



**AUM Library  
Annual Report  
June 1, 2018 – May 31, 2019**

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## Executive Summary

Submitted by:  
Phill Johnson, Dean of the AUM Library

This was another productive year for the AUM Library as a number of large-scale projects brought change to our physical space and collection. This year also marked multiple staffing changes as our Cataloging Librarian, Amanda Scott, left AUM in June of 2018 to begin her new faculty position as the Music and Media Cataloging Librarian at Middle Tennessee State University. It also marked the first full year for our Emerging Technology Librarian, Daniel Moody, who began work in the fall of 2017. This year also marked the retirement of our Senior User Services Technician, Larry Brumby. With his retirement in April of 2019, most of the duties previously handled by him were shifted to Tim Bailey and Daniel Moody. Those duties mostly involved managing the network and software for the Library.

The Library continued its track record of formulating new efforts to better assist our users. One project included the finalization of our deployment of Windows 10 throughout the Library. With only a few public computers left to upgrade, this project is all but complete. We also began using LibWizard, a forms and survey building tool available through Springshare. The Library already successfully utilizes a number of Springshare products such as LibGuides, LibAnswers, LibChat, LibCal, and RefAnalytics. We also began efforts to add LibChat to the EBSCO Discovery Service with the intent to eventually add it to all of the EBSCO services we employ. Furthermore, the possibility exists that we will expand this option to other vendor platforms in the future. Another effort that was extremely beneficial to our users involved the updating of our website in the summer of 2018. Part of that update included rebranding our EBSCO Discovery Service to help prevent confusion among our users. The website redesign was a large project that required Daniel Moody to develop accessibility tools, employ analytics tools to process usage, and to utilize university branding. Mr. Moody also assisted Sam McNeilly as they continued to build our digital archives collection. This project began with the transfer of materials from OCLS's ContentDM platform to Omeka, a self-hosted platform. The target for completion of this project is 2019-2020. This year also marked the addition of our "Check out a Librarian" Service. This effort began with a soft launch where users scheduled appointments for one-on-one research assistance. Another project that directly impacted a large number of our users was a complete redesign of the UNIV Library/Information Literacy assignment. Nearly all first-year students are required to take UNIV so this assignment is critical to their ability to accurately conduct research. Furthermore, the instruction program in the Library held 117 instructional sessions in 2018-2019, which constitutes a 4% increase over the previous year.

As in previous reporting years, the Library continued to offer many of its already successful initiatives in addition to the development of new services. Our continuing projects, which have proven to be quite successful, include things such as expansion of our SGA Textbook Program. This program continues to grow in popularity and resulted in 1169 uses during the reporting period. Another successful project that continues to exhibit growth are the Pop-Up Information stations we offer as part of the Weeks of Welcome events. With the information stations located

in both Goodwyn Hall and Taylor Center, we were well positioned to assist our students. As a result, we were able to answer over 600 questions in the fall of 2018 alone. Due to the success of the information stations, we have been asked to have a presence in all subsequent events. Our other continuing efforts included popping popcorn at various events, reading to the children in the Early Learning Center, hosting information tables for students at every orientation event, providing information at the new faculty orientation, hosting a library information table during Homecoming festivities, “Welcome to AUMerica” workshops to help our international students better understand how the library can assist them, and attendance at most AUM events. The Library also continued to host Graduate Student Welcome Workshops to help that group of students better understand our collection and services. Additionally, we have continued to offer our AUMazing Workshops where we invite other units to collaborate with us to provide information about various topics. These successful collaborations resulted in the Library facilitating 51 workshops throughout the reporting year. We also refined how we use RefAnalytics to monitor and report issues reported by our users. Because reference inquiries are recorded in RefAnalytics, we are better able to anticipate user needs. It also allows us to utilize canned responses for those questions we frequently encounter.

During the reporting year the Library continued to work on the 2<sup>nd</sup> floor withdrawal project of reference materials and periodicals. This project allowed us to eliminate redundancy in our coverage of materials (print vs. electronic). In fact, a total of 1511 items were removed with the vast majority being titles that we already had electronic holdings for, mostly in JSTOR. The removal of these items in turn allowed us to free up space, which eventually allowed us to provide our students with a coffee shop and additional soft seating. It also allowed natural light to filter into the library from the windows above the 1<sup>st</sup> floor atrium. The coffee shop, Books & Beans, was dedicated on April 1<sup>st</sup>, and besides coffee provided items such as sandwiches, salads, snacks, and other types of drinks.

