

The Samuel Read Hall Library Annual Report FY 2012

The Samuel Read Hall Library supports the academic, intellectual and cultural life of the Lyndon State College community by:

- *Developing responsive, user-centered services and information resources.*
- *Providing friendly, professional staff and a welcoming atmosphere.*
- *Maintaining comfortable spaces for focused study and collaboration.*
- *Promoting information skills and critical thinking.*

The Library is dedicated to the College's mission of preparing every student for personal and professional success, as well as supporting the information needs of the Northeast Kingdom.

First, we bid farewell to our two recently-retired staffers, Librarian Janet Thorn and Cataloger Pat Webster. We wish them well and congratulate them both for years of dedicated service and a job well-done. They will be missed but not forgotten.

FY 2012 has been an extremely difficult year but due to our dedicated staff the Library was able to overcome several challenges and move forward in significant ways. Staff changes were the major challenge after two long-time staff members retired, two others were away due to maternity and medical leave, there was a shift in a staff position from Interlibrary Loan to Cataloging, and the ILL position was cut to part-time. Fortunately we were able to fill the Librarian, Cataloging and Interlibrary loan positions before the end of the summer and the Interlibrary loan position was restored to full-time later in the year.

Unfortunately we were without people in those positions during the entire summer. But Circulation Coordinator Jay Bona stepped up and was able to single-handedly run the public services area and keep library services open and functioning throughout the summer. We're calling that period of time when we were so short staffed "The Summer of Jay," in honor of his efforts.

We welcome new staffers, Librarian Graham Sherriff and Interlibrary Loan Specialist Elizabeth Conklin to the staff. And congratulate Tara Samora who migrated from interlibrary loan to become our new cataloger. All have done a wonderful job during this year of major transition.

Special thanks to former cataloger Pat Webster who graciously volunteered time and effort training her replacement. She, along with former Library director Laurel Stanley, also spent a few weeks weeding the circulating collection.

And we can't overlook the huge contributions and efforts of Acquisitions Coordinator Monique Prive, who along with continuing to provide superb management of acquisitions, periodicals and other responsibilities, also served on search committees and helped train a new cataloger in the technical services area they share.

This Annual Report is written in honor of and dedicated to our wonderful staff, all of whom really stepped up in spite of the challenges described above. They made FY 2012 a very productive and good year for the Library.

Also key in making the year productive, was our mid-year, short-term planning retreat in which we created a new mission statement (in italics above) and planned projects for the Spring semester with deadlines. Here are some highlights of the results from the retreat and other efforts:

- We heavily weeded the print reference books and VHS videotapes to make way for a great new periodicals reading area on the main floor. Most of the reference books were reclassified and integrated into circulation collection on the first and second floors. We're looking forward to seeing students use that space during the upcoming year.

- We heavily weeded the print periodicals collection on the first floor to accommodate two new study nooks in the stacks. All print periodicals are now in the first floor compact shelving or on the display area on the third floor.
- We've streamlined processes in circulation, acquisitions, cataloging and reference for greater efficiency.
- We now have an integrated database search engine that searches all library databases and links to the full-text whenever available.
- We restored our Saturday hours for greater student access.
- We initiated a tablet lending program with two iPads and six Kindles.
- While circulation statistics show fewer students checking out books, the numbers also see a rise in the use of our online databases and eBooks.
- Public Services Librarian Graham Sherriff did some calculating and found that the financial benefit of the Library's collections to each student is far greater than the cost. In FY12, the college spent \$32 per full-time student on books, while the typical student checked out \$362-worth of books. These benefits apply similarly to the library's other resources, including DVDs and CDs.

Garet Nelson, Library Director

PUBLIC SERVICES

REFERENCE SERVICES

Reference queries: The library recorded a total of 1,816 reference queries. As always, the actual level of reference activity is greater than the recorded level. Many transactions are not recorded.

The FY12 total was significantly lower than in previous years (eg. 4,881 in 2009-10), but anecdotal evidence indicates there has been no major drop in reference activity. The decline in recorded queries probably reflected the library's reduced hours during the Fall semester and our switch to online statistics collection.

At the beginning of the academic year, the library changed its method for recording reference queries. In addition to logging queries online, the library changed its classification of queries. Previously, queries were classified according to the competencies needed to answer a question. Beginning this year, queries are now classified according to type of information being sought:

- "Technology and non-library": questions that do not involve the library's information sources (eg. library facilities, non-library resources).
- "Quick reference": requests for basic information about the library's information-based services and policies (eg. locating items in the stacks).
- "Research help": requests for assistance identifying, retrieving or evaluating resources (eg. finding appropriate sources on a specific topic).

