

The Samuel Read Hall Library Annual Report 2013

Lyndon State College

The Samuel Read Hall Library Annual Report FY 2013



Library staff continued to seek new and innovative ways to collaborate with other academic support departments on campus and with our peers in the Vermont State College system. One result of FY '13's efforts is a new collaboration with the Lyndon State Office of Information Technology to provide both IT helpdesk and library resource assistance at one service desk. This new venture is set to launch during the beginning of FY '14. The collaboration will result in more

efficient use of current staff and resources as well as providing easier access for students. Our hope is that the alliance will provide a critical mass for even higher level services for our community.

The Library also researched the “learning commons” model for collaborating with other academic services such as the Writing Center, Tutoring, Advising, Career Services, Instructional Technology and the First-Year Program. Part of the research involved the library, IT and some other academic support staff visiting the learning commons at Plymouth State College. The result of the research and visit is a proposal for a “Lyndon Learning Commons” based on current best practices. The proposal adds to current practice by identifying overlapping services and proposing a cross-training program. The goal of the proposal is to provide higher-level and efficient use of current staff, services, space and resources in order to provide excellent academic services.



Highlights of FY 2013 include:

- surveyed students on the use of ebooks
- launched our new Periodicals Lounge area, which has become a favorite place for students to study, read a journal and congregate;
- increased Library hours to include Saturdays.
- initiated a weeding program based on the SRH Library Mission of providing “user-centered services and information resources.”
- created a new student worker training program
- designed and implemented an assessment component for ENG 1051.
- added new research databases

PUBLIC SERVICES:

HOURS AND USAGE

Hours: The library opened for 85 hours a week during the Fall and Spring semesters, covering all days of the week and staying open until 11:00pm on most days. In the Spring semester, the library stayed open until midnight during the last week of classes and Finals week, in response to usage statistics and student feedback.

Patron use:

- a. On average, approximately 22.4 people were using the library at any time during the semester (24 people in FY2012).
- b. On average, approximately 267.5 people used the library every day during the semester (278 in FY2012).
- c. As in FY2012, the busiest hours of the day were 11:00am-3:00pm.
- d. Coinciding with the end of the semesters, the busiest months were November, December, April and May.

REFERENCE SERVICES

During the Fall and Spring semesters, Reference services were led by Interim Public Services Librarian Keith Sepke, who was a friendly and energetically helpful presence at the Reference desk.

Reference queries: The library recorded a total of 2,072 reference queries during classes, a 14% increase from FY2012. Half of all queries concerned information resources, whether basic information such as locating an item online or on the shelves (25%) or in-depth research assistance (25%). The other half concerned facilities or other services, such as computing and printing (50%).



In FY2013, the number of queries to which we were unable to provide a satisfactory response dropped to just 18 for the year, or 0.87% of all queries. This is a very positive indication of the quality of service provided by the library's reference desk.

Reference desk staffing:

During classes, the Reference desk was staffed throughout the library's 85 hours per week: professional and paraprofessional staff 73 hours and student workers 12 hours. Keith Sepke willingly staffed the desk for many additional hours, enabling other staff to work on their core responsibilities.

INSTRUCTION

Keith Sepke was the library's lead instructor throughout the academic year, supported by Graham Sherriff. Library instruction is focused on the English Composition program, though Keith and Graham provided supplemental teaching for five other programs. The numbers of sessions taught and students reached stayed at the high levels achieved in FY12.

1. Number of sessions: 44 (48 in FY12)
2. Total attendees: 628 (656 in FY12)
3. Class sessions by type:
 - a. English Composition (ENG 1051 & 1052): 67%
 - b. Subject-specific classes (EJA, EPFS, INT, MRM, PSY): 33%
4. English Composition sections reached: 55% (59% in FY12)

In FY13, Keith and Graham designed and implemented an assessment component for ENG 1051. According to the data gathered, the topics that freshmen find most challenging are the concept of reference services; using databases to find scholarly articles; and the bibliographic organization of books and DVDs.

Keith and Graham also designed and produced a series of four video tutorials on using databases. These are now accessible via the library's website and YouTube.

ONLINE RESOURCES

Catalog: The library continued to participate in the design and development of a new VSC OPAC (online catalog), built with the Vufind open-source software created by Villanova University. At the end of FY13, library staff were conducting testing, refining features and considering presentation and layout. Full implementation is planned for August 2014, in time for the new academic year.

Periodicals directory: The library also developed a new online periodicals directory, built with the CUFTS open-source source created by Simon Fraser University. The Library implemented the new directory in summer 2013, with other VSC libraries planning to follow suit in 2013-14.