Reference interactions decreased slightly during the previous reporting period despite the implementation of a number of new services. Government Documents also experienced a slight decrease in reference transactions during the reporting period. The Library experienced an overall decrease in the number of items checked out by users over the past year, but saw an increase in the number of ILL transactions. The Library also experienced an increase in the number of users of our Archives & Special Collections. The number of students utilizing our physical study space continued to rise, particularly on the second floor of the library.

## Public Services 2018-2019 Annual Report

Submitted by Jessica Hayes

The Public Services Department is comprised of the Reference, Outreach, Library Instruction, Government Documents, Access Services and Interlibrary Loan, and Archives/Special Collections as these are all the units in the Auburn Montgomery Library that provide direct service and maintain consistent contact with library users. All annual reports of each unit are attached along with the statistical charts and graphs that show growth and/or decline.

### *Access Services Unit*

In 2018-2019, we circulated 7368 items, a 6% decrease over 2017-2018 in which we circulated 7824 items. Library literature reports that academic librarians are evolving into a place for users and becoming more service-based than physical resource-based. Thus, there will be periods of increase/decrease circulation. However, while circulation of traditional library items (books/print items, AV, etc.) decreased, we saw an increase in our non-traditional library items, specifically the study rooms and umbrellas.

For 2018-2019, there was 408 items placed on Course Reserve (traditional), and these were used 1334 times. The SGA Textbook Program continued to grow in popularity as they were used 1169 times.

In 2018-2019, our group study rooms circulated 759 times; an increase of 7% from the 2017-2018 year in which we only circulated study rooms 714 times. This shows evidence that our targeted marketing and communication regarding study rooms, plus the enhanced presence of study room check-out on our website has been successful. For our umbrellas, we saw an 85% increase with 295 circulating in 2018-2019 compared to 159 circulated in 2017-2018.

After completing the Off-Site Inventory Project, Access Services department continued working on the Library Wide Inventory Project.

As illustrated below, Access Services recorded physical usage on the 1<sup>st</sup>, 3<sup>rd</sup> – 5<sup>th</sup> floors with hourly user counts, starting at 5 pm on weeknights, and during weekend operating hours.

It is expected that Access Services will continue to see improvements in services and resource usage in 2019-2020

### *Archives and Special Collections Unit*

The University Archives & Manuscript collection approximately 800 cubic feet of records. The following materials represent the most substantial accessions over the past year:

Special Collections holds just over 6,000 items which have been cataloged in Voyager. During the past year, Special Collections added 49 new titles.

Additionally, the following collections were processed to some degree during the past year:

- Capri Files (annual accession)

- Wayne Greenhaw book collection donated by Fitzgerald Museum (items continue to be processed by the Cataloging Dept.)

The number of walk-in visitors to Archives and Special Collections during 2018-2019 was 8 up from 2017-2018 in which there were 7 walk-in visitors. Separate from walk-in visitors, who are typically non-AUM users, the Archives and Special Collections department faculty, staff, and undergraduate/graduate students visit and use archival/special collection material during 2018-2019.

Additionally, the Archives and Special Collections librarian worked with the Emerging Technologies librarian to continue working on the digital archives project. It is hoped that in 2019-2020 this project will be completed.

#### *Library Instruction Unit*

A major accomplishment in 2018-2019 was the redesign of the UNIV library/information literacy assignment. The library instruction program recorded 117 instruction sessions in 2018-2019, a 4% increase.

We started recording the number of AUMazing Workshops this year as well. While these workshops are not all taught by librarians, they are facilitated by the AUM Library Head of Public Services and the Teaching & Outreach Librarian. In 2018-2019, we facilitated 51 AUMazing Workshops.

#### *Interlibrary Loan Unit*

Interlibrary loan borrowing requests increased, with 1370 transactions this year compared 1112 transactions in 2017-2018, a 23% percent. Lending transactions increased from 934 items lent in 2017-2018 to 954 items lent in 2017-2018, an increase of 2 percent. During this past reporting year, due to software incompatibility, Alabama and UAB dropped out of the UB/ALLIES system. In the past year, AUM filled 15 requests through UB and charged out approximately 16 items to “walk-in” UB patrons. In addition, AUM patrons requested 102 items via UB and checked out 335 items. There were no requests that were unfilled, which means that there were around 233 items that AUM patrons checked out at another UB library.