In 2011-12, the library also began to track queries to which we were unable to provide a satisfactory response. The number of “unsatisfied” queries was a double-figure number in the first months of the Fall semester, but was reduced to a single-figure monthly number for the rest of the year.

Reference desk staffing:

The Reference desk was staffed 75 hours a week during the semesters: staff 59 hours and student workers 16 hours.

The library’s paraprofessional staff contributed an increased number of hours to staffing the Reference desk. This enables the library to provide a staff presence at the desk throughout most of the day, though it also means that staff members contributed hours that would otherwise be dedicated to their core responsibilities.

FY09 FTE working on the Reference desk: 6.5 (3.5 professionals, 3 paraprofessionals)

FY 10: 4

FY 11: 3.5

FY 12: 5.5 (2 professionals, 4 paraprofessionals)

Reference collection: The Reference collection was weeded during the Spring semester in order to create a leaner, more current collection; to make more Reference items available for circulation in the General collection; and to create space for study tables and the new Periodicals Lounge. The Reference collection was reduced to approximately 28% of its previous size, while 46% of titles were moved to the General collection. Most of the other titles were discarded as outdated.

INSTRUCTION

The number of library instruction sessions dipped in FY11 but rose significantly in FY12. Continued collaboration with English composition instructors resulted in an increased number of ENG 1051 and 1052 sections coming to the library. The key challenges for library instruction are reaching a higher proportion of freshmen; and ensuring students continue to develop information literacy competencies throughout their time in college.

1. Number of sessions – 48 (+41% on FY11)

2. Total attendees – 656 (+39% on FY11)

3. Total hours of instruction – 59 (approximately level with FY11, when class times were longer)

4. Class sessions by type:

a. English composition (ENG 1051 & 1052) – 73%

b. Subject-specific disciplines – 25%

5. English composition sections reached: 59%

ELECTRONIC RESOURCES

There were strong increases in usage of the library’s databases, confirming that students, faculty and staff depend on these resources for research. In particular, the number of searches rose dramatically (93%), probably reflecting use of the library’s integrated search service, which applies a search

simultaneously to multiple databases. However, database statistics remain hard to compare from year to year and from database to database.

1. Number of subscription databases tracked – approx. 78
2. Total number of database sessions – 30,674 (+15% on FY10)
3. Total number of searches run – 190,045 (+93% on FY10)
4. Total amount of full text retrieved – 34,282 (+17% on FY10)

There was also significant usage of the library's ebooks, suggesting that library users are adapting to the provision of book material in both print and electronic formats. Statistics for the library's principal ebook collection (EBSCO ebooks):

1. Total number of database sessions – 692
2. Total number of searches run – 2225
3. Total amount of full text retrieved – 204

HOURS AND STAFFING

Hours: The library opened for 76 hours a week during the Fall semester, Sunday to Friday. The restoration of full-time status to our Interlibrary Loan Specialist position made it possible to open 84 hours a week during the Spring semester, covering all days of the week.

Patron use:

- a. On average, approximately 24 people were using the library at any time during the semester.
- b. On average, approximately 278 people used the library every day during the semester.
- c. The busiest hours were 11:00am-3:00pm.
- d. The busiest months were December, April and May.

Staffing: The library's level of staffing at the end of FY12 was 6.5 FTE (2 full-time professional; 4 full-time paraprofessional; 1 part-time paraprofessional during the semester).

EVENTS AND DISPLAYS

The library hosted several events and book displays, promoting library services and information awareness. These included:

- Banned Books Week (Sep)
- Health & Wellness Fair (Nov)
- International Mountain Day (Dec)
- Black History Month: Spoken Word event (Feb)
- Cookery & Cuisine (Mar)
- Author talk: *What War: Testimonies of Maya Survivors* (Mar)
- National Library Week (Apr)
- Gardening (May)

Graham Sherriff, Public Services Librarian

Circulation Services

In a gratifying and consistent trend, circulation of books in the LSC Library's collection continues to be strong, as the print book collection provides academic support for faculty classroom instructional needs. Faculty interest and participation in selecting books and developing the print collection remains strong and is encouraging as we develop new professional courses and programs and continue to develop support for the Core Curriculum. Digital content development will most likely reflect some decline in print resources as librarians will continue to weed collections with care, and migrate some collections to digital formats wherever possible.

Patrons Transacting FY2011	
July	614
August	676
September	1550
October	1827
November	1593
December	963
January	1161
February	1371
March	2015
April	1441
May	999
June	570
Totals	14,780

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

Items Borrowed FY2011	
July	891
August	750
September	1931
October	2282
November	2001
December	1216
January	1304
February	1608
March	2430
April	1631
May	1166
June	735
Totals	17,945

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	15899

<u>Gate Count</u>	
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

"Gate count" is 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.

