. [Updated Website, 2018]
6. Eichberger: 8 users, 11 pageviews.
7. Gendex: 605 users, 4,764 pageviews.
8. Folklife: 1501 users, 2,985 pageviews.
9. Hudson: 33 users, 97 pageviews.
10. Archon: 1511 users, 6325 pageviews.

Social Media

(July 23, 2017 - July 23, 2018)

1. Twitter: 613 tweets. 733 followers.
2. Flickr: 10,016 photos, 66 followers.
3. Facebook: 261 likes. 257 followers.
4. YouTube: 127,959 views. 907 subscribers. 133 videos.

Digitization & Digital Preservation

(July 23, 2017 - July 23, 2018)

This year we purchased a new server to house ARCHON and Vtext for increased server capacity to hold our growing holdings. ARCHON has been upgraded and is up and running. Vtext is still in the migration phase. Our digital preservation activities are below.

1. 894 bags uploaded to Amazon Glacier.
2. Swidenski Scrapbook Collection
3. NAMOSRL: Rowan Tree Annual Reports, 1982-1998.
4. Campus Canopy Quality Control update
5. Charles Albert Converse Collection
6. NAMOSRL: Unicorn periodicals
7. Campus Canopy, 1934-1935
8. Education Department Photograph slides
9. Womens History Oral History Project (83.9 GB)
10. Digital Library of Georgia, The Pine Branch (ongoing)
11. Demorests Family Magazine Project (ongoing)
12. Huey Theus Collection MS/135
13. Gender Studies Floppy Disks Preserved
14. Carterette Webinar Series (3.7 GB)
15. Solar Eclipse 1970 video
16. Women of Valdosta - Women Studies video.

Other Projects

- Wiegand, Desegregation of Public Libraries, Display
- 17 Digitization Patron Projects
- Mary Turner Artwork Display

Acquire and Preserve Materials. Archival Non Digital and Digital Acquisitions

Archival (non-digital) Acquisitions

102 linear feet (lf) were added to our physical collections, a **49% increase** over 2016-2017.

This year we acquired 26 feet of African American Materials from Roy and Cheryl Copeland on loan from Langdale College of Business. We also purchased 24 panels on “The Lynching of Mary Turner” from Rachel Williams with Bailey Endowment Funds. We also acquired papers from Odum Library, SGA, SELA, the Valdosta Symphony Guild and other collections.

Digital Acquisitions

59 new Digital Acquisitions. We now have much more of our holdings coming in digitally and being processed online through our digital preservation policy. All of these items are available either on Vtext or by request through our dark archive.

Digital Acquisitions

(July 23, 2017 - July 23, 2018)

1. Dissertations and Theses (+47)
 1. lowe-phillip_thesis_2018_bag
 2. hooker-julia_dissertation_2018_bag
 3. fitzgerald-kristel_dissertation_2018_bag
 4. bell-emily_dissertation_2018_bag
 5. vining-marci_dissertation_2018_bag
 6. suber-tracy_dissertation_2018_bag
 7. kobbe-eric_dissertation_2018_bag
 8. adeyemi-justin_dissertation_2018_bag
 9. roberts-cedric_dissertation_2018_bag
 10. nelson-harry_dissertation_2018_bag
 11. cantrell-brittney_dissertation_2018_bag
 12. parks-walter_dissertation_2018_bag
 13. maestras-matthew_dissertation_2018_bag
 14. tuck-beth_dissertation_2018_bag
 15. byrd-roger_dissertation_2018_bag
 16. ham-carol_dissertation_2018_bag
 17. shieh-josephine_thesis_2018_bag
 18. binns-loren_thesis_2018_bag
 19. siniard-michelle_dissertation_2018_bag
 20. daniel-stephen_dissertation_2017_bag
 21. darnell-jones-tracy_dissertation_2017_bag
 22. seckinger-deryl_dissertation_2018_bag
 23. bennett-trenton_dissertation_2017_bag
 24. walker-melissa_dissertation_2017_bag
 25. nwachukwu-chijiok-horace_dissertation_2017_bag
 26. spurlock-john_dissertation_2014_bag
 27. lashley-sarah_dissertation_2016_bag
 28. pramir-kc_thesis_2017_bag
 29. hudson_dissertation_2016_bag
 30. beinert-timothy_dissertation_2015_bag
 31. jackson-nikki_dissertation_2017_bag
 32. gary-brant_dissertation_2017_bag
 33. bennett-christopher_dissertation_2017_bag
 34. andrews-curdedra_dissertation_2017_bag
 35. bennett-elizabeth_dissertation_2017_bag

36. garcia-anca_thesis_2017_bag
37. gonzalez-heidi_dissertation_2017_bag
38. mciver-hazel_thesis_1995_bag
39. ames-megan_dissertation_2017_bag
40. davis-pennie-star_dissertation_2017_bag
41. williams-warren-tiffanie_dissertation_2017
42. king-amanda_dissertation_2017_bag
43. 2019-05-04_mitcham-larry_dissertation_2018_bag
44. 20220118_martin-ruthea_dissertation_2017_bag
45. 2077_thompson-daria_thesis_2017_bag
46. 202209_wyrostek-warren_dissertation_2017_bag
2. COBEC Newsletters, Reports, etc...) (Accrual)
3. NAMOSRL: Ida Fletcher, Portland School of Astrology, 1901.
4. Library Web Committee Meeting Minutes (Accrual)
5. Odum Library Signage Committee Minutes (Accrual)
6. Faculty Scholarship Committee Annual Report
7. COSA Minutes (Accrual)
8. Faculty Senate Student Affairs Committee Minutes (Accrual)
9. Athletic Committee Annual Report
10. Emanii Davis - Miss Georgia
11. VSU Archival Research - Video - Honors English 1102
12. Mary Turner Lynching Exhibit Video and Article
13. Omnino Research Journal (Accrual)

Special Collections:

64 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.

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

Preservation:

Our preservation actions were of course built into regular processing activities. These include re-boxing, re-folding, encasing in inert polyester sleeves, encapsulating oversized materials and creating phase boxes for rare materials. We have also been preservation scanning *Demorest Monthly* from the 1890's with our interns. Issues of *Demorest* are now on Vtext. In addition we scanned 19 issues of *L'Illustration*, a French magazine from the 1890's.

Vault additions and preservation

Work was completed to upgrade the HVAC system in the Archives Storage Vault to bring it in line with our standards for the Archives Vault on the 4th floor.

Archival Description and Processing:

This year, in summer and early fall, we upgraded our ARCHON system with the new ARCHON sustainability code. It took about three months to complete the upgrades working with Dallas Suttles and Michael Holt and Michael Young of IT. During that time we were unable to add new records to ARCHON.

Processing totals for 2017-18: **49 1/2 linear feet** of items were physically processed. 144 Special Collections books and rare books were cataloged this year.

External Funding

\$3100 was released from our Endowment this year and we purchased the 24 panel art installation “The Lynching of Mary Turner.”

Our student volunteers gave work valued at **\$4320.00** for the year.

Deborah Davis was awarded a grant by the Digital Library of Georgia for **\$4920.00**. The Pinebranch has been scanned and we are currently creating metadata that will be shared with DLG and the Digital Public Library of America.

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-present.
- 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, Member of Program Committee, selecting speakers and planning annual conference
- COBEC, Consortium on Belize Educational Cooperation. Serving as Archivist since 2005 Valdosta State University, VSU Archives is also the webmaster for COBEC and Davis was chosen Documentarian beginning in fall, 2014. Completed work on the Impact Assessment committee which was presented at Feb. Meeting in 2017, Have been assisting in writing 187 page report on impact of COBEC
- Currently organizing class on Public Libraries and Technology to be taught Aug-Sept in Belize, 2018
- Currently organizing Advanced Archival Training in Belize for October 2018
- GIL Special Collections Committee (statewide), 2018-

Service to Valdosta State University

- Faculty Senate, 2016-present, Senator
- University-wide Art Committee: responsible for upkeep of current art holdings and selection of future materials. As committee member, created policies for retention and purchase of art, selected art for purchase, reviewed and approved funding proposals, maintained campus art database. Even though the committee is unfunded, we still maintain the Art Collection Database
- Faculty Grievance Committee, Chair, 2018.
- Faculty Senate Scheduling Committee, 2016-
- International and Globalization Committee 2014-2017
- COHSS Executive Committee, 2018-

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,
- SWOT committee
- Strategic Planning Committee, 2013-
- Web Page Committee, current

Presentations and Publications and Gallery Displays

- Davis, D. S., Georgia Library Conference, "Come on down, the water's fine: Teaching library skills in Belize," Georgia Library Association, Columbus. (October 2017).
- In Progress: Warren A. Hodge Emilia M. Hodge Betty Flinchum Kathaleena Edward Monds Deborah Davis Ethel Arzu Cynthia Thompson Eve Aird. *Evaluating the Impact of the Consortium for Belize Educational Cooperation (COBEC) on Belizean and U.S. Partner Institutions*. To be published August 2018.
http://archives.valdosta.edu/cobec/documents/cobec_2018_summer_report.pdf
- Displays are reported in the outreach section of this report

Training and Meetings:

- Society of Georgia Archivists/, Annual Meeting, Brass Town Valley Resort, Oct. 2017
- GLA Winter Meeting, Macon, Georgia, January, 2018
- Galileo Conference, Macon, Georgia, July, 2018

Awards:

- Deborah S. Davis, Nominated for Faculty Excellence award in Service, 2017-18

Stacey Wright—Archives Technical Assistant

Employee Development Classes:

- Annual Compliance 2017 for Supervisors (11-01-2017)

MLIS:

- Fall 2017
7800 Capstone
- Fall 2017
Graduated from MLIS Program

Conferences & Travel:

- Society of Georgia Archivists – Athens, GA (October 2017)
- Will be attending

Committees:

- Library Art Committee
- Library Marketing Committee

Dallas Suttles—Computer Services Associate

Conferences & Travel:

- GALILEO Annual Conference, Macon, Georgia. July 12, 2018.
- Society of Georgia Archivist Annual Conference, October 2017.

MLIS Classes:

- Graduated in December 2017 with MLIS degree

Committees:

- Library Art Committee
- Library Signage Space
- Library Web Committee

UNIT: Circulation and Lending Services Department

Submitted by Steven Scheuler, Department Coordinator

The department completed the transition of moving all offices and services from the Second floor to First floor Rooms 1060, 1070, 1100 and 1110 to make way for the construction of the new Academic Support Center.

- Circulation and Lending Services Department conducted wholesale collection moving projects in support of the Academic Support Center construction.
 - Circulation and Lending Services transferred the entire reserve, games and cd collections to Room 1100.
 - Circulation and Lending Services transferred all equipment necessary for operations to first floor area.
 - Circulation and Lending Services removed and boxed the entire legal works shelved in the east atrium area.
 - Circulation and Lending Services transferred the entire collection on the west side of the second floor to the second floor east atrium area.
 - Circulation and Lending Services is underway shifting the entire third floor collection to ensure room for growth of the collection.
- Stacks management supervisor Luke Smith continues to collaborate with the Information Technology Department (IT) conducting cross training for lab assistants for IT's Technical Response Units.
- Circulation manual for desk operators developed.
- Faculty loan periods were shortened from one year to six months in order to ensure accountability for library materials.
- 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.
- Manuals and hands-on training concerning all circulation department policy and procedures and applications to the Alma Library System is ongoing.

- Circulation staff in collaboration with Automation Department staff provided 24 hour open coverage for the entire library building during the finals week of fall and spring semester
- All staff continued to cooperate with the library’s Marketing and Assessment Department to collect data.
- Circulation and Lending Services Department continues to refine and improve workflows and procedures in the ALMA library system.

The Staff

Donna Jones provided expertise on library reserves and overall department workflows. Crystal Miller provided daytime staffing at Circulation desk and helps handles GilExpress daily procedures in addition to her Reference desk hours. William Simmons, and Dakota Newmans provided staffing during the evening/night hours. Serena Taylor continued her duties for InterLibrary Loan Department to assist with workflow there and still provided morning circulation coverage. Josh Wallace provided desk coverage desk in the evenings in addition to his Reference desk hours. Lisa Harken during the overnight hours. Luther Smith performed as Stacks Management Supervisor and in charge of training students. Department Head Steven Scheuler is serving second year on the Georgia Interconnected Libraries Fulfillment Committee. The Circulation Department and Lending Services hired and trained and provided employment for over 30 work study and student assistants at Odum Library throughout the fiscal year.