It is hoped that with increased visibility on the AUM Library website, an enhanced collaborative relationship with graduate students/faculty, and overall marketing, Interlibrary Loan will increase in the coming year.

#### *Reference Unit*

The Reference unit continued to see a decrease in physical reference transactions, however, due in part to the new Pop-Up Information Stations service during fall 2018 Weeks of Welcome, we only decreased 3%. Our virtual reference continued to grow in popularity with an increase of 14%. As mentioned previously, we developed Pop-Up Information stations as a new Weeks of Welcome event. We stationed these roving reference desks at Goodwyn Hall and Taylor Center. In fall 2018, we answered 605 questions from students; this success lead to our “event” being requested at all subsequent Week(s) of Welcome. In addition to the Pop-Up Information Stations, we developed the Check-Out-A Librarian Service, conducted a soft launch research consultations opportunities in which users scheduled appointments with them to have one-on-

one research assistance.

In addition to the creation of new services, we also completed the 2<sup>nd</sup> Floor Material Project, which has given us more space for collaborative and group study space.

### **Public Service Department - Future Goals (2019-2020)**

The Head of Public Services along with the Public Services librarians and staff have designated many goals within the Public Services Department for the 2018-2019 year; however, as they do not all fall into a specific unit, they are listed here as only Public Services Department 2018-2019 goals:

- Assess AUM user satisfaction with the AUM Library's customer service through a university-wide survey, and then follow-up focus groups that represent the various AUM user groups.
- Work with the Library Dean, update and revise fifty percent of the Public Services Department policies.
- Develop a professional development series on the Public Services Department for all AUM Library personnel.

The following are some specific unit goals:

- *Access Services*
  - Review off-site collection for continued viability.
- *Archives & Special Collections*
  - Complete the Digital Archives Collection
- *Interlibrary Loan*
  - Develop Interlibrary Loan training sessions for faculty/staff, graduate students, and undergraduates.
  - Increase marketing of Interlibrary Loan/Universal Borrowing
- *Library Instruction*
  - Increase instruction opportunities to the Medical and Clinical Laboratory Sciences department and Communication Disorders department.
  - Formalize an embedded library program for the graduate nursing degree programs.
  - Increase instruction in upper level courses.
- *Reference*
  - Based on collection assessment and space usage, begin researching options or ideas for space reutilization projects.
  - Continue developing the Check-Out-The-Librarian service

## **Access Services Annual Report**

June 1, 2018 – May 31, 2019

Submitted by:

Karen Williams, Access Services Librarian

The Access Services unit supports the mission of the AUM Library by providing access to the physical information resources that support the curriculum and research needs of AUM's faculty, students, and staff. The unit also assists in supplying the informational needs of the general public. The Access Service unit is located on the first floor and offers the first opportunity for patrons to ask questions concerning the library, the building and the campus. This unit is responsible for checking out circulating materials, including reserve materials and books borrowed via interlibrary loan and universal borrowing. The unit is also responsible for the maintenance of the circulating collection, including shelving new books, re-shelving, shelf-reading, and stacks maintenance. The Access Services unit has one faculty librarian position, 2 full-time staff positions and 2 part-time staff positions. The librarian position was staffed by Karen Williams. The full-time staff positions were staffed by Tom Russell and Tabitha Singleton.

Between June 1, 2018 and May 31, 2019 a total of 7368 materials were circulated. This is a 6% decrease from the previous year, when 7824 materials were circulated. (See Appendix A) The literature, history, social sciences and philosophy/psychology/religion areas of the collection had the most use. (See Appendix B) The total use of traditional reserves items was 1334. There were 408 items placed on traditional reserve. SGA Textbooks were used 1169 times. (See Appendix C and D)

The circulation of materials increased in the following user groups: Consortia, Staff, Faculty, and Visiting Scholars. All other user groups saw a decrease in circulation (See Appendix A).