Databases:

The library expanded its online resources with four new databases:

- LexisNexis Academic, covering news media, law and business.
- Mango Languages, an interactive multimedia platform for learning any of more than 40 languages.
- Science in Context, focused on high-school science resources.
- Chilton Library, containing authoritative vehicle repair information.

Student and faculty use of library databases rose significantly in FY13, continuing a pattern of consistent increase over the last five years. The overall cost to the College was \$1.03 per article, underlining the cost-effectiveness of library subscriptions.

1. Number of subscription databases tracked – 73.
2. Number of full-text articles accessed – 37,829 (+17% on FY12).

Ebooks:

Use of ebooks rose by approximately 16% in FY13, even though the number of ebooks available through the online catalog remained relatively stable.

In Spring 2013, the Library designed and coordinated a VSC-wide survey of reading styles and preferences, with an emphasis on preferences for printed books or ebooks. The results provided a data-driven basis for investing in new ebook collections.

The survey showed a predominant preference for printed books for immersive reading, such as novels; and texts that require close reading or cross-referencing, such as textbooks (51.3% and 66.8%). Ebooks are preferred for research reading, which usually involves shorter linear reading, and reference texts, which rely on search functions (64.9% and 73.3%).

Full report: <http://library.lyndonstate.edu/wp-content/uploads/VSC-Reading-Technology-Survey-2013-Report1.pdf>

EVENTS AND DISPLAYS

The library continued to be an important space for cultural events on campus, hosting several events and displays of books and DVDs, promoting new publications and other items in the collections. These included:

- The Olympic Games (Jul 2012)
- Banned Books Week (Sep)
- Song of the Vikings: Snorri and the making of Norse myths* by local author Nancy Brown (Oct)
- Samuel Read Hall's Birthday (Oct)
- Polygamy in Primetime: Media, Gender, and Politics in Mormon Fundamentalism* by Social Sciences Professor Janet Bennion (Oct)
- Veterans Day (Nov)
- The Valentine's Day Massacre: Prohibition and Organized Crime (Feb 2013)
- Black History Month: Spoken Word event and African-American Emancipation (Feb)
- World Music (Mar)
- Earth Day: Sustainability (Apr)
- American Poetry (May)

Graham Sherriff, Public Services Librarian

Circulation Report

| Patrons Transacting FY2012 | |
|-----------------------------------|---------------|
| July | 465 |
| August | 406 |
| September | 1612 |
| October | 1724 |
| November | 1751 |
| December | 843 |
| January | 883 |
| February | 1160 |
| March | 1723 |
| April | 1394 |
| May | 828 |
| June | 668 |
| Totals | 13,457 |

| Patrons Transacting FY2013 | |
|-----------------------------------|---------------|
| July | 644 |
| August | 675 |
| September | 1221 |
| October | 1255 |
| November | 1420 |
| December | 1034 |
| January | 1039 |
| February | 1393 |
| March | 1805 |
| April | 1358 |
| May | 868 |
| June | 416 |
| Totals | 13,128 |

| Items Borrowed FY2012 | |
|------------------------------|---------------|
| July | 538 |
| August | 457 |
| September | 1856 |
| October | 2035 |
| November | 2000 |
| December | 997 |
| January | 1101 |
| February | 1517 |
| March | 2010 |
| April | 1597 |
| May | 1001 |
| June | 790 |
| Totals | 15,899 |

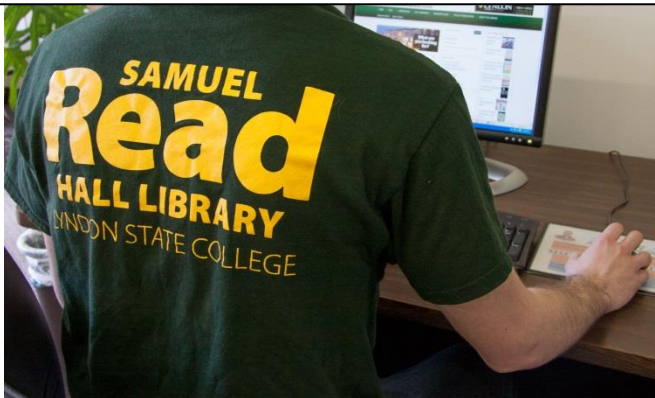
| Items Borrowed FY2013 | |
|------------------------------|---------------|
| July | 730 |
| August | 790 |
| September | 1415 |
| October | 1526 |
| November | 1700 |
| December | 1255 |
| January | 1278 |
| February | 1763 |
| March | 2221 |
| April | 1608 |
| May | 1061 |
| June | 500 |
| Totals | 15,847 |