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

General Circulation Statistics 2017-2018

Loans	Returns	Renewals	Lost	Claimed Returns	Auto Renewals	WB Change Forward	Recalls	Library Name
57	47	3	0	0	21	3	0	Archives
2,706	2,684	0	0	1	0	806	0	Mass Media
10,834	9,626	2,994	227	1	7,585	422	58	Odum Library
515	501	124	1	5	0	37	0	Ruby R. Sullivan Literacy Center
24,460	23,164	3,210	242	12	7,606	2,471	60	Grand Total

UNIT: Collection and Resource Services

Submitted by Kenneth Smith, Department Coordinator

STATE OF THE UNIT

This is the first annual report of the newly organized Collection and Resource Services Unit. This unit is a combined technical services unit (combining Acquisitions, Cataloging, and Electronic Resources/Serials), in addition to Collection Development.

Each area has a professional librarian acting as Lead, with Ken Smith acting as Coordinator of the Unit. The reorganization will allow greater cooperation, coordination, and cross-training across technical services, making for more flexible and efficient provision of services.

At the end of 2017, Head Cataloger Scott Piepenburg resigned. In January 2018, Guy Frost took the role as Catalog Lead. Below is the professional organization for the remainder of the fiscal year.

Ken Smith	Coordinator of Unit, Acquisitions (Acting), Collection Development
Guy Frost	Cataloging Lead
Jessica Lee	Electronic Resources/Serials

In lieu of hiring another full-time professional cataloger, it was decided to create a hybrid position. The Acquisitions/Catalog Librarian will have responsibility for Acquisitions, and support Cataloging part-time. In spring, a search committee was formed, and in May an offer was extended to Robert Taylor. Mr. Taylor will begin in this capacity on July 1, 2018.

Acquisitions

- The Acquisitions Unit purchased 3,395 monographic items at a price of \$318,732. This price includes funding for the one-time purchase of ejournal archives. The monographic count is significantly lower than last year (3,968), as a portion of the materials budget was used to purchase additional journal archives.
- The Acquisitions Unit purchased 1,137 serial items at a price of \$1,154,117.

Gifts

- 2,266 gift items were received in FY 2018.
- The most significant gift of the year came from James Tracy of Valdosta. He gave the Library 221 books on the history of science. This constituted a significant gift because the books were high quality, and the collection had previously been weak in this subject area.

Repairs, Binding & Replacements

The pattern of binding activity is changing in the Library. Thesis binding is now a wholly voluntary activity, and students need not submit physical copies to the Library. In addition, we are binding far fewer journal titles, and have stepped-up the binding of books.

- The Acquisitions Unit repaired 191 books in-house (FY 17: 136; FY16: 404).
- 528 monographs/books were bound (FY17: 91; FY16: 387)
- 343 bound periodicals were added (FY17: 658; FY16: 789).
- 108 theses were bound (FY17: 251; FY16: 425).

Cataloging

The Cataloging Unit of the Collections and Resource Services Department had a very active and eventful year. Changes in personnel and/or changes of office locations caused minor disruptions, but the unit continued to add and enhance records in OCLC to better serve its user populations.

STATISTICS (OCLC)*

Fiscal Year	Original		Enhancements		Imports		Add Holdings+		Delete Holdings	
	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
Guy Frost	515	336	1813	1417	2717	1269	1116	1182	297	728
Robert Taylor	n/a	n/a	212	194	1997	2310	3717	3691	78	78
Michele Moye^	n/a	n/a	926	536	5133	102	4207	568	36	4
Dana Jack	n/a	n/a	+411	597	5696	642	2	642	4	45
Jessica Lee	2	n/a	5	n/a	129	11	48	9	139	709
Alice Smoot	n/a	n/a	1	n/a	436	5	8	n/a	2	30
Mary An Wheelis	n/a	n/a	n/a	n/a	n/a	n/a	n/a	3	n/a	2011
Ken Smith	n/a	n/a	n/a	n/a	1622	126	6	15	1974	3770
TOTALS	517	340	3258	2744	17730	4465	9104	6110	2530	7375

*Statistics for Scott Piepenburg are no longer accessible.

+Reflects seven months as a new employee.

^ Showing 11 months for FY18 due to Medical Leave;

A reduction in personnel has had an impact on the output for Fiscal Year 2018. In addition, changes in Alma workflows and procedures have eliminated or altered how data is enhanced or created in the System. Robert Taylor and Guy Frost are currently the only staff that can make permanent corrections or enhancements to OCLC records.

Data Cleanup (ALMA)

Frost

- Deleted CR-RESTRICTED from 205 Reserve or previously Reserve records – Sept. 1 2017
- Connect 309 IZ record not linked to NZ
- Correct Material Types: Changed to CD-ROM, DVD-ROM or Floppy Disc – 35
- Deleted 222 Records from the Network Zone (NZ)
- Deleted 3,456 Item Records in the Institutional Zone (IZ)
- Modified 3,121 Item Records In the Institutional Zone (IZ)
- Created 436 Portfolios in Alma

Moye

- Deleted 4,956 Item Records in the Institutional Zone (IZ)
- Modified 4,714 Item Records in the Institutional Zone (IZ)
- Added 1,516 Item Records in the Institutional Zone (IZ)

Taylor

- Deleted 5,149 Item Records in the Institutional Zone (IZ)

Smith

- Modified 228 Item Records in the Institutional Zone (IZ)
- Created 1 Portfolio in Alma

Smoot

- Modified 772 Item Records in the Institutional Zone (IZ)
- Created 5 Portfolios in Alma

Jack

- Modified 1,628 Item Records in the Institutional Zone (IZ)
- Added 1,437 Item Records in the Institutional Zone (IZ)

Lee

- Created 64 Portfolios on Alma

Program for Cooperative Cataloging

SACO (LCSH and LCC)

	SACO (LCSH)		*SACO OCLC Usage		SACO (LCC)	
	2017	2018	2017	2018	2017	2018
Guy Frost	6	8	28	134	1	1

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

NACO (Valdosta and Georgia Funnel)

The Georgia NACO Funnel had a strong Fiscal Year 2018 year despite the ALMA cleanup initiatives. Valdosta achieved 58.3% of the Funnel's total, less than 1% decrease from the previous Fiscal Year of 59%.

	*Georgia Funnel		Valdosta	
	2017	2018	2017	2018
Original	357	349	216	205
Revised	111	87	60	49
Totals	468	436	276	254

*Includes Valdosta

New Projects

- Robert and Lexile January 2017
- Robert and Awards – January 2017

Personnel Changes

- Scott Piepenburg tenured his resignation in January after accepting a position as Head of Cataloging, Sueltenfuss Library, Our Lady of the Lake University.
- Guy Frost became the Cataloging Lead under the newly organized Collections & Resources Services Department.
- Robert Taylor tenured his resignation as Library Technical Assistant in order to move into a professional position as the Acquisitions-Cataloging Librarian to begin July 1, 2018.

Activities

- Taylor and Frost attended GLC October 4-6
- Taylor and Piepenburg attended OLAC October 26-27
- Frost and Taylor attended GUGM June 15, 2017

Accomplishments

- Robert Taylor graduated with a Master of Library Science, Spring 2018.
- Guy Frost published twice in peer reviewed journals
- Guy Frost was promoted to Full Professor effective July 1, 2018.

Electronic Resources & Serials

- Set-up license terms to display in Primo. This allows staff and other library users to know how licensed material can be used (e.g., InterLibrary loan, course packets, etc.) This information will aid faculty in the proper use of licensed products.
- Configured SUSHI for all participating vendors or publishers. SUSHI is the automated harvesting of COUNTER reports. COUNTER reports are standardized usage reports provided by vendors or publishers. The most common formats are the JR1, BR1, and BR2, which reflect how many full-text downloads occurred.
- Configured General Electronic Services in Alma for different databases within EBSCO Discovery Service (EDS). This configuration allows the metadata from EDS to automatically populate the ILLaid form in Primo.
- Activated new archival packages that were purchased to replace withdrawn print journal backfiles.
- Created new documentation and updated old documentation for the G3 Acquisitions and ERM team. This documentation included how to set up SUSHI and activated packages in Alma. Jessica Lee was nominated as vice chair for the G3 Acquisitions and ERM team.
- Migrated from EBSCO's Full Text Finder to Alma's link resolver to have a more seamless searching environment. This eliminated the need for maintaining two journal A-Z lists.

- Added an SSL certificate and upgraded EZProxy to the newest release. This allowed VSU patrons to access content on secure webpages without hitting an error. This eliminated a lot of headache for library patrons and Reference Services staff.
- Completed CPU (Cost per use) statistics for serials of all departments on campus. Attended departmental meetings to let departments know what titles their department purchased.

Electronic Resource Statistics

Successful Full-Text Downloads for FY18

Type of Report	JR1	MR1	BR1	BR2
FY16	428,220	55	5,856	5,856
FY17	366,758	16	24,946	93,813
FY18	356,427	NA	22,744	79,197

JR1: Full text article requests

MR1: Multimedia requests

BR1: Book title requests

BR2: Book section requests

Alma Statistics

Portfolios:

Created: 63

Activated: 62

Modified: 104

Collections:

Created: 38

Modified: 112

Vendor Interface Creation:

52

License Information Attached to Portfolios and Collections

Portfolios: 2

Collections: 17

Print Journal Weed

A major project of 2018 was the weeding of the print journal collection. Jessica Lee, Electronic Resources/Serials Lead, was responsible for coordinating the disposal of print journals, and the updating of the catalog and OCLC to reflect changes in physical holdings. This project was successfully completed with the help of Jessie Whitten, who counted the number of items per journal title. These figures were compiled on a spreadsheet for VSU's Surplus Department then forwarded to Georgia's Department of Administrative Services (DOAS). DOAS listed the items for sale. All items not purchased were discarded.

820 print journal titles were identified for withdrawal

597 titles were completely weeded

203 titles were partially weeded

23,271 bound volumes have been discarded

1,282 rolls of microfilm

304 boxes of microfiche

Grand total of 24,857 pieces discarded.

This weed enabled us to reduce the space given over to print journals. 1,692 shelves were cleared, allowing us to shift the entire journal collection to the west side of the floor. This freed the east side of the floor to shelve books from the second floor. This movement of books was necessary to accommodate the Academic Success Center, which will be moving to the second floor of the Library.

Collection Development

Selection

A major project for 2018 was the identification of print journals that could be removed from the collection and the identification of online journal archives to enable further weeding.

Removal of print titles followed the guidelines outlined below:

- Remove all volumes available in a perpetual archive.
- Remove all volumes available open access. This includes government periodicals available online.
- Remove all volumes in “essential” databases. An essential database offers important journal content not otherwise available online (e.g., PsycArticles). The Library has a strong commitment to maintaining essential databases.
- Remove volumes available in more than one Aggregator (i.e., EBSCO and Proquest).
- Remove small runs of volumes (less than 8 years)
- Subject-based weeding is appropriate where information is outdated or no longer of curricular interest. Such titles will be identified by the Collection Development Librarian.

The purchase of online archives was enabled by the administration, who provided the funding as a special one-time project. Archives were selected to maximize clearing of shelf space in the print collection. In total, \$275,293 was spent for the one-time purchase of the following archives.

- ACS Legacy Archives
- JSTOR Arts & Sciences Collection 6
- JSTOR Arts & Sciences Collection 8
- ProQuest PAO Foundation Collections 2
- ProQuest PAO Foundation Collections 3
- Taylor & Francis Media, Cultural, & Communication Studies
- Taylor & Francis Library & Information Science

In addition, the Library bought the following online archives/journals using its regular materials budget (at a cost of \$46,035)

- ProQuest PAO Foundation Collections 1
- Selected Wiley Archives (9 journal titles)

In total, these purchases enabled us to put an additional 1,134 journal titles online for our users. Since these were purchases, the additional content is sustainable, and will not burden the materials budget going forward.