Group study rooms were checked out a total of 759 times. The most popular times to check out the group study rooms were between the hours of 1:00 PM and 3:00 PM. (See Appendix F)

**APPENDIX A****CIRCULATION DEPARTMENT STATISTICS FOR 2018-19****(Excludes ILL charges and universal borrowing charges)**

| <b>Patron Group</b>     | <b>2017-2018</b> | <b>2018-2019</b> | <b>% Change</b> |
|-------------------------|------------------|------------------|-----------------|
| AUM Alumni              | 53               | 24               | -55%            |
| Community Users         | 258              | 227              | -12%            |
| Consortia               | 45               | 116              | 158%            |
| Continuing Ed. Students | 2                | 0                | -100%           |
| Emeriti                 | 0                | 0                | n/c             |
| MFAC (AUM)              | 966              | 974              | 1%              |
| MGRAD (AUM)             | 765              | 458              | -41%            |
| MSTAF (AUM)             | 445              | 527              | 19%             |
| MUND (AUM)              | 5,280            | 5,031            | -5%             |
| Trenholm State          | 10               | 1                | -90%            |
| Visiting Scholars       | 0                | 10               | 100%            |
| <b>TOTAL</b>            | <b>7,824</b>     | <b>7,368</b>     | <b>-6%</b>      |



**APPENDIX B Circulation Transactions by Library of Congress Classification (June 1, 2018 through May 31, 2019)**

| <u>CLASS</u> | <u>#TRANS</u> | <u>CLASS</u> | <u>#TRANS</u> | <u>CLASS</u> | <u>#TRANS</u> | <u>CLASS</u> | <u>#TRANS</u> |
|--------------|---------------|--------------|---------------|--------------|---------------|--------------|---------------|
| AM           | 8             | GV           | 38            | N            | 95            | RM           | 6             |
| B            | 14            | H            | 15            | NA           | 31            | RT           | 23            |
| BC           | 1             | HA           | 5             | NB           | 17            | S            | 3             |
| BD           | 7             | HB           | 20            | NC           | 29            | SB           | 4             |
| BF           | 133           | HC           | 10            | ND           | 75            | SH           | 2             |
| BH           | 1             | HD           | 73            | NE           | 2             | T            | 3             |
| BJ           | 8             | HE           | 2             | NK           | 12            | TD           | 1             |
| BL           | 25            | HF           | 43            | NX           | 8             | TJ           | 1             |
| BM           | 1             | HG           | 29            | P            | 26            | TK           | 10            |
| BR           | 16            | HJ           | 3             | PA           | 38            | TL           | 1             |
| BS           | 4             | HM           | 33            | PC           | 2             | TR           | 14            |
| BT           | 8             | HN           | 10            | PE           | 33            | TS           | 2             |
| BV           | 2             | HQ           | 77            | PF           | 2             | TX           | 6             |
| BX           | 18            | HS           | 8             | PG           | 5             | U            | 7             |
| CB           | 4             | HT           | 10            | PK           | 2             | UA           | 8             |
| CD           | 1             | HX           | 16            | PL           | 16            | UF           | 1             |
| CS           | 3             | JA           | 13            | PN           | 340           | W            | 1             |
| CT           | 4             | JC           | 29            | PQ           | 43            | Y            | 1             |
| D            | 77            | JF           | 15            | PR           | 508           | Z            | 19            |
| DA           | 42            | JK           | 72            | PS           | 351           | ZA           | 1             |
| DB           | 1             | JN           | 4             | PT           | 3             |              |               |
| DC           | 37            | JQ           | 5             | Q            | 12            |              |               |
| DD           | 30            | JS           | 5             | QA           | 120           |              |               |
| DF           | 4             | JV           | 3             | QB           | 2             |              |               |
| DG           | 17            | JX           | 1             | QC           | 9             |              |               |
| DJK          | 1             | JZ           | 6             | QD           | 11            |              |               |

|    |     |     |     |    |    |              |              |
|----|-----|-----|-----|----|----|--------------|--------------|
| DK | 56  | K   | 1   | QE | 2  |              |              |
| DL | 4   | KF  | 65  | QH | 9  |              |              |
| DP | 26  | KJ  | 1   | QK | 4  |              |              |
| DS | 171 | KJV | 2   | QM | 4  |              |              |
| DT | 56  | KZ  | 1   | QP | 9  |              |              |
| E  | 240 | LA  | 11  | QR | 5  |              |              |
| F  | 112 | LB  | 121 | R  | 6  |              |              |
| G  | 8   | LC  | 47  | RA | 16 |              |              |
| GE | 4   | LD  | 2   | RB | 1  |              |              |
| GF | 1   | LF  | 1   | RC | 71 |              |              |
| GN | 7   | M   | 3   | RD | 1  |              |              |
| GR | 6   | ML  | 22  | RG | 6  |              |              |
| GT | 6   | MT  | 3   | RJ | 3  |              |              |
|    |     |     |     |    |    | <b>TOTAL</b> | <b>4,113</b> |