USE OF THE PRINT COLLECTION

Do we really need a print collection? OUR STATISTICS OVERWHELMINGLY INDICATE-- **YES!** We still see gratifyingly consistent trends with the circulation of books in the LSC Library's collection continuing to be strong. Library Staff are working towards collection development processes that will strengthen the academic resources available to library users. Our library strategic plan works towards building valuable print collections and electronic resources that complement one another. Our print collection is one of the valuable access points to research needs, while our other access points such as; electronic databases, lib guides, and interlibrary loan extends library service offerings even further.

| Gate Count | |
|-------------------|----------------|
| FY03 | 101,011 |
| FY04 | 107,064 |
| FY05 | 103,445 |
| FY06 | 97,527 |
| FY07 | 103,977 |
| FY08 | 119,428 |
| FY09 | 120,228 |
| FY10 | 134,778 |
| FY11 | 120,628 |
| FY12 | 112,616 |
| FY13 | 123,663 |

"Gate count" is simply a measure of the number of people who walk into a facility. It does not identify type of use, but it does serve as a good overall indicator of the level of use. Overall the gate counts over the last several years have shown the library is one of the top service providers where students, faculty, staff, and the greater community can rely on assistance in finding resources.



The Library is focused on developing responsive, user-centered services and information resources.

Jay Bona, Circulation Supervisor

Lyndon Interlibrary Loan
 Transactions July 2012-July 2013

| Item Type | | Borrower Type | |
|---------------------------|-------------|----------------------|-----|
| Items Loaned | | | |
| Articles | 29 | Public | 325 |
| Books and nonprint | 1139 | VSC | 452 |
| | | OCLC | 391 |
| Total | 1168 | | |
| Items Borrowed | | | |
| Articles | 143 | Public | |
| Books and nonprint | 628 | VSC | 399 |
| | | OCLC | 372 |
| Total | 771 | | |
| Unfilled | | | |
| Articles | 4 | Public | 8 |
| Books and nonprint | 485 | VSC | 59 |
| | | OCLC | 430 |
| Total unfilled | 489 | | |
| Total transactions | 2428 | | |

There were some changes for ILL this year. The software Clio needed to be updated, and the website FirstSearch, which is used to send requests, was changed to WorldShare. This came with some changes to the interface and language. I have been working on the transition to WorldShare and talking with other ILLs about it. We continue to be a lending net library--lending more items than borrowing. The exception to this is articles; we still borrow considerably more than we lend.

Elizabeth Conklin, Interlibrary Loan and Student Supervisor

TECHNICAL SERVICES

ACQUISITIONS

Below are the statistics from the tracking system I have created to track formats in the Sirsi Acquisition Program:

| Items | 2012 | 2013 |
|------------------------------|------|------|
| Book | 564 | 573 |
| CD | 0 | 2 |
| Curriculum room | 0 | 0 |
| Damaged replaced | 11 | 9 |
| DVD | 163 | 178 |
| Electronic Book | 40 | 7 |
| Juvenile | 48 | 137 |
| Lost in Circulation replaced | 15 | 37 |
| Missing replaced | 13 | 2 |
| Recorded Book | 8 | 20 |
| Reference | 8 | 14 |
| Replace with newer version | 60 | 54 |

PERIODICALS

We have cancelled more periodical title subscriptions due to their availability online. Some of these periodicals have ceased or are now available only online. It is becoming too expensive to carry both formats.

| PERIODICAL SUBSCRIPTIONS | FY2012 | FY2013 |
|---------------------------------|--------|--------|
| ADDED | 5 | 8 |
| WITHDRAWN/CEASED | 27 | 10 |
| TOTAL | 255 | 253 |
| MICROFORM UNITS | | |
| ADDED | 50 | 21 |
| WITHDRAWN | 175 | 5843 |
| TOTAL | 23413 | 17591 |

Monique Prive, Acquisitions and Periodicals

Cataloging Highlights and Notes

- Began summer weeding project discarding approximately 4200 regular collection books during June.

Criteria for discarding included: usage, condition, age and relevancy of the material. The discard process involves removing them from Sirsi, as well as OCLC, marking them “discard” and removing them from the library. A local woman Stella Scrosati takes our discarded material to non-profit groups in the area for use in fund-raising efforts. We are told some of the materials will be used to start a new library in Island Pond. Special thanks to Elizabeth and the work study students.

- We increased our print acquisitions and halted ebook purchases while a user survey was designed and conducted. We expect the results regarding user preferences in early FY14.
- Special Collections Work Study student Jon Huber conducted an inventory of Archive Collection, Vermont Town Reports and DVD collection.