Weeding

Overall, Acquisitions staff weeded 17,846 monographic items in FY18. This figure does not include the withdrawal of government documents.

- Audio Cassettes: 868 cassettes across all call numbers.
- Communication Disorders and Other Allied Health: 707 items. By request of the Department. This was a quick weed to pull outdated material.
- History- 731 items. An ongoing project to repair, re-bind, or remove distressed books in the History section (D-F).
- IMC Realia & Puppets: 423 items. A weed in support of moving and consolidating juvenile collections. The move will make instructional materials more accessible and browsable for our patrons.
- Legal Section: 332 items. A quick weed to make room for material formerly shelved in Reference.
- LZ Juvenile Literature: 1,967 items. An ongoing project to de-dup and weed older titles which are no longer being used (no circulation in last 20 years).
- Reference (Including BIBL and Index Collection): 9,866 items identified by Reference for disposal. Most of these titles were bound legal series which had been cancelled and were now out of date. The information was also available online.
- Other: 2,952 items, various formats and across all call nos.

UNIT: Reference Services

Submitted by Laura Wright, Reference Services Coordinator

Interlibrary Loan

Denise Montgomery and Amy Chew

ILL has continued its upward course of the past two years. Borrowing has **finally increased** over the previous year in both article and loan requests, requests for Document Delivery articles have surged though book requests have remained virtually the same, and while the number of Lending requests submitted increased, we were prevented from filling about half of them due to factors in the building beyond our control. Finally, our Total Count went **up** for the second year in a row, due to large amount of requests submitted during the spring semester.

Borrowing

Borrowing Statistics

- Overall borrowing requests submitted **increased** from 1,540 to 2,392 **+54.8%**.
- Overall borrowing requests filled **rose** from 1,401 to 2,192, **+56.4%**.
- Loan requests submitted **went up** from 513 to 697, **+35.9%**.
- Loan requests filled increased from 469 to 618, **+32.1%**.
- Article requests submitted **skyrocketed** from 1,027 to 1,695, **+65%**.
- Article requests filled **surged** from 932 to 1,574, **+68.9%**.

As to why the increase in Borrowing occurred, there did seem to be more requests for loans coming in from students, so there may be more emphasis being placed on research by some faculty in their courses. As to the dramatic increase in requests for articles, we attribute it to the fact that the decision was made to turn on all resources contained in the databases, not just our holdings. Students and faculty alike have seen them and wanted them for the research they are doing. The amount we pay for copyright charges is likely to increase as a result.

Fill Rate

Fill rate: 93.91% filled; 6.09% cancelled.

The reasons the articles were cancelled were the following: Duplicate request (1.55%), Other (0.95%), Available-Internet (0.89%), No reason listed (0.60%), Cost exceeds Maximum amount (0.48%), Language (not in language requested by patron, 0.48%), Unable to verify request as cited (0.42%), This item is non-circulating (0.18%), Not owned by any U.S. Library (0.12%), We have exhausted all possible sources (0.12%), Available Full Text (0.12%), Unable to Borrow Dissertation (0.06%), Cancelled During Creation (0.06%), and Too New for an Interlibrary Loan (0.06%).

Our Ten Biggest Suppliers of Returnable Materials

• Univ. of Georgia	52	8.41%
• Emory Univ.	41	6.63%
• ?	37	5.99%
• GA Southern Univ.	21	3.40%
• GA St. Univ.	19	3.07%
• Florida A & M Univ.	13	2.10%
• Western Carolina Univ.	11	1.78%
• James Madison Univ. (VA)	11	1.78%
• Florida Atlantic Univ.	10	1.62%
• Armstrong St. Univ.	10	1.62%
• TOTAL	225	34.62%

The remaining 393 returnable items (65.38%) were obtained from 210 other libraries in 42 states, and the District of Columbia. There is no library's name listed in third place because OCLC did not supply the name of a library, just the number of statistics and percentage of total requests filled.

- Turnaround time for loans: Possibly because of the fact that fewer loans were supplied by libraries in state last year, due to our concern for getting longer loan periods for our faculty and graduate students, our turnaround time for loans again increased slightly from 9.21 days to 9.48 days, though when averaged in with articles, the overall turnaround time for all ILL transactions actually **decreased to 4.53** days.

Our Ten Biggest Suppliers of Articles

• Georgia Southern Univ.	232	14.74%
• ?	120	7.62%
• East Carolina Univ.	88	5.62%
• GA Tech Univ.	80	5.08%
• Univ. of GA	75	4.76%
• Emory Univ.	41	2.60%
• Clemson Univ. (SC)	33	2.10%
• Univ. of North GA	32	2.03%
• Univ. of Central Florida	31	1.97%
• Armstrong St. Univ.	16	1.91%
• TOTAL	748	48.43%

The remaining 826 articles (51.57%) were obtained from 249 other libraries in 46 states, and five university libraries located in France, Germany, Australia, and the Canadian provinces of Newfoundland and Nova Scotia. Again, 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.

Both loan and article borrowing patterns continue to demonstrate the validity of “the long tail” concept in needing to go many sources in order to satisfy patrons’ needs.

- Turnaround time for articles: for the fourth year in a row, **turnaround time dropped from 2.84 days to 2.51 days.** This is probably due to three reasons: **1) Nearly all articles are requested from electronic periodical holdings, which are more easily processed and shipped by lending libraries. 2) As a 2 day supplier, we try to use other 2 day suppliers, whose numbers have increased substantially this past year. 3) About two-thirds of all our article requests are obtained within 2 hours to 3 days.**

The Five Departments Which Submitted the Most Borrowing Requests:

2016-2017		2017-2018	
• English	244	English	239
• History	207	Biology	200
• Biology	111	History	184
• Psychology	104	Psychology	152
• Lib. & Info. Sci.	86	Educ. Leadership	148

Library & Information Science almost always makes this list, but was surprisingly nudged off this list by submitting only 147 requests. Biology and Psychology had large increases of 80.2% and 36.9% respectively. And the “Other—Unlisted” was in 7th place with 109 requests.

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

• Teaching and Teacher Education	16
• Recreational Sports Journal	11
• Journal of Voice: The Official Journal of the Voice Foundation	7
• Perspectives on Voice and Voice Disorders	7
• Annual Book of ASTM Standards	6
• Computers in Human Behavior	6
• Teachers and Teaching: Theory and Practice	6
• The Journal of Acoustical Science	6
• The Reference Librarian	6

I would not recommend the Annual Book of ASTM Standards because the articles in it were each ordered on behalf of a single student. All the other titles were ordered on behalf of faculty, staff and students in one or more departments. Requests for The Reference Librarian are from MLIS students for articles from issues before our electronic holdings which start in 1997. Guy Frost confirmed that my memory of our having print holdings of this periodical for the years prior to 1997 at one time was correct, but they evidently have been discarded at some point in our history.

Lending

Lending Statistics

- Overall lending requests submitted **increased** from 5,531 to **6,283**, **+13.4%**.
- Overall lending requests filled **increased** from 2,830, to 2,930 **+3.5%**.
- Book requests submitted **increased** from 2,289 to 2,896, **+26.5%**.
- Book requests filled **increased** from 1,095 to 1,251, **+14.3%**.
- Article requests submitted **rose** from 3,242 to **3,387**, **+4.5%**.
- Article requests filled decreased from 1,735 to 1,679, **-3.2%**

Though the increases in requests submitted again validate that our decision two years to change our listing in the OCLC Policy Directory to read that we would take only two days' turnaround time to supply books and articles instead of four days was the right one, it is apparent that the lower numbers of submissions are due to the fact that more libraries have also decided to become 2 day suppliers, so we do have more competition. The reduced fill rates are due to major reasons for cancellation over which we have no control: items are checked out or missing from the shelves, unable to fill because of licensing restrictions, insufficient information about the library's journal holdings or multiple volume book sets are not listed on cataloging records, so libraries ask for volumes we do not own, which is a waste of our staff's time and that of other libraries.

Reasons for Cancellation: Major Reasons

Books	# Rqs. Canc.	% of All Rqs.	Articles	# Rq. Canc.	% of All Rqs.
• Checked out	428	28.04%	Holdings end before this vol.	608	18.48%
• Not on shelf	371	12.92%	Not on shelf	302	8.96%
• Non-circulating	219	7.63%	Lack volume/issue	248	7.36%
• Lost	47	1.64%	Not lic. to fill jrnl	153	4.54%
• Title Not Owned	37	1.29%	Hldgs beg. aft. vol.	81	2.40%
• Request Expired	33	1.15%	Other	71	2.11%
• Lack vol./issue	28	0.98%	Checked out	45	1.33%
• Other	24	0.84%	Request Expired	38	1.13%
• Borrower Marked as Blocked	17	0.59%	Non-Circulating	27	0.80%
• At bindery	9	0.31%	At Bindery	27	0.80%
• Hldgs end bef. this vol.	9	0.31%	Title Not Owned	26	0.65%
• Item too new to loan	7	0.24%	Not as cited	21	0.61%
• On order	2	0.17%	Exceeds Copy Limits	19	0.56%

Of the three major reasons for not filling book requests, just one was positive in comparison to last year: **Checked Out increased from 428 (18.76%) to 805 (28.04%), since many recently purchased books are being used**, which reflects favorably on Ken's skills as an Acquisitions Librarian. Unfortunately, Not on Shelf rose from 286 (12.54%) to 371 (12.92%) in books.

Our first place reason in articles this year continues to be Holdings End Before This Volume, which rose from 608 (18.82%) to 623 (18.48%), reflecting our diminishing holdings of current print journals. Not on Shelf remains the second highest reason and has risen from 190 (5.88%) to 306 (8.96%). Lack Volume/Issue again reflects decreasing numbers of print issues in rising from 173 (5.35%) to 248 (7.36%). Not Licensed to Fill Journal remains the same, going from 152 (4.70%) last year 153 (4.54%) this year, but will decrease next year due to the addition of Ebscohost and Proquest as databases from which we can loan articles.

Our Ten Biggest Customers for Returnable Materials

• Forsyth Co. Pub. Lib.	46	3.68%
• GA Southern Univ.	42	3.36%
• GA St. Univ.	42	3.36%
• GA Coll. & St. Univ.	30	2.40%
• GA Tech	22	1.76%
• The Univ. of the South (TN)	21	1.68%
• Wesleyan College	18	1.44%
• Broward County Libraries (FL)	16	1.28%
• Armstrong St. Univ.	16	1.28%
• Berry College	14	1.12%
• Total	267	21.36%

This is the **first time a public library has been number one on the list of ten biggest customers for loans, and also the first time there has been more than one public library on this list.** And although our fill rate has gone down, the number of requests we filled for ten biggest customers **increased from 206 (18.81%) last year to 267 (21.36%) this year.**

The remaining 984 returnable items were supplied to 510 other libraries in 46 states and Washington D.C. including two libraries in Alaska, and the Executive Office of the President at the White House, though this isn't the first administration we've supplied materials to. We have also sent loans to university libraries in Puerto Rico, Mexico, Wales, Denmark, and Australia.

- Turnaround time for processing lending: the good news is **turnaround time for loans decreased from 17.32 hours to 15.18 hours.**

Our Ten Biggest Customers for Articles

• DePaul Univ. (IL)	62	3.69%
• Armstrong St. Univ.	39	2.32%
• Univ. of West GA	29	1.73%
• Pacific Lutheran Univ. (WA)	29	1.73%
• Davidson College (NC)	26	1.55%
• Marian Univ. (IN)	25	1.49%
• James Madison Univ. (VA)	25	1.49%
• GA College & St. Univ.	24	1.43%
• East Tenn. St. Univ.	24	1.43%

• Providence College (RI)	22	1.31%
• TOTAL	276	15.01%
•		

Seven customers on this list were from outside the state of Georgia, which is the first time a majority of the top ten have been out of state customers. We also supplied 1,403 articles to 424 other libraries in all 50 states, the District of Columbia, and university libraries in Denmark, Spain, Egypt, Lebanon, and Australia.