### Appendix C Miscellaneous Statistics 6/1/2018-5/31/2019

|                                      | 2017-2018  | 2018-2019  | %Change |
|--------------------------------------|------------|------------|---------|
| <b>ALL print reserve charges</b>     | 2,292      | 2,430      | 6%      |
| <b>Guest cards purchased</b>         | 10         | 18         | 80%     |
| <b>K-12 Students*</b>                | 5          | 3          | -40%    |
| <b>Monies Collected</b>              | \$1,452.08 | \$1,298.25 | -11%    |
| <b>Fines paid via Food for Fines</b> | \$ 134.75  | \$62.00    | -54%    |

\*under reported the signing in of K-12 students has not been enforced

## Appendix D Reserve Statistics

### INSTRUCTOR RESERVES

| <b>SEMESTER</b> | <b># OF ITEMS</b> | <b># OF CHECKOUTS</b> |
|-----------------|-------------------|-----------------------|
| SUMMER 2018     | 63                | 51                    |
| FALL 2018       | 166               | 586                   |
| SPRING 2019     | 179               | 697                   |
| <b>TOTAL</b>    | <b>408</b>        | <b>1334</b>           |

### SGA TEXTBOOKS

| <b>SEMESTER</b> | <b># OF ITEMS</b> | <b># OF CHECKOUTS</b> |
|-----------------|-------------------|-----------------------|
| SUMMER 2018     | 63                | 56                    |
| FALL 2018       | 66                | 654                   |
| SPRING 2019     | 66                | 459                   |
| <b>TOTAL</b>    | <b>195</b>        | <b>1169</b>           |

## Appendix E MONIES RECEIVED AT CIRCULATION

| <b>Category</b>                      | <b>Amount</b>     |
|--------------------------------------|-------------------|
| <b>Book and Material Replacement</b> | \$ 41.00          |
| <b>Fines</b>                         | \$ 807.25         |
| <b>Guest Card Purchased</b>          | \$ 450.00         |
| <b>ILL Charges</b>                   | \$0.00            |
| <b>Other</b>                         | \$ 0.00           |
| <b>Total</b>                         | <b>\$1,298.25</b> |

## Appendix F Group Study Rooms Circulation by time of day

| <b>Time</b>  | <b># of Checkouts</b> |
|--------------|-----------------------|
| 7:30 am      | 1                     |
| 8:00 am      | 18                    |
| 9:00 am      | 43                    |
| 10:00 am     | 54                    |
| 11:00 am     | 39                    |
| 12:00 pm     | 70                    |
| 1:00 pm      | 110                   |
| 2:00 pm      | 104                   |
| 3:00 pm      | 65                    |
| 4:00 pm      | 77                    |
| 5:00 pm      | 73                    |
| 6:00 pm      | 48                    |
| 7:00 pm      | 40                    |
| 8:00 pm      | 11                    |
| 9:00 pm      | 5                     |
| 10:00 pm     | 2                     |
| <b>Total</b> | <b>759*</b>           |

\*Some checkout data was lost due to user error.

### Appendix G Question Statistics

| <b>SEMESTER</b> | <b>QUESTION<br/>TRANSACTIONS</b> |
|-----------------|----------------------------------|
| <b>SUMMER</b>   |                                  |
| 2017-2018       | 0                                |
| 2018-2019       | 13                               |
| <b>% Change</b> | <b>100%</b>                      |
| <b>FALL</b>     |                                  |
| 2017-2018       | 0                                |
| 2018-2019       | 16                               |
| <b>% Change</b> | <b>100%</b>                      |
| <b>SPRING</b>   |                                  |
| 2017-2018       | 45                               |
| 2018-2019       | 348                              |
| <b>% Change</b> | <b>773%</b>                      |
|                 |                                  |
| <b>TOTALS</b>   |                                  |
| 2017-2018       | <b>45</b>                        |
| 2018-2019       | <b>377</b>                       |
| <b>% Change</b> | <b>838%</b>                      |

**Appendix H Floor Count – Nights & Weekends**

| <b>SUMMER</b>   | <b>NIGHTS</b> | <b>WEEKENDS</b> |
|-----------------|---------------|-----------------|
| 2017-2018       | 604           | 239             |
| 2018-2019       |               |                 |
| <b>% Change</b> |               |                 |
| <b>FALL</b>     | <b>NIGHTS</b> | <b>WEEKENDS</b> |
| 2017-2018       | 2256          | 881             |
| 2017-2018       |               | 1               |
| <b>% Change</b> | <b>%</b>      | <b>%</b>        |
| <b>SPRING</b>   | <b>NIGHTS</b> | <b>WEEKENDS</b> |
| 2017-2018       | 1930          | 695             |
| 2018-2019       |               |                 |
| <b>% Change</b> | <b>%</b>      | <b>%</b>        |
| <b>TOTALS</b>   |               |                 |

All manually entered statistics are “**best estimates only**” and tend to be under-recorded due to difficulty in recording all question transactions and due to human error in physical usage counts.