Added Print Material:

| | FY 2009-10 | FY 2010-11 | FY 2011-12 | FY 2012-13 |
|-----------------------------------|-------------|-------------|------------|------------|
| Archive | 40 | 63 | 4 | 6 |
| Book | 1284 | 843 | 768 | 904 |
| Curriculum | 23 | 15 | 5 | 0 |
| Rare | 13 | 102 | 0 | 0 |
| Reference | 39 | 13 | 13 | 34 |
| Vermont | 77 | 50 | 24 | 25 |
| TOTAL Added Print Material | 1476 | 1086 | 814 | 969 |

Cataloging Statistics for Added Non-Print Material:

| | FY 2009-10 | FY 2010-11 | FY 2011-12 | FY 2012-13 |
|---------------------------------------|-------------------|-------------------|-------------------|-------------------|
| | ITEMS | ITEMS | ITEMS | ITEMS |
| AV Equipment | 15 | 6 | 0 | 6 |
| Cassette | 0 | 0 | 1 | 0 |
| CD | 9 | 0 | 1 | 1 |
| CD Audio Book | 39 | 44 | 10 | 39 |
| CD-Music | 47 | 42 | 1 | 16 |
| DVD | 381 | 372 | 280 | 330 |
| E-Book | - | 1640 | 2515 | 38 |
| Equipment | - | 0 | 8 | 5 |
| Internet Kit | 104 | 16 | 0 | 0 |
| Photograph | 0 | 0 | 0 | 0 |
| Software | 4 | 0 | 0 | 0 |
| Videotapes | 1 | 25 | 0 | 2 |
| Websites | 0 | 20 | 0 | 21 |
| TOTAL Added Non-Print Material | 600 | 2165 | 2816 | 458 |

Count of Discarded Items:

| | FY 2009-10 | FY 2010-11 | FY 2011-12 | FY 2012-13 |
|--------------------------------|-------------------|-------------------|-------------------|-------------------|
| | ITEMS | ITEMS | ITEMS | ITEMS |
| Atlas | 0 | 9 | 0 | 0 |
| Book | 581 | 2892 | 611 | 5230 |
| Cassette | 212 | 433 | - | 1 |
| CD | 57 | 1 | 43 | 36 |
| CD Audio book | 3 | 3 | 5 | 15 |
| CD-Music | 4 | 7 | 3 | 1 |
| Curriculum | 12 | 3 | 0 | 1 |
| DVD | 23 | 117 | 24 | 26 |
| Kit | 42 | 3 | 0 | 0 |
| Record | 180 | 230 | 0 | 1 |
| Reference | 1975 | 48 | 1143 | 60 |
| Vermont | 16 | 4 | 1 | 0 |
| Video | 160 | 398 | 1859 | 42 |
| TOTAL # Items Discarded | 3223 | 4148 | 3689 | 5440 |

Total Library Holdings:

| | FY 2009-10 | FY 2010-11* | FY 2011-12 | FY 2012-13 |
|--|-------------------|--------------------|-------------------|-------------------|
| | ITEMS | ITEMS | ITEMS | ITEMS |
| Archives | 637 | | 707 | 715 |
| Atlas | 95 | | 78 | 78 |
| AV-Equipment | 21 | | 28 | 33 |
| Book | 87369 | | 87294 | 76583 |
| Cassette | 379 | | 20 | 14 |
| CD | 157 | | 115 | 40 |
| CD Audio book | 239 | | 302 | 331 |
| CD-Music | 1219 | | 1269 | 1283 |
| Curriculum | 2104 | | 2122 | 2121 |
| DVD | 1905 | | 2545 | 2891 |
| E-Book | | | 4572 | 4602 |
| Equipment | 11 | | 20 | 23 |
| Internet | 2048 | | 1163 | 1165 |
| Kit | 86 | | 85 | 85 |
| Map | 120 | | 120 | 121 |
| Pamphlet | 684 | | 684 | 684 |
| Photograph | 2 | | 2 | 2 |
| Rare | 196 | | 300 | 310 |
| Record | 593 | | 16 | 15 |
| Ref-Book | 4955 | | 1401 | 1366 |
| Score | 63 | | 65 | 65 |
| Slide | 9 | | 9 | 9 |
| Software | 10 | | 10 | 6 |
| Vermont | 4865 | | 4932 | 4958 |
| Video | 3035 | | 564 | 519 |
| Website | | | 156 | 188 |
| TOTAL # Items Held in the Library | 110802 | | 108595 | 98251 |

- Data on library holdings not available for FY 2010-11

Tara Samora - Cataloger