IFM Charges

Thirty-six libraries and document delivery services paid a total of \$671.50 for 50 items that our library supplied them, which constituted 1.7% of all filled lending requests. This is eleven more requests more and \$65.50 less than we took in last year. We did have nine libraries that gave us repeat business, down from eleven during last year, among them George Washington University, The Royal Danish Library, The University of Iowa, The University of Pennsylvania, and Stony Brook University.

The Most Frequently Loaned Journal Titles

Sport in Society remained in first place for the sixth year in a row, with 72 requests, but this is the second year in a row that the number of requests has decreased, since we stopped the print subscription in 2015, and increasingly, our requests are for more recent articles which we cannot fill because our present licensing does not allow us to supply electronic articles via ILL. **International Journal of Science Education** was again in second place for the second year in a row with 62 requests, up 3 requests from last year, but also having the same problem of being unable to fill requests for recent issues because we stopped the print subscription and don't have licensing rights as is the case with **Sport in Society**. **Nurse Education Today** was again third with 30 requests, while **Clinical Journal of Sport Medicine: Official Journal of the Canadian Academy of Sport Medicine** moved from fifth place to fourth place with 27 requests, and **Journal of Education for Students Placed at Risk** dropped from fourth to fifth place with 22 requests.

Document Delivery

Document Delivery Statistics

- Overall document delivery requests submitted **rose** from **752 to 1,065, +41.6%**.
- Overall document delivery requests filled **rose** from **747 to 1,054, +41.1%**.
- Book delivery requests submitted dropped from 82 to 80, -2.4%
- Book delivery requests filled **rose** from **77 to 78, +1.3%**
- Article delivery requests submitted **increased** from **670 to 985, +47%**
- Article delivery requests filled **increased** from **670 to 976, +45.7%**.

This second year of double-digit increases in article and overall document delivery statistics continue to validate our decision to make changes our workflow and customer service, and though

book delivery requests submitted dropped again by 2.4%, that is much less discouraging than last year's 39.4% drop; and the **1.3% increase in book delivery requests filled** is a very pleasant figure to see instead of last year's 39.8% decrease.

Despite the increase in the number of articles requested, **the turnaround time for articles decreased significantly from 1.75 days last year to 1.34 days this year.** And although the number of days to process book delivery requests rose slightly from 3.75 days to 3.79 days, **the overall rate for all document delivery transactions dropped from 2.14 days to 1.64 days.**

The Five Departments Which Submitted the Most Document Delivery Requests:

2016-2017		2016-2017	
• Curriculum, Leadership, & Tech.	70	Communication Disorders	107
• English	70	Curriculum, Leadership, & Tech.	105
• Library & Information Science	65	Psychology	99
• Communication Disorders	64	Lib. & Info. Science	92
• Psychology	57	Educational Leadership	82

Requests from the four departments that are on this list both years increased by the following percentages: Communication Disorders 40.2%, Curriculum 50%, Library Science 41.4%, and Psychology 73.6%. Obviously, this department and our collection is vital for fulfilling user needs in these programs, two of which are largely composed of Distance Education students.

Total Statistics

Borrowing posted its first increase in a number of years, with overall borrowing requests up 54.8%. Lending and Document Delivery also posted increases, with overall lending requests up 13.4% and overall document delivery requests up 41.6%. Borrowing, Lending, and Document Delivery again all posted reductions in their turnaround time for processing returnable materials and articles. And for the second year in a row, our total figures for requests submitted increased for the first time in several years from 7,823 to 9,740 (+24.5%).

Other Statistics Compiled Manually

Article Transmission Statistics

Article Exchange	E-mails	Odyssey
Received	59	Received 1,444
Sent	<u>1,070</u>	Sent <u>961</u>
TOTAL	1,070	TOTAL <u>2,405</u>

Article Exchange transactions sent rose from 647 to 1,070 (67.2%). Odyssey transactions received surged from 686 to 1,444 (+114.8%), and Odyssey transactions sent increased from 629 to 961 (+52.8%). Articles received via e-mail surged from 5 to 59 (+1,080%), while articles sent via e-mail decreased from 29 to 9 (-69%).

Package Delivery Statistics

GIL & Others		Stat Courier Service		
Delivered (GIL)	64	ILL	856	
Picked up (GIL & Others)	<u>37</u>	GIL	<u>1,577</u>	
TOTAL	101		2,433	TOTAL 2,666
Local Document Delivery				
Articles	979			
Loans	<u>251</u>			
Total	1,230			

On-campus deliveries of returnable materials decreased for a second year in a row from 180 to 64 (-64.4%) and there was a decrease in pickups from 53 to 37 (-30.2%). **ILL books delivered by courier rose from 856 to 1,650 (+92.8%),** but GIL Express books delivered decreased yet again from 1,577 to 906 (-42.5%). As to why the demand for GIL Express books requests continues to decline, it could be because the delivery time involved does not meet the needs of our users, since it is not unusual for it to take 7 to 10 days to arrive by the courier service, and requests do get lost in transit. This can also apply to ILL, since unless the transaction is coming from out of state, it also uses the same courier system. Or it also could be that patrons find that the method of ordering it on the new catalog is more difficult than ordering it via ILL. (I have heard comments along those lines.)

Note in regards to the time periods covered by this report: due to the fact that my last day of employment is the last day of the fiscal year, the report is somewhat truncated in the time covered. The sections titled Borrowing, Lending, Document Delivery, and Total Statistics cover the period from July 1, 2017-June 4, 2018. The section titled Other Statistics Compiled Manually covers the period from July 1, 2017-June 15, 2018.

Staff Accomplishments

Donathan, Meghan

- Pun of the Week Board
- Marketing Committee twice monthly (if big events three times)
- Readfest April 2018
- Annual Compliance Training
- OCLC Conference in March
- Completed C.A.R. Assessment Survey

Skillport Training:

- 4/27- Writing Effective Emails and Instant Messages
- 4/27- Professional Email Etiquette
- 5/3- Troublesome Words and Phrases: Common Usage Mistakes in Writing
- 5/17- Plan a Bulletproof Project
- 6/11- The Basics of Marketing
- 6/11- Improving Your Memory Skills

Montgomery, Denise

Weekly meetings on Alma.

Art Committee meetings

Educational Policy Committee Meetings

Library Affairs Committee Meetings

Women’s Studies Committee Meetings

Attending American Library Association Annual Conference, June 22-26, 2018, New Orleans, LA

Will be retiring as Head of ILL, Odum Library, June 29, 2018, and my successor will be Amy

Chew, presently Reference Librarian, Odum Library, who previously was in charge of Borrowing at

The University of Colorado at Boulder

Interlibrary Loan Statistics 2017-2018

Items Borrowed

Loan requests filled	618
Loan requests cancelled	62
Loan requests in process	<u>17</u>
Total loan requests submitted	697
Photocopy requests filled	1,574
Photocopy requests cancelled	102
Photocopy requests in process	<u>19</u>
Total photocopy requests submitted	1,695
Total Requests Filled	2,192
Total Requests Cancelled	164
Total Requests In Process	<u>36</u>
Total All Borrowing Requests	2,392

Fill Rate 93.91% for filled ILL requests; 6.09% requests cancelled for reasons listed in report.

Average Turnaround Time 2.51 days for articles; 9.48 days for loans; 4.53 days for both categories together.

Items Loaned

Loan requests filled	1,251
Loan requests cancelled	1,620
Loan requests conditionalized	25

Loan requests in process	<u>0</u>
Total loan requests submitted	2,896
Photocopy requests filled	1,679
Photocopy requests cancelled	1,692
Photocopy requests conditionalized	16
Photocopy requests in process	<u>0</u>
Total photocopy requests submitted	3,387

Total lending requests filled	2,930
Total lending requests cancelled	3,312
Total lending requests conditionalized	41
Total lending requests in process	<u>0</u>
Total All Lending Requests	6,283

Fill rate 48% for loans; 54% for articles

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

Document Delivery/Odum Express

Loans filled via Document Delivery	78
Loans cancelled via Document Delivery	2
Loans in Process via Document Delivery	<u>0</u>
Total Loans Submitted via Document Delivery	80

Articles filled via Document Delivery	976
Articles cancelled via Document Delivery	9
Articles in Process via Document Delivery	<u>0</u>
Total Articles submitted via Document Delivery	985

Total requests filled via Document Delivery	1,054
Total requests cancelled via Document Delivery	11
Total requests in Process via Document Delivery	<u>0</u>
Total All Document Delivery Requests	1,065

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

Total Number of All Interlibrary Loan/ Document Delivery Transactions 9,740

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

ARTICLE EXCHANGE transmissions

Sent	<u>1,070</u>	Article Exchange Sent transmissions are now received in Odyssey, so all statistics for it are now part of their sent transmissions.
TOTAL	1,070	

ODYSSEY transmissions

Received	1,444
Sent	<u>961</u>
TOTAL	2,405

EMAILS

Sent	9
Received	<u>59</u>
TOTAL	68

LOCAL DOCUMENT DELIVERY

Articles	979
Loans	<u>251</u>
Total	1,230

GIL & Others

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

STAT COURIER SERVICE

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

Library Instruction

Catherine Bowers

Overview of library instruction in Odum Library 2017-2018

Semester	Orientation	Graduate	Undergraduate	Community	Total
Fall 2017	8	9	55**	2	74
Spring 2018	2	6	84	0	90
Summer 2018	2	2	3*	0	7
	12	17	142	2	171

* Two sections of COMM 1100 were scheduled into one instruction session.

**62 sessions scheduled but some were canceled and not rescheduled due to Hurricane Irma.

Orientations

Odum Library conducted a few unique orientation sessions. Some were tied to specific departments, such as orientation for dissertation-writing students or Doctor of Public Administration students. Librarians also participated in New Faculty Orientation activities. Michael Holt, Laura Wright and Catherine Bowers each led a GIL-Find workshop to introduce the changes to the library website. These were directed at faculty

Graduate

There has been a small increase in library instruction for graduate programs. Currently, a lot of academic support and outreach for graduate students happens through reference interactions and embedded librarian work, but there are still possibilities for more conventional library instruction.

Undergraduate

Undergraduate library instruction continues to be majority of library instruction, with about 75% of these sessions being directed at 1000-2000 level courses; a large section of this number leads back to ENGL 1101/ENGL 1102.

Community

Librarians

Total Number of Library Instruction Classes Taught by Librarian

Librarian	Fall 2017	Spring 2018	Summer 2018	Total
Catherine Bowers	31	24	2	57

Amy Chew	15	16	1	32
Guy Frost	1	0	0	1
Mike Holt	13	10	0	23
Samantha Paul	16	15	1	32
Emily Rogers	17	21	1	39
Laura Wright	21	13	3	37
Total number of classes with librarian investment				221

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

Four Years' Comparisons of Library Instruction Sessions Taught

	2014-15	2015-16	2016-17	2017-18
Total Number of Sessions Taught	141	183	145	171
Core/1000-2000 Sessions Taught	38	76	59	102
Upper division 3000-4000 Undergraduate sessions taught	72	84	61	35
Graduate Sessions Taught	10	10	13	17
Fall Semester Sessions Taught	61	85	63	74
Spring Semester Sessions Taught	75	92	71	90
Summer Semester Sessions Taught	6	6	11	7
South Georgia College Entry/SGCE	14	11	5	
Library instruction for South Georgia community			2	2

Government Documents

Emily Rogers

In FY 2018 Emily Rogers continued to serve as the reference librarian for government documents and FDLP coordinator. Cataloging faculty Guy Frost and staff Michele Moye continued to catalog and process federal and Georgia. 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 183, down 22% from 234 in FY 2017. Average reported monthly use of government information resources to answer reference questions is 15.25, down 22% from the 2017 average of 19.5 per month. The breakdown of transactions tagged as govdocs by minutes of duration in FY2018 is

- 0-5 minutes: 64
- 5-10 minutes: 30
- 10-15 minutes: 19
- 15-20 minutes: 11
- 20+ min. Consultations: 59
- 60+ min. Consultations: 10

In comparison, the breakdown of transactions tagged as govdocs by minutes of duration in FY2017 was

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

The number of consultations dropped significantly; this year again a large part of the longer consultation requests came from graduate students in social work and education. The largest drop was in 0-5 minute requests. Conversely, the number of 60+ minute consultations rose from 2 to 10 during the past year, suggesting that though there are fewer “easy” government information questions, the number of more difficult or complex questions has increased. There is, of course, no way to know how many questions involving government information resources were not recorded as such.