**Archives & Special Collections**  
Annual Report  
June 1, 2018 - May 31, 2019  
Submitted by:  
Samantha McNeilly,  
Archives & Special Collections Librarian

**Introduction:**

The Archives & Special Collections unit serves the University community in the preservation and administration of institutional records and manuscript collections. The unit's primary responsibility is to document the history of the University and to facilitate access of source material for administrators, faculty, students, and alumni.

The unit is located in room 802 of the Library Tower. The posted hours of operation are Monday-Friday from 8:00am until 5:00pm. However, actual hours of operation may vary due to staff scheduling for desk shifts and other duties. The unit consists of one librarian.

**Collection Size and Growth:**

Special Collections holds just over 6,000 items which have been cataloged in Voyager. During the past year, Special Collections added 49 new titles. The University Archives & Manuscripts section currently holds approximately 800 cubic feet of records. The following materials represent the most substantial accessions over the past year:

- Capri Theater annual donation

**Physical Environment and Conditions:**

In an effort to maximize space efficiency, the staff identified items that could be moved to the off-site storage facility. Despite the relocation of some materials to the off-site storage facility, the Archives dept. is still experiencing space issues and will require additional storage space in the future. The staff also continues to strive for the most desirable environmental conditions in the unit through the following methods: running dehumidifiers when necessary, the addition of UV blocking window film was accomplished in 2014.

**Records Management Activities**

The Archives & Special Collections Librarian serves as the University Liaison to the State Records Commission concerning matters of records management. The department also assists faculty and staff across campus with bulk shredding needs by coordinating service through the University's shredding vendor, Gilmore Services. In collaboration with the CIO and the ITS department two trainings on Records Management were held in mid-May to train faculty and staff members on proper records management handling and record retention policies. Over 80 people attended the sessions.

The records disposition statistics for the past year are as follows:

- Total number of Records Disposition forms approved: 6
- Volume of records approved for destruction: 80 cu. ft.

### **Projects and Accomplishments:**

- Processing: the following collections were processed to some degree during the past year:
  - Capri Files (annual accession)
  - Wayne Greenhaw book collection donated by Fitzgerald Museum (**items can only be processed when completed by the Cataloging Dept.**)

### **Usage Statistics:**

The number of walk-in visitors to Archives and Special Collections during 2018-2019 was 8. This figure is up from 2017-2018 during which there were 7 visitors. Our largest AUM patron group continues to be undergraduate students, followed by AUM faculty, staff, and graduate students, who use our facilities at nearly an equal ratio. There has been a decrease in the number of faculty, staff, and graduate students who visit the archives. This decrease is mainly due to a change in topic for the Historical Methods class. Typically, the students in that class utilize the archival collections that deal with Cold War topics in Alabama, however in fall 2015 the topic changed to the Civil War and most of our resources are available in the circulating collection, which accounts for the decline in users.



## Collection Development Annual Report

June 1, 2018 – May 31, 2019

Submitted by Rickey Best, Collection Development Librarian

### Introduction

During this reporting year, the library received 291 hardbacks as gifts, a decrease of 101 over last year; 657 paperbacks, an increase of 38 from the previous year, 690 periodical issues, an increase of 427, and 41 DVDs, VHS tapes, or CDs, a decrease of 28 from last year. Of this total, the library added 109 hardbacks, 119 paperbacks, 29 periodicals, and 15 DVDs.

This year saw an increase in the number of titles ordered. During 2018-2019, of a total of 1,129 monographs were ordered and received, up from the previous year's 522. This year 12 videos were ordered, consistent with last year's total. A total of \$67,358.36 was spent, compared to \$33,179.33 last year in purchasing materials. DDA was not re-instituted this year.

During this year, we dropped one database (ProQuest Congressional) and added one (PrepStep). For the 49 databases which provide usage statistics, costs declined from \$270,715.07 to \$262,967.81, a decrease of 2.86%.

An analysis of expenditures for full-text access to the databases subscribed to by the library is provided in Table 1 below.