Jay Bona, Circulation Supervisor

Interlibrary Loan

LSC INTERLIBRARY LOAN TRANSACTIONS JULY 2011-July 2012

<u>ITEM TYPE</u>		<u>BORROWER TYPE</u>	
			LOANED 1099
ARTICLES	3	PUBLIC	233
BOOKS & NON-PRINT	1096	VSC	444
		OCLC	419
		Total:	1099
			BORROWED 899
ARTICLES	154	PUBLIC	
BOOKS & NON-PRINT	410	VSC	410
		OCLC	335
		Total:	899
			UNFILLED 503
ARTICLES			
BOOKS & NON-PRINT	51	PUBLIC	21
		VSC	30
		OCLC	452
		Total:	503

TOTAL TRANSACTIONS 2501

The numbers in this year's stats are significantly lower than last year. This may well be due to the fact that we stopped ILL for the summer because of a number of staff changes.

Elizabeth Conklin, Interlibrary Loan and Student Worker Supervisor

TECHNICAL SERVICES

Acquisitions

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

Items	2011	2012
Book	513	564
CD	35	0
Curriculum room	0	0
Damaged replaced	4	11
DVD	244	163
Electronic Book	74	40
Juvenile	55	48
Lost in Circulation replaced	43	15
Missing replaced	1	13
Recorded Book	13	8
Reference	7	8
Replace with newer version	24	60

Periodicals

We added a couple periodical title subscriptions, some of which were due to titles changing. Several periodicals have ceased or are now only available online. We are cancelling several titles for the next fiscal year due to their availability online. It is becoming too expensive to carry both formats.

<i>PERIODICAL SUBSCRIPTIONS</i>	FY2011	FY2012
ADDED	0	5
WITHDRAWN/CEASED	77	27
TOTAL	277	255
<i>MICROFORM UNITS</i>		
ADDED	487	50
WITHDRAWN	132	175
TOTAL	23538	23413

Monique Prive, Acquisitions and Periodicals

Cataloging

- Being new to the cataloging position, I have spent much of the year learning cataloging basics and protocol. Cataloging workflow has been considerably slower over the Fiscal Year 2011-12 than in past years.
- Discarded a total of 3689 items (primarily VHS tapes and Reference books).
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. Special thanks to Elizabeth and the work study students (Sarah Aube and Nicole Kittredge) for their help with these projects.
- Reclassifying 1444 Reference items to the general collection.
- Adding fewer print titles and increasingly adding electronic and non-print resources.
The following cataloging statistics reflect the library’s ever-changing collection. While the data from FY 10-11 are incomplete, the statistics illustrate the trend.
- Little attention has been given to Archive maintenance and management. Low added materials numbers for the Archive will reflect this.

Added Print Material:

	FY 2010	FY 2011	FY 2012
	ITEMS	ITEMS	ITEMS
Archive	40	63	4
Book	1284	843	768
Curriculum	23	15	5
Rare	13	102	0
Reference	39	13	13
Vermont	77	50	24
TOTAL Added Print Material	1476	1086	814

Cataloging Statistics for Added Non-print Material:

	FY 2010	FY 2011	FY 2012
	ITEMS	ITEMS	ITEMS
AV Equipment	15	6	0
Cassette	0	0	1
CD	9	0	1
CD Audio Book	39	44	10
CD-Music	47	42	1
DVD	381	372	280
E-Book	-	1640	2515

Equipment	-	0	8
Internet	104	16	0
Kit	0	0	0
Photograph	0	0	0
Software	4	0	0
Videotapes	1	25	0
Websites	0	20	0
TOTAL Added Non-Print Material	600	2165	2816

Count of Discarded Items:

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

Total Library Holdings:

	FY 2010	FY 2011*	FY 2012
	ITEMS	ITEMS	ITEMS
Archives	637		707
Atlas	95		78
AV-Equipment	21		28
Book	87369		87294
Cassette	379		20
CD	157		115
CD Audio book	239		302
CD-Music	1219		1269
Curriculum	2104		2122
DVD	1905		2545

E-Book		4572
Equipment	11	20
Internet	2048	1163
Kit	86	85
Map	120	120
Pamphlet	684	684
Photograph	2	2
Rare	196	300
Record	593	16
Ref-Book	4955	1401
Score	63	65
Slide	9	9
Software	10	10
Vermont	4865	4932
Video	3035	564
Website		156
TOTAL # Items Held in the Library	110802	108595

- Data on library holdings not available for FY 2011

Visit this link to hear what students are saying about the Samuel Read Hall Library: <http://www.youtube.com/watch?v=qHs9AJgQC2o&feature=related>