Compared to 74 circulating documents in FY2017, total annual circulation of print documents in FY2018 is 46, a decrease of approximately 38%. Circulation of federal government documents is 36, an average of 3 per month, down 28% over the FY2017 rate of 4 per month. Circulation of Georgia government documents has decreased to 10 for the year, down 58% from 24 in FY 2017. 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.

Online access to government information sites through GIL, GALILEO, and Libguides is very difficult to assess. The high for reported access statistics through PURL referrals from the Government Printing Office (GPO) is 10 in May 2018, compared to a high of 17 one month in FY 2017. These statistics suggest that users in general are accessing online government information directly through agency web sites rather than through the library web site or LibGuides. For instance, searches directly from a government web site such as Congress.gov or American FactFinder would not be reflected in VSU PURL referrals.

An ongoing project for the public services side of government documents is collection development. We are focusing more on reducing and weeding the collection than on increasing the number of resources. The documents librarian has updated the selection profile for FDLP 0125, Odum Library, to reduce the number of items selected from 5890, at 58% of items available for selection, to 5818, at 57% of items available for selection, and is reviewing shipping lists for additional possibilities for cuts.

The major project for the year, weeding the federal documents collection, has been enabled by the addition of a student worker dedicated to preparing the offers lists for government documents that the documents librarian has pulled for weeding. These offers lists go to UGA, the regional depository library, and then to other Georgia depository libraries, for review and requests. Once the waiting period for receiving requests has expired, the weeded documents are discarded. Weeding with the help of the student assistant began in February 2018. Since that time, the library discarded 3438 documents in FY 2018, mainly in the HE and TD Sudoc classes, though a number of federal government legal volumes were also offered and discarded in the Reference legal section weed.

Cataloging of government resources is reported by the library's cataloging department and includes the addition of all FDLP publications. A major change to the acquisition and processing of government documents was prompted by the USG libraries' transition to ALMA. As the regional depository library, the University of Georgia is purchasing the MARCIVE shipping list service for all USG depository libraries. Odum Library purchased MARCIVE's smart barcodes service in order to facilitate the processing of new government documents. After almost a year in the program, however, Odum has elected to cancel the MARCIVE smart barcodes service.

Outreach activities included Constitution Day activities and an exhibit in the government documents area of Odum Library. A signable copy of the Constitution and Bill of Rights was available for students and guests to sign; we gathered 67 signatures and gave away 71 copies of the Constitution and candy that day. The VSU *Spectator* and the *Valdosta Daily Times* ran promotional pieces about the event. Reference-area exhibits included ones for Constitution Day, higher education, "Discovered Documents" from the weeding process, National Oceans Month, the flu in the United States, seasonal changes, veterans, Georgia publications, and the Eclipse. The rotating slideshow on the library home page featured a government information slide linked

to one blog entry related to online and print government information approximately once per month; these blog entries were usually tied to the content for the current exhibit.

Distribution of print annual tax forms continues to decline, and only the 1040, 1040A, and 1040EZ forms and instructions were distributed to libraries; we made these available to the community in our government publications kiosk. We reduced our order of paper forms this year, to 30 each of the 1040 and 1040A and 50 of the 1040EZ forms, compared to 50 of each the previous year. We also obtained a small number of tax instruction booklets for each form; most of these were still available at the end of the tax period. Other forms were made available online; patrons can obtain copies of forms from these sources by asking at the Reference Desk. The GIL catalog record contains a link to the Hathitrust digitized tax forms. The state of Georgia has ceased distribution of print tax booklets; forms are only available online. In the kiosk we are also offering various free government publications of interest to the public, including information on financial planning and fraud avoidance, FDsys and the Catalog of Government Publication databases, legislative research, immigration materials, women's health, and copies of the Constitution.

Documents-related professional development opportunities included attending the Georgia Libraries Conference in October 2017, the Georgia Depository Libraries Annual Meeting in March 2018, and the Annual ALA Conference in June 2018. These meetings allowed the documents librarian to meet with other government information librarians at the state and national levels. The documents librarian also served as an elected member of the Government Documents Round Table (GODORT) Awards Committee.

Free webinars have also been available from GALILEO, from the Government Publishing Office, and from the North Carolina Library Association's Government Resources Section's "Help! I'm an Accidental Government Information Librarian!" series. The documents librarian participated in webinars for the new NexisUni interface (a primary source of government legal materials), Census materials, Congress.gov, and MARCIVE.

REFERENCE DESK

LAURA WRIGHT

All statistics are derived from the Gimlet reports from July 1, 2017 to June 30, 2018. FY2018 statistics are compared the previous year's statistics.

REFERENCE QUESTIONS

The overall number of reference questions answered decreased 10% at the Reference Desk and increased 8% at the Other location from the previous fiscal year (Table 1). The total number of questions asked at the Reference Desk location decreased 4% (Table 3). However, more questions are being answered in the Other location, which is any location other than one of the service desks (Table 4, Table 6). Usually librarians are in their offices when they are in the Other location.

Meeting with students one-on-one and online via chat or BlazeVIEW continues to be a growing and valuable service. Consultations decreased at the Reference Desk, -11%, but increased 4% at the Other location (Table 4). Also, the number of 15-20 minute questions increased at both the Reference Desk, 6%, and the Other location, 19% (Table 4). The increase in 15-20 minutes questions could be due to the fact that when librarians work with students in an uninterrupted environment, such as their offices, they are able to work more efficiently and answer questions in under 20 minutes. These same questions take longer at the reference desk due to distractions and interruptions from other students.

During FY2018, we hired a staff person who works the reference desk 4 hours per day Monday through Friday. Librarians from other departments are spending less time at the reference desk. Although there was an increase in the number of questions answered by staff, it is balanced out by the drop in questions answered by librarians in other departments and student assistants (Table 5).

Reference librarians are available to be called out to the desk or answer questions from their office (on chat) or meet with students in their office. Reference librarians continue to answer more questions in their office (Other location) (Table 6).

Table 1. Reference Questions by Location:

	FY 2017	FY 2018	Percent Change
Reference	2866	2581	-10%
Archives	442	394	-11%
Circulation	258	223	-14%
Circulation 2	27	38	41%
Other	465	501	8%
Total	4058	3737	-8%

Table 2. Number of Reference Questions by Month

	FY 2017	FY 2018	Percent Change
15-Jul	505	245	-51%
15-Aug	945	797	-16%
15-Sep	1024	847	-17%
15-Oct	691	764	11%
15-Nov	631	737	17%
15-Dec	273	187	-32%
16-Jan	662	717	8%
16-Feb	741	702	-5%
16-Mar	581	593	2%
16-Apr	833	822	-1%
16-May	289	287	-1%
16-Jun	244	393	61%
Total	7419	7091	-4%

Table 3. Questions Answered at the Reference Desk by Type, Format, User Type, and Duration.

	FY 2017	FY 2018	Percent Change
Questions by Type			
Functional	164	563	243%
Directional	2926	2757	-6%
Reference	2866	2581	-10%
Technical	1463	1190	-19%
Total	7419	7091	-4%
Questions by Format			
In-person	5905	5724	-3%
Chat	961	924	-4%
Blaze/GoView	15	16	7%
Phone	485	391	-19%
Email	53	35	-34%
Mail (Print)	0	1	
Total	7419	7091	-4%
Questions by User Type			
Unknown	221	187	-15%
Student	6247	6104	-2%
Fac/Staff	456	427	-6%
Community	372	373	0%
Total	7296	7091	-3%
Questions by Duration			
0-5 minutes	5668	5785	2%
5-10 minutes	1053	702	-33%
10-15 minutes	315	242	-23%
15-20 minutes	126	134	6%
Consultation (20+)	257	228	-11%
Total	7419	7091	-4%

Table 4. Question Duration by Location: Other & Reference

	7/1/16-6/30/17		7/1/17-6/30/18		Percent Change	
	Location		Location			
Duration	Other	Reference Desk	Other	Reference Desk	Other	Reference Desk
0-5 minutes	171	5668	221	5785	29%	2%
5-10 minutes	147	1053	107	702	-27%	-33%
10-15 minutes	54	315	63	242	17%	-23%
15-20 minutes	36	126	43	134	19%	6%
Consultation (20+)	179	257	187	228	4%	-11%
Total	587	7419	621	7091	6%	-4%

Table 5. Who Answered Questions at the Reference Desk

	FY 2017	FY 2018	Percent Change
Reference Librarians	3799	3995	5%
Other Librarians	1492	31	-98%
Staff	475	2059	333%
Students Assistants	1545	977	-37%

Table 6. Where Reference Librarians Answered Questions

	FY 2017	FY 2018	Percent Change
Reference Desk	3799	3995	5%
Other Location	423	549	30%
Total	4222	4544	8%

Print Resources

Deborah Van Petten

Collection Development

An Excel spreadsheet was used to determine which titles in the Law collection should be kept and shifted to the Reference Collection, Ref Alcove, boxed up until space is available, or offered up to other institutions by Acquisition's Unit. Individual law titles were shelved in the Reference collection as space permitted.

A second Excel spreadsheet of Ref Alcove and Index titles was used to determine which titles should be kept, and which should be offered up to other institutions. The Ref Alcove titles were shifted to make room for a number of the law titles and print index titles that were kept.

A third Excel Spreadsheet of titles in the Reference collection was revised so that chunks of the collection could be pulled for transfer to stacks or for discarding to make room for the law titles that were boxed up.

A-C & then D-F titles were checked against the catalog for other copies, e-books, newer editions in the catalog; and against Amazon to identify newer editions to be purchased in the future. Titles were also checked against "Resources for College Libraries" (2007) to identify core titles.

A-C has had titles pulled and the titles shifted forward in the Reference collection. D-F has had titles pulled for stacks. G-J are being searched against the catalog for duplicated copies, e-books, newer editions. Appropriated notes are being added to the G-J list.

The Loose Leaf title list is currently being updated due to the cancelling of a number of the law titles, etc.

Reference Usage Statistics for the year July 11, 2017-June 30, 2018 are attached.

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

A number of newer editions identified for future purchase from the A-C, D-F lists have been compiled using Zotero.

Virtual Services

Samantha Paul

Embedded Librarianship

Number of embedded sections and % change from corresponding FY 2017 semester:

Summer 2017: 3 (-40%, down from 5).

Fall 2017: 16 (+128%, up from 7).

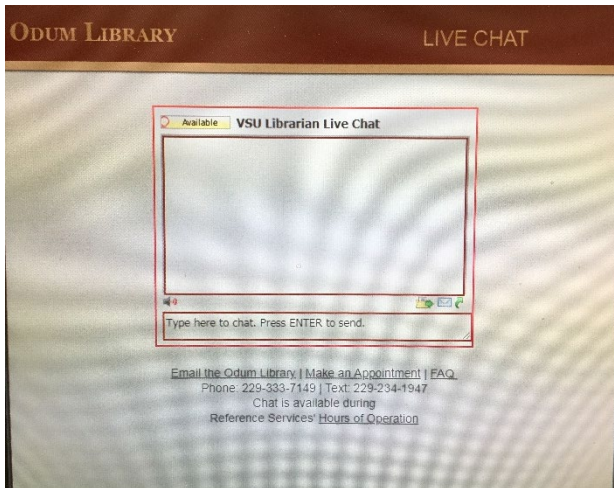
Spring 2018: 8 (-46%, down from 15)

Embedded librarian services were marketed alongside library instruction using email.