*Table 1*

| <b>Database</b>                 | <b>Cost per Full-Text Retrieved 2018-2019</b> | <b>Cost per Full-Text Retrieved 2017-2018</b> | <b>Change from Previous Year</b> |
|---------------------------------|---|---|----------------------------------|
| Cinahl Plus Text                | \$0.55  | \$0.51  | +\$0.04                          |
| Accounting Research Manager     | \$0.55  | \$0.58  | +\$0.03                          |
| Academic OneFile                | \$0.72  | \$1.38  | -\$0.66                          |
| America's Historical Newspapers | \$0.70  | \$1.50  | -\$0.80                          |
| PQ Nursing & Allied Health      | \$0.72  | \$0.95  | -\$0.23                          |
| PsycArticles                    | \$0.97  | \$1.25  | -\$0.28                          |
| MarketResearch.com              | \$1.49  | \$1.06  | +\$0.43                          |
| Morningstar                     | \$0.74  | \$0.72  | +\$0.02                          |

|                                     |         |          |           |
|-------------------------------------|---------|----------|-----------|
| CQ Researcher                       | \$1.29  | \$1.69   | -\$0.40   |
| Eighteenth Century Collections      | \$1.40  | \$0.94   | +\$0.46   |
| Chronicle of Higher Education       | \$1.52  | \$1.02   | +0.50     |
| SportDiscus                         | \$1.68  | \$1.78   | -\$0.10   |
| SocIndex w/Full-Text                | \$1.70  | \$1.96   | -\$0.26   |
| New York Times                      | \$1.72  | \$1.58   | +\$0.14   |
| JSTOR                               | \$0.81  | \$1.38   | -\$0.57   |
| Science Direct                      | \$2.83  | \$2.32   | +\$0.51   |
| S&P's Net Advantage                 | \$2.88  | \$3.23   | -\$0.35   |
| Criminal Justice Periodical Index   | \$3.20  | \$4.28   | -\$1.08   |
| Mergent                             | \$3.16  | \$3.70   | -\$0.54   |
| Sage Education                      | \$3.59  | \$3.12   | +\$0.47   |
| PQ Newsstream                       | \$3.62  | \$4.00   | -\$0.38   |
| MLA International Bibliography      | \$4.21  | \$29.58  | -\$25.37  |
| Communication & Mass Media Complete | \$3.55  | \$3.62   | -\$0.07   |
| MathSciNet                          | \$4.51  | \$5.02   | -\$0.51   |
| Westlaw Campus                      | \$5.30  | \$2.15   | +\$3.15   |
| Literature Online                   | \$7.13  | \$5.34   | +\$2.83   |
| Oxford Journals                     | \$9.84  | \$9.50   | +\$0.34   |
| Library Literature                  | \$7.82  | \$5.34   | +2.48     |
| History Vault: Black Freedom II     | \$10.00 | \$500.00 | -\$490.00 |

|   |                |                |                |
|---|----------------|----------------|----------------|
| History Vault: Black Freedom I                        | \$14.29        | \$15.63        | -\$1.34        |
| Ovid Nursing Journals                                 | \$16.26        | \$25.30        | -\$9.04        |
| American Chemical Society Legacy Archives             | \$72.48        | \$20.18        | +\$52.30       |
| Cochrane Library                                      | \$21.40        | \$2.42         | +\$18.98       |
| Literature Criticism: 19 <sup>th</sup> Century Online | \$21.70        | \$19.03        | +\$2.67        |
| Readex: Archives of Americana                         | \$23.35        | \$99.25        | -\$75.90       |
| Literature Criticism: Contemporary                    | \$26.43        | \$29.28        | -\$2.85        |
| Literature Criticism: 20 <sup>th</sup> Century Online | \$28.01        | \$36.36        | -\$8.35        |
| BioOne  | \$28.97        | \$35.27        | -\$6.30        |
| Joanna Briggs Institute*                              | \$30.66        | \$55.09        | -\$24.43       |
| ACLS E-Books  | \$32.25        | \$34.23        | -\$1.98        |
| SciFinderScholar                                      | \$32.31        | \$124.22       | -\$91.91       |
| EdITLib   | \$79.14        | \$17.17        | +\$61.97       |
| Ambrose Video   | \$92.20        | \$8.38         | +\$83.82       |
| History Vault: Vietnam & American Foreign Policy      | \$500.00       | \$250.00       | +\$250.00      |
| <b>Average Cost Per Full-Text Retrieved</b>           | <b>\$25.17</b> | <b>\$31.17</b> | <b>-\$6.00</b> |

\* Note: Joanna Briggs Institute is an Evidence-Based Practice Product. Cost is based upon results clicked.