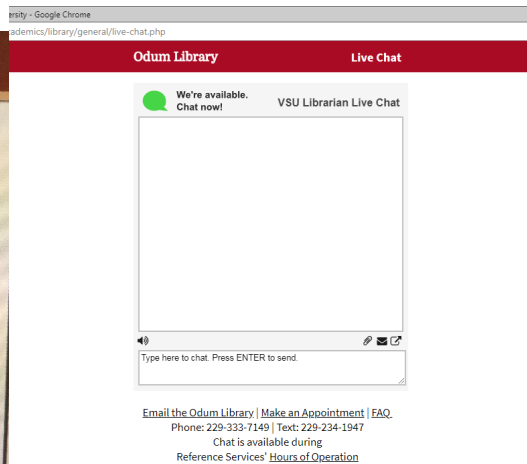
Chat

The chat interface was updated in June 2018 with the help of Michael Holt and Ashley Williams.

Before:



After:



Chat Question Count (from Gimlet)

Chat: 1271 (increase of less than 1% from FY 2017)

Video Production

Video production was limited this year because of the (expected) changes to the catalog (May of FY17 and FY18). Some videos were created with the expectation to re-film after May 2018 changes. The Citation Series was introduced as a way to create videos that were not as dependent on various library interfaces. Videos that were outdated were removed from the library's YouTube.

Videos created:

- Finding Books with GIL-Find
- Placing a GIL Express Request
- How to Log Into Your GIL Account
- GIL-Find: My Account and Special Features
- The Citation Series: Introduction
- The Citation Series: APA
- The Citation Series: MLA
- The Citation Series: Chicago/Turabian
- The Citation Series: CSE
- The Citation Series: Finding Books
- The Citation Series: Finding Book Chapters
- The Citation Series: Finding Journals

LibGuides

From July 1, 2017 to June 30, 2018, our 110 published guides received 43,123 views (increase of 30%).

Top Three LibGuides

- Using the Library with 3,858 (increase of 37%)
- Education Research for Graduate Students with 3,732 (increase of 102%)
- Biology Research for Graduate Students with 2,334 (decrease of 2%)

LibGuides were updated to reflect Primo interface changes and update to EZ proxy. 15 guides were created and published in FY 18. In June of FY 18, a statewide upgrade to LibGuides CMS was announced.

UNIT: Marketing & Assessment

Submitted by Michael Holt, Marketing and Assessment Coordinator

Assessment Activities 2017-2018

Completed

IEP/IER FY 2016-2017

In October, 2017, the library handed in its Institutional Effectiveness Report for 2016-2017 as well as its institutional effectiveness plan for 2017-2018. The goals and measures in these documents are, where possible, directly taken from the library's 2013-2019 Strategic Plan. The library met 90% of the goals outlined in the strategic plan. Future IEP/IERs will be directed by the library's newly drafted 2018-2022 Strategic Plan.

2018-2022 Library Strategic Plan

In spring, 2018, the Strategic Planning committee began drafting a new strategic plan that would bring the library into alignment with the newly implemented university strategic plan. The new plan outlines the path through which the library will continue to fulfill its mission. The objectives and strategies it contains will form the basis of ongoing assessments for the life of the plan and any subsequent revisions. The plan was completed in Summer, 2018 and will go into effect in Fall, 2018.

Ongoing

SUMA – Building Usage

Beginning in January, 2017, the library began to survey building, equipment, and furniture usage through the open source Suma platform. Since that time, over one year of data has been gathered and data collection for a second semester is well under way. Suma collectors have counted over 90,000 individuals and their activities in the building during FY 18. Usage of this data is already underway to determine the best utilization of spaces in the building, including how the library's study rooms are allocated and used, quiet zones and groups study areas, and library hours. In addition, data from this assessment will be used to understand how a major renovation project on the second floor of the library affects building usage patterns.

Ubidots – Door Counters

Beginning in mid-Fall semester 2017, the library began deploying Raspberry Pi based door counters at the main entrances in the building to generate time-based data on the numbers of people entering the building. The 1st floor entrance went online in Fall 2016 and the main entrance went online in mid-January, 2017. During FY 2018, the rear door counter recorded 150,000 people coming through that entrance (this number is half of the actual total, to reflect people entering and leaving the building) and 200,000 (same halved formula for this number too) passed through the front door. While it is useful to get data on the times when people are passing through the library, the devices are still somewhat unstable, requiring periodic restarts of the script that records the counts, which can lead to gaps in the data. They do seem to provide good aggregate data, even if it may not be

100% accurate. They provide useful data about the hours that the library is busy during the course of a semester.

SRM Social Media Statistics

Throughout FY 2017, the library has been monitoring social media posts and interactions via the Oracle Social Relations Monitoring platform. This software helps us keep track of both numbers of followers as well as their engagements with the posts. During the FY, the library's Instagram (which is our youngest social media platform) account has gained around 50 followers and is now at 335 followers. Our Twitter account is up by nearly 100 followers in the same time period to a total of 1,216. Click throughs on links for the twitter account show steady engagement throughout the FY, with the heaviest engagement coming at the start of the fall semester. Retweets have stayed relatively steady during the FY and overall numbers indicate a healthy level of engagement with our social media content on Twitter and Instagram. Facebook metrics remain less positive, but shifting algorithms for post visibility on this platform easily explain the decline in engagement.

ALMA Analytics

During FY 18, the assessment librarian continued working with all the departments in the library to ensure that reporting functionality in the Alma Analytics platform would be satisfactory for the go-live date. Currently, base level reports needed for ACRL and IPEDS annual surveys, as well as departmental annual reports have been created and the assessment librarian will continue working with the state wide Alma Assessment committee to further refine assessment workflows. Further reports will be created for all departments in the library by the assessment librarian as needed.

Library Instruction Assessment

During Spring 2018, the assessment librarian and the library instruction coordinator created an assessment for Library Instruction classes that was trialed during the second half of the Spring semester. Results were positive and we hope to fully implement this assessment instrument in Fall, 2018.

Marketing Activities 2017

Summer 2017

Departmental Meetings

- Weeks of August 6-10 and 12-17
- Prepared handouts for faculty

Ignite Game Night

- August 9, 2017, 6:00 – 8:00 p.m.
- 22 students attended from VSU Ignite program
- Coordinator & Volunteer: Jonathan Klotz

Fall 2017

LibQUAL+ Promotion

- August – October 2017
- Video created and shared
- Emails to listservs
- Coordinator: Mike

VSU New Faculty Orientation

- August 1-3
- Working for Student Success and Retention, Aug 2, 1:30 – 2:30 pm
- Catherine & Laura
- Coordinated by Sheri Gravett

VSU New Part-Time Faculty Orientation

- August 7, 5-7pm
- Library piece from 5:35-5:40, Laura
- Coordinated by Sheri Gravett

Fall Explosion: Game Night

- Fall Explosion is August 7-25
- Friday, August 18th from 6:00 PM to 8:00 PM
- First floor of Odum Library, Popular Reading Room
- Budget: \$50 (pizza & chips)
- Coordinator: Jonathan Klotz
- Attendance: 43 students (Freshmen – 26; Sophomore – 7; Junior – 3; Senior – 4; Graduate – 2)
- Report in V drive

Lightning Writing

- Last Wednesday of every month, 6-8pm, OL 1604
 - 8/30/17; 9/27/17; 10/25/17; 11/8/17 (online); 11/29/17
- Online Lightning Writing
 - 11/8/17
- Coordinators: Catherine & Samantha
- Budget: \$15/meeting (pretzels and M&Ms)

The Happening

- Date: August 24
- 1-4 pm
- Front lawn

- Archives, Library (reference), and New Media Center
- Volunteer Schedule
 - Stake Our Claim and set-up Tent @ 9:30-10
 - 10 AM Setup - MH, RT
 - 12-1 RT, JW
 - 1-2 RT, MH
 - 2-3 ER, MH
 - 3-4 JK, MD, AC
 - 4-4:30 Takedown JK, AC
- Budget: \$60 (dry ice \$40, popsicles); New Media Center prizes for game

Constitution Day

- September 18, 2017
- Coordinator: Emily
 - plan – sign-able Constitution, photo op as Benjamin Franklin
- Reference desk area for Constitution signing and photo op
- This event was a success! The event ran from 12:00 p.m. – 5:00 pm near the Reference Desk. Participation included: 42 signatures on the Constitution, 16 recorded Reference transactions involving Constitution Day (none were recorded in the 1:00-3:00 period, though some Constitutions were given away during that time), 54 Constitutions given away. The event was advertised through multiple channels.
- Report on V drive

Parent's Weekend Art Tours

- September 15-16, 2017
- 1:00, 1:30, 3:00, later tours are self-guided
- Volunteers: Deborah Davis and Catherine Bowers
- Budget: printing costs for Archives
- The tours went well and seem popular with parents and students.

House Calls

- September 18 and 19, 2017; 7:00 p.m. – 9:00 p.m.
- Volunteers: Amy Chew (9/18/17), Samantha Paul (9/19/17)
- Coordinator: Mark McNally

National History Day

- Thomas County Middle
 - September 26, 2017
 - OL 2633 & OL 3270
 - Volunteers: Laura, Mike, Samantha, and Catherine taught LI; Dana, Mary Ann, Jessica and Robert assisted
 - 90 students, divided into two groups
 - Contact: Charla

- Thomas County High
 - September 28, 2017
 - OL 3270
 - Volunteers: Laura, Mike, Samantha, and Catherine taught LI; Dana, Emily, Amy and Jessica assisted
 - 55 students
 - Contact: Christine Patton

Primo Workshops

- 8/29/17 (7 attended) Mike Holt taught
- 9/14/17 (4 attended) Catherine Bowers taught
- 9/27/17 (1 attended) Laura Wright taught

Open House

- October 14, 2017
- Set up by 12:30, 1:00 – 3:00 p.m., Student Union Ballrooms
- Volunteers: Laura Wright & Samantha Paul
- Coordinator: Ryan Hogan

Game Night

- Second Wednesday of each month, 6-8pm
 - 8/9/17; 9/13/17; 10/4/17; 10/18/17 (themed); 11/8/17
- Harry Potter Trivia Night
 - 10/18/17
 - Co-sponsored by Housing & Residence Life as part of Hallapalooza
- Jonathan coordinates and markets
- Budget: \$20 for pizza per event – Housing and Residence Life gives \$50 for pizza and food too.

Dungeon & Dragons Book Club

- Sept. 5, 2017, 6:00 – 8:00 p.m.
- October 17, 2017, 6:00 – 8:00 p.m.
- November 14, 2017, 6:00 – 8:00 p.m.
- Coordinators: Jonathan Klotz & Samantha Paul
- Promote via email and social media
- Use a survey to collect reservations
- Report on V drive

De-Stress Fest

- November 29, 2017
- Student Union Gallery, from 11:30 am – 4:00 pm
- Coordinator: Chelsea Holcombe, Health Promotions

- Assistant Director; Health & Wellness Education, Marketing & Club Sports; Campus Recreation
- Posters and Coloring Sheets

Create Your Own Quiet Zone (during Finals week)

- Week of Finals: December 4 – 8, 2017
- Budget: ear plugs

De-stress Activities (during Finals week)

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

Spring 2018

~~TIES Conference~~ → cancelled in 2018

Open House

- February 3, 2018
- 1:00 – 3:00 pm
- Student Union 3rd Floor Ballrooms
- Volunteers: Amy Chew & Mike Holt
- 1-line mini report: Good event, spoke to lots of people, coffee cup stress balls and buttons were popular.

Open House

- April 7, 2018
- 1:00 – 3:00 pm
- Student Union 3rd Floor Ballrooms
- Volunteers: Laura Wright & Catherine Bowers
- 1-line mini-report: First time using new banner displays. They looked good and people stopped to read them, especially the hours on the table top. Lots of people stopped to talk and ask questions. The coffee cups were eye-catching a popular, we ran out (gave out 48 cup) by 2:30, event last until 3. Buttons were also popular.

Odum Library's Birthday

- April 11, 2018
- Time 12-4 PM
- Location Reference Desk
- Coordinator: Samantha Paul
- Budget: birthday card, decorations, cupcakes, buttons were gifted to the library
- Mini-report on V Drive

Read Fest

- April 13, 2018
- First Floor Odum Library, from 9 am - 12 pm
- Volunteers: Everyone
- Budget: see report
- Activities: see report

~~Game Night~~ → cancelled monthly game nights due to poor attendance. Plan to do selective game night partnered with other campus organizations.

- Second Wednesday of each month, 6-8pm
 - 1/10/18
- 2/14/18 – no attendees
- Jonathan coordinates and markets
- Budget: from Housing and Residence Life

Nerd Night

- D&D Bookclub
 - coordinated by Samantha and Jonathan
 - Dates: 2/26, 3/20, 4/17
 - Location: Room 1604
 - Budget: \$30 Candy and Snacks for Events

International Tabletop Day

- April 29, 2018; 1:00 p.m. to 10:00 p.m.
- Jonathan coordinates and markets the event. Tabletop Gaming Club helped at the event
- Budget: \$68 for pizza
- 37 students attended the event. See report on V Drive for more information.

De-Stress Fest

- 4/25/18, 1-4 pm
- Student Union Gallery
 - Coordinator: Chelsea Holcombe, Health Promotions
 - Assistant Director; Health & Wellness Education, Marketing & Club Sports; Campus Recreation
- Volunteer Schedule
 - 12:30 - 1 (set up) AC, MH
 - 1-2 AC, JL
 - 2-3 ER, LW
 - 3-4 CB, SEP
 - 4-4:30 (clean up) SEP, LW

- Took 40(ish) coffee cup stress balls and buttons, both were very popular, especially the coffee cups.

Create Your Own Quiet Zone (during Finals week)

- Dates 4/18/18 – 5/4/18
- Will promote earplugs and quiet zones. Earplugs will be available at both circulation desks and the reference desk.
- Note: Made earplugs available but unadvertised at 3 service desks all semester. Prominently displayed pre-packaged earplugs and sparkplugs April 18 (week and a half before finals started). Used 2 refills of the colorful sparkplugs and almost 8 boxes of the prepackaged orange earplugs.

De-stress Activities (during Finals week)

- Coloring pages and crayons available at Reference desk beginning Friday before finals. April 27.

Year Round

Coordinated through Marketing Committee

Odum Commodum

- 2 issues published every other week
- Samantha Paul coordinating, handling majority of creation and content

Spectator Ads

- Cancelled this year because did not receive funding from Provost's office.

Display Cases & Circulation Desk Display

- Jessica Lee coordinates display cases
- Amy Chew and Robert Taylor coordinate Circulation Desk displays

Digital Signage

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

Marketing Library Instruction, Research Appointments, Embedded Librarians

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

Social Media – Mike Holt coordinates over all accounts

- Twitter
 - Samantha Paul (Reference)
 - Dallas Suttles (Archives)
 - Jessie Whitten (Marketing and Assessment)
- Facebook
 - Catherine Bowers (Reference)
 - New Media Center
- Instagram
 - Samantha Paul (Reference)
 - Jessie Whitten (Marketing and Assessment)
- Flickr
 - Dallas Suttles (Archives)
 - Stacey Wright (Archives)
 - New Media Center
- Youtube
 - Samantha Paul (Reference)
 - New Media Center

Tweetapalooza

Meets twice monthly – Currently Samantha, Mike, and Jessie. More are always welcome.

Other

The marketing committee conducted a SWOT Analysis and drafted a marketing plan during Spring and Summer 2018. These documents are meant to guide marketing efforts going forward and the goals contained in the marketing plan will be reported on in future Marketing and Assessment Annual Reports.

UNIT: NEW MEDIA CENTER

Submitted by Kyle Culpepper

Activity Type	July 2017	Fall 2017	Spring 2018	June 2018	Sum
Printing (8.5x11)	738	2,498	3,024	346	6,606
Poster (22x34)	12	285	337	10	644
Poster Other Size	11	581	328	13	933
Dub	30	146	171	34	381
AV Capture/editing	1	53	40	0	94
binding	40	40	170	0	250
Scanning	32	96	9	15	152
3D Print (Grams)	15	1,460	2,701	297	4,473
Equipment Circulation	315	3,933	5,096	369	9,713

New Media Center Traffic Flow:

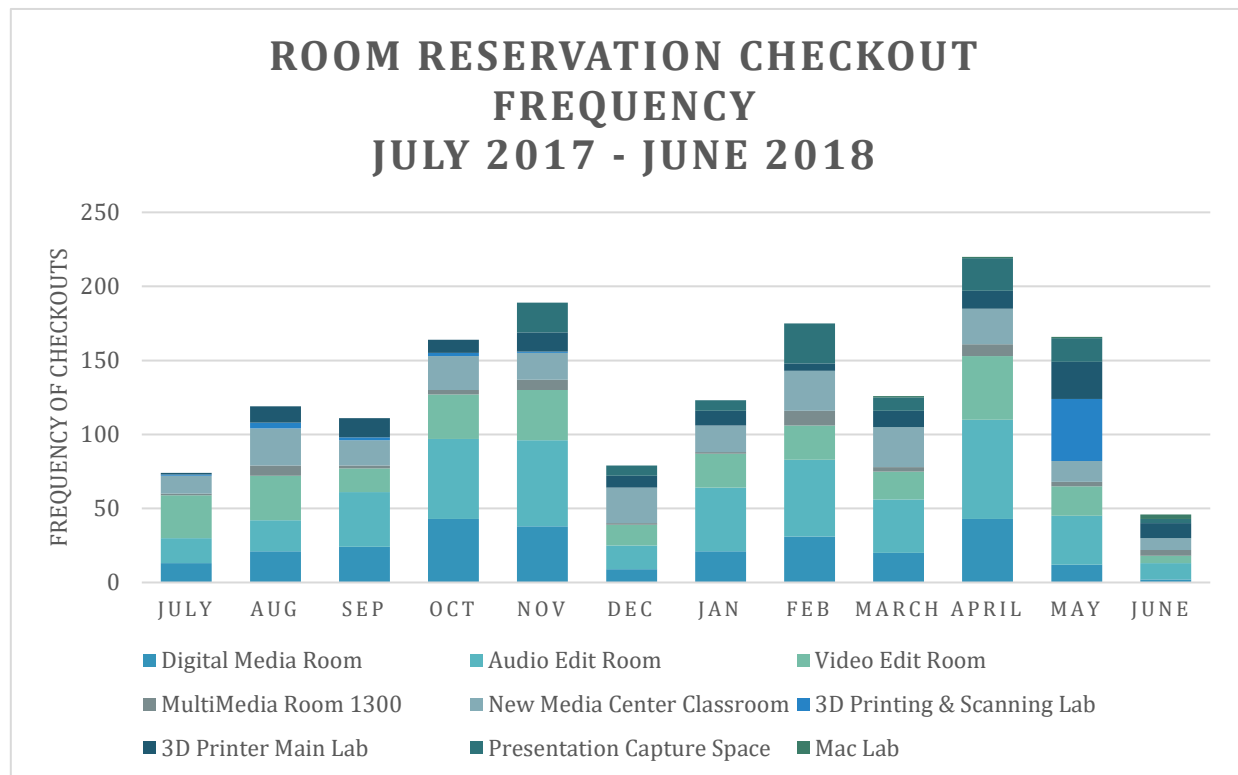
Starting spring of 2017 the New Media Center (NMC) decreased the available hours of service from being 55 hours a week to 45 hours each week. The average daily door counts for both spring and fall semester was around 221 patrons per day, which is a 14.2% decrease compared to fall 2016 and spring 2016. Students have adapted to our hours of operation since spring 2017. However, we intend to change our hours of operation starting fall 2018 to better meet students who primarily take day classes throughout the Monday – Thursday period. We will start a new schedule that will allow us to be open for 55 hours each week again, while including Sunday hours. We will change our hours to be

8 AM – 7 PM on Monday – Thursday, 8 AM – 3 PM on Fridays, and 2 PM – 6 PM on Sundays.

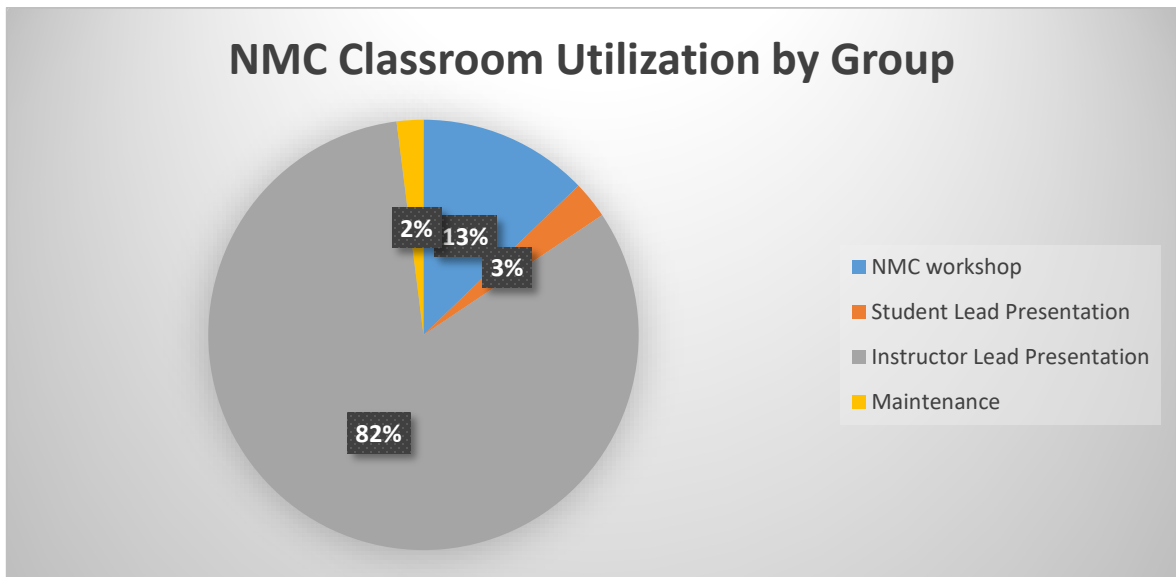
Activity Type	July 2017	Fall 2017	Spring 2018	June 2018	Sum
Door Counts	1,403	20,865	23,466	2,562	48,296

Room Utilization:

The NMC has tracked nine different locations using a calendar system along with an excel spread sheet. In March, the Mac Lab was added to the list to further track classroom instruction counts for our spaces. We have also included a new space called the Presentation Capture Space, which since creation in October 2017 has had 222 hours of use. In sum the NMC has had over 3,256 hours of use for all nine locations with the most popular location being the Audio Edit Room (Sum = 912 hours).



Workshops at the New Media Center:



The NMC offered both special request (34 classes) and scheduled workshops (8 classes) for VSU, targeting primarily student patrons (606 registered). In sum the NMC provided 62 workshops with a total of 651 students who have attended. The Windows Movie Maker (WMM) workshop was discontinued in fall 2017 due to Microsoft’s termination of WMM. This workshop is being replaced by Premiere Basics. One example of a new workshop developed based on a need was through the work that Andrew Scott, our Computer Services Assistant, did to develop and provide training on the use of TinkerCad for 3D design and use for the K-12 classroom. Mr. Scott worked with both Dr. Regina Suriel, Assistant Professor of Science, Middle Secondary Reading Deaf Education and also with Science teachers invited to VSU through the STEAM Center. This class was provided in summer of 2018 for 18 middle school educators in the South Georgia region. Mr. Scott also provided this class with some modification for 145 K-12 students over the course of 5 different groups in fall of 2017. We plan to continue to seek outreach opportunities to help educators take and use the knowledge we can share to improve schools within the South Georgia region.

NMC Budget: \$11,506.86

Remaining Budget: \$4.14

Items Procured:

Date Ordered	Number	Cost	Item Ordered
6/16/2017	2	\$680.00	Laminator Maintenance 1 YEAR
6/16/2017	1	\$780.00	VOIP PHONE ANNUAL CHARGE
7/17/2017	2	\$100.32	Blue Microphones Snowball iCE Condenser Microphone, Cardioid
7/17/2017	2	\$32.86	Rhino 5200 Hard Carry Case for Blue Mics
7/17/2017	1	\$264.00	Humanity (SAAS) – Employee Scheduling Software
7/17/2017	1	\$2,135.57	HP AIO Z3 Workstation
7/28/2017	1	\$1,024.59	4 red XL, 7 red L, 18 red M, 8 red S, 4 black L (POLO SHIRTS FOR STUDENT WORKERS)
7/8/2017	1	\$2,375.00	Lulzbot Taz 6 3D Printer
8/7/2017	4	\$19.08	CABLES TO GO 1M USB A/M TO MICRO B/M
8/7/2017	4	\$32.68	3ft USB 2.0 USB-C to USB-A Cable M/M - Black
8/8/2017	2	\$10.04	Level 12in
8/9/2017	2	\$31.98	Blue Microphone Hard Case Storage Bag by Khanka
8/24/2017	2	\$159.60	Manfrotto Compact Advanced Aluminum Tripod (Black)
9/15/2017	1	\$16.00	Microphone Dynamic Vocal Microphone (PA System Replacement Part)
10/9/2017	1	\$73.56	Display Port to 2 VGA Female W/3.4 MM Split
10/10/2017	1	\$177.34	USB 3.0 Video Capture Device - HDMI / DVI / VGA / Component HD Video Recorder - 1080p 60fps
10/10/2017	1	\$40.02	802.11ac WiFi mini USB Adapter
10/11/2017	2	\$9.82	55 mm Center Pinch Lens Cap for Nikon DSLR Lenses (2 Packs)

10/23/2017	3	\$48.72	AC Adapter Charger for HP ProBook 430 G3, 440 G3, 450 G3, 455 G3, 470 G3, By Galaxy Bang USA®
10/23/2017	1	\$199.99	ePhoto 10 x 12 ChromaKey Green Screen Digital Photography Studio Video Lighting Kit with Background Stand and Case Kit by ePhotoInc H15-1012G
10/24/2017	1	\$29.98	HP Probook 650 LCD Replacement Screen (Damaged Return from Circ.)
11/3/2017	3	\$43.23	Pluggable USB 2.0 Switch for One-Button Swapping of USB Device/Hub Between 2 Comp.
12/7/2017	1	\$735.00	Meetio Displays (2)
1/9/2018	2	\$0.00	2 DSLR Nikon D3300 w/2years Drop & Spills Warranty (Came from Replacement Fund Pool)
1/9/2018	1	\$28.40	Battery Charger
1/9/2018	6	\$100.26	Pre-charged Recharg. Batter AAA NiMh PK4
1/9/2018	4	\$53.08	Pre-charged Recharg. Batter AA NiMh PK4
1/9/2018	1	\$51.33	Axiom 45-Watt AC Adapter for HP - 741727-001
1/18/2018	2	\$33.08	Battery and Dual Charger for GOPRO HERO 4 BLK/SILVER MODELS
1/22/2018	1	\$343.39	Light Kits for checkout w/3-Year Accident Protection
1/22/2018	3	\$38.99	Batteries for Light Kit
1/22/2018	2	\$71.98	Stabilizer for camera
1/22/2018	2	\$644.38	GoPro Hero 5 w/3-Year Accident Protection
1/22/2018	4	\$47.96	Small Case for GoPro Hero 3 through 6
1/31/2018	2	\$29.76	Dual Battery Charging port for Light Kit
2/2/2018	1	\$500.00	Port Installation for Data Jacks in Room 1250 & 1340
2/21/2018	5	\$41.25	SD Card Class 10 Micro with SD adapter
2/21/2018	5	\$38.00	SD Card Readers
2/21/2018	1	\$35.70	7 Port USB 3.0 HUB for 3D Print & Scan Lab
2/21/2018	3	\$281.88	Drawing Tablets

2/21/2018	10	\$171.40	USB Headphones for checkout purposes
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3/8/2018	2	\$100.82	Blue Microphones Snowball ICE Condenser Microphone, Cardioid
3/8/2018	1	\$35.48	Digital Postal Scale
3/22/2018	2	\$496.18	Light Kits for checkout w/3-Year Accident Protection
3/22/2018	1	\$17.96	16V 2.4A AC Adapter for ScanSnap ix500
3/22/2018	2	\$196.00	ION Audio Rocker with no lights

End of Year Fund Support from VSU

Departments: Odum Library: \$1,207.90

Date Ordered	Number	Cost	Item Ordered
4/9/2018	2	\$21.98	iPhone Charger Pack - KOZO iPhone Charger, 3 Pack
3/26/2018	2	\$98.00	Snowball Microphones
3/26/2018	11	\$198.00	Reusable Reinforced Handle Tote Bags for Large Equipment Checkouts
3/26/2018	2	\$319.98	ION Audio Block Rocker
3/26/2018	5	\$38.00	SD Card Readers
3/26/2018	1	\$21.99	LED lights to use towards modifying the 3D Scan Printing Lab
3/26/2018	3	\$68.97	Z200 Speakers (2 for checkout, 1 for Andrew's desk)
3/26/2018	1	\$249.00	Mixing Board (Mackie PROFX12V2 12-Channel Compact Mixer with USB and Effects)
3/26/2018	2	\$191.98	Jabra Speak 510 Wireless Bluetooth Speaker for Softphone & Mobile Phone (Circulation Needs)

IT: \$7,974.36

Date Ordered	Number	Cost	Item Ordered
6/1/2018	3	\$6,230.37	HP Z4400 Tower - For the 3 editing suite upgrade
6/1/2018	1	\$749.75	60" LED TV - For Presentation Capture Space (confidence monitor)
6/1/2018	1	\$147.62	Wall Mount - For confidence monitor
6/1/2018	1	\$95.80	4 Port 3D HDMI Splitter - For confidence monitor
6/1/2018	3	\$38.00	Display to HDMI Video Converter - For the 3 editing suite upgrade
6/1/2018	2	\$27.12	15ft High Speed HDMI Cable for 4K Devices - For confidence monitor
6/1/2018	1	\$32.54	Spring Arm Adjustable Desk Mount - For IPS monitor addition in Video Edit Room
6/1/2018	1	\$653.16	LG 27" IPS Monitor

IDEA Center/CELT: \$10,604.07

Date Ordered	Number	Cost	Item Ordered
3/20/2018	9	\$9,128.07	HP EliteBook 850 G3 – Faculty Laptop Use Only
3/20/2018	9	\$1,161.00	HP DP to HDMI Adapter
3/20/2018	9	\$135.00	HP 3 Year Warranty
3/20/2018	9	\$180.00	HP Top Load Cases

New Media Center Achievements:

Personnel

- Rex DeVane retired on October 1, 2018 after 29 years of service to VSU.
- Kyle Culpepper took over as Interim Director from October 1, 2018 – December 1, 2018. Mr. Culpepper was hired on and started as the Director of the New Media Center effective December 1, 2018.
- Jeremy Hardin was hired and started work with the NMC on May 7, 2018 as the Instructional Technology Specialist, replacing Mr. Culpepper's prior role.

Facility Upgrades

- Installed new Lulzbot Taz 6 3D printer, increasing the reliability of our 3D print services as well as maximum build volume.
- Installed and setup new Presentation Capture Space to provide a new service catered towards an easy green screen video capture experience for our patron base.
- Installed 2 new Meetio digital displays for better communication of room reservation for the new Presentation Capture Space and the Mac Lab.
- Worked closely with IT, Odum Library Automation, Mass Media to have a unified update for the Adobe Creative Cloud applications in all lab spaces.
- Upgraded computers in all 3 editing suites to new high-end professional editing computer equipment.

Equipment Circulation

- Modernized the A/V offerings in the circulation inventory by adding 2 DSLR cameras, 6 battery powered LED light panels, 3 Drawing Tablets, and 4 ION Block Rockers.
- Designed new policies and workflow for equipment circulation to allow for more rapid response time for equipment returns.
- Received 9 new faculty laptops from CELT.

Workshop Delivery

- Held 34 Special Request plus 8 regularly programmed workshops – 651 students participated.

- Introduced two new workshop titles: Premiere Basics & TinkerCad 3D Design Basics.

Kyle Culpepper: NMC Director Achievements

- Hired on as the NMC Director on December 1, 2018. Worked as Interim NMC Director from October 1, 2018 – December 1, 2018.

Organization

- Analyzed other universities for best practices of equipment loan procedures.
- Designed and developed a new loan policy and agreement form.
- Worked with Alan Bernstein and the University attorneys to review and modify the new agreement form.
- Worked with NMC staff and student technicians to improve our internal training program for student employees to now include 31 submodules for tiered semester growth.
- Worked with other departments at VSU to build services and support through generous donations totaling in \$19,786.33 for improving common objectives.

Committee Involvement

- Worked on the Odum Library Strategic Planning Committee to generate a new 5-year plan for the library with the NMC's specific strategies and objectives included.
- Served on the Odum Library Committee to provide feedback and report on library wide changes to be made on the library webpages.
- Served on the Odum Library Marketing Committee as a member to discuss programming and advertisement needs for the library.
- Served on the Odum Library Signage Committee.
 - Designed and deployed signage to prepare for library renovations occurring in fall 2018 as evaluated and agreed upon by party stakeholders involved.
 - Created signage based on library needs and purpose for committee to review and critique before also printing and deploying for the library.
- Served as PR Officer for Campus Wellness (CW).
 - Oversaw Wellness marketing on CW social media pages.
 - Hired, managed, and trained CW Marketing GA.
 - Oversaw campus wide communications from the CW marketing newsletters.
 - Oversaw and maintain the CW website.
- Judged the 2017 South Georgia Film Festival (SGFF) candidate entries for

all age groups in support of the VSU Mass Media department acting as the main host.

- Will serve as a committee member for the 2018 SGFF
- Worked with representatives from IT and other departments in Odum Library to define where the IT end of year funds would go to improve library services for student engagement.

Jeremy Hardin: ITS Achievements

- Hired and started work with the NMC on May 7, 2018 as the Instructional Technology Specialist.

Conferences & Professional Development

- Presented at the UBTEC conference and attended conference sessions from June 2nd –June 5th. Topic being “Level-Up the Workplace”.
- Completed all classes necessary to obtain the Management Certificate through EOD.

Service

- Taught Adobe Audition Basics & Adobe Photoshop Basics.
- Assisted patrons with media questions over the phone and through email.

Organization

- Completed the update process for the post workshop training resources available in both the online BlazeVIEW course shell and the NMC workshop resources page.
- Updated the 3D Printing training students are to go through in order to use our 3D printer.
- Reviewed and updated the form used for Faculty requesting to have a copyright video streamed online behind a BlazeVIEW course shell.

Andrew Scott: CSA Achievements

Professional Development

- Gained more in depth knowledge about 3D design and implementation in a virtual environment through the joint effort of designing a 3D learning environment with Brittany Smith in the Academic Support Center.

Organization

- Cataloged new circulating items, adding barcodes for transfer to Alma.
- Added more security measures to our circulating inventory by etching in "VSUNMC" to all equipment of value \$50 or more.
- Improved procedure to place returned digital equipment in a designated area for inspection, charging, and sanitation in order to provide a higher quality of service to patrons.
- Surplus of unused items, adding more space for new items and work space for image deployment.
- Remodeled capture space to include a way to digitize analogue audio and video from Cassette, VHS, Reel-to-Reel, and Vinyl to MP4 or MP3 formats.
- Reorganized and relabeled all main shelves to alleviate confusion for new employees.
- Utilized Planner to fully communicate and establish workflow procedures with the NMC Director for overdue borrowers of our loaned equipment.

Lab Maintenance

- Created new layout for Audio Edit Suite 1290 to include a new Mixing Board, Pre-Amp, Vinyl, and other A/V peripherals for a more improved user experience.
- Updated Adobe on all machines in the NMC, and made various tweaks to improve user experience.

- Updated Cura to improve print output controls.
- Streamlined imaging process for laptops in circulation to match the IT solution used in lab spaces.

Service

- Assisted hundreds of patrons with various media projects, including: video editing, audio recording and editing, photo editing, 2D and 3D design, website design, and printing.
- Worked closely with Dr. Regina Suriel to design and deliver a 30-minute training on how to use TinkerCad in the classroom for K-12 educators.
- Assisted patrons with media questions over the phone and through email.