This year saw a \$6.00 decrease per full-text retrieval, a 0.19% decrease over the previous year.

Among the biggest decreases in cost are the following. Listed in

*Table 2 Cost Reductions per Full Text Retrieved*

| <b>Database</b>   | <b>Cost</b> |
|---|-------------|
| SciFinder Scholar   | -\$91.91    |
| Archives of Americana                                       | -\$75.90    |
| History Vault: Black Freedom II                             | -\$49.00    |
| Joanna Briggs Institute                                     | -\$25.32    |
| MLA International Bibliography w/Full-Text                  | -\$25.26    |
| Literature Criticism 20 <sup>th</sup> Century               | -\$8.34     |
| BioOne  | -\$6.95     |
| American Chemical Society Legacy Archives                   | -\$4.71     |
| Literature Criticism Contemporary                           | -\$2.85     |
| American Council of Learned Societies<br>Humanities e-Books | -\$1.98     |
| Oxford Journals   | -\$1.97     |
| Criminal Justice Periodicals Index                          | -\$1.18     |
| History Vault: Black Freedom I                              | -\$0.96     |
| America's Historical Newspapers                             | -\$0.80     |
| Mergent   | -\$0.54     |
| Academic OneFile  | -\$0.50     |
| CQ Researcher   | -\$0.46     |
| Standard & Poor's Net Advantage                             | -\$0.40     |
| ProQuest Newsstream   | -\$0.38     |
| PsycArticles  | -\$0.27     |
| SocIndex with Full-Text                                     | -\$0.26     |
| ProQuest Nursing & Allied Health                            | -\$0.23     |
| SportDiscus   | -\$0.14     |

Table 3 shows those databases with the greatest cost increases per full-text retrieved.

*Table 3 Cost Increases per Full-Text Retrieved*

| <b>Database</b>                                    | <b>Cost</b> |
|--|-------------|
| History Vault: Vietnam and American Foreign Policy | +\$250.00   |
| Ambrose Video                                      | +\$83.82    |
| EdITLib  | +\$61.97    |
| ACS Legacy Archives                                | +\$52.30    |
| Cochrane Library*                                  | +\$18.98    |
| Westlaw Campus                                     | +\$3.15     |
| Literature Online (LION)                           | +\$2.83     |
| 19 <sup>th</sup> Century Literature Criticism      | +\$2.67     |
| Library Literature                                 | +\$2.48     |
| Science Direct                                     | +\$0.51     |
| Chronicle of Higher Education                      | +\$0.50     |
| Sage Education                                     | +\$0.47     |
| Eighteenth Century Collections Online              | +\$0.46     |
| Market Research                                    | \$0.43      |
| Oxford Journals                                    | +\$0.34     |
| Accounting Research Manager                        | +\$0.27     |
| Historical New York Times                          | +\$0.14     |
| Cinahl Plus Full-Text                              | \$0.04      |
| Morningstar  | \$0.02      |

\* Note: Data for Cochrane is only for period of June thru March. Cochrane has not been able to supply data for April and later.

Usage Statistics Fall 2018 – spring 2019

Academic OneFile (Gale) – Subscription cost = \$1,992.61

| Month        | FT Retrieved FY 2017-2018 | FT Retrieved FY 2016-2017 | % Change for FT Retrieved |
|--------------|---------------------------|---------------------------|---------------------------|
| June         | 161                       | 128                       | 125.78%                   |
| July         | 210                       | 50                        | 420.00%                   |
| August       | 48                        | 39                        | 123.08%                   |
| September    | 182                       | 117                       | 155.56%                   |
| October      | 248                       | 132                       | 187.88%                   |
| November     | 297                       | 108                       | 275.00%                   |
| December     | 72                        | 38                        | 189.47%                   |
| January      | 101                       | 51                        | 198.04%                   |
| February     | 505                       | 256                       | 197.27%                   |
| March        | 352                       | 179                       | 196.65%                   |
| April        | 473                       | 255                       | 185.49%                   |
| May          | 134                       | 51                        | 262.75%                   |
| <b>Total</b> | <b>2,783</b>              | <b>1,404</b>              | <b>198.22%</b>            |

Average cost per full-text retrieved = \$0.72

**CCH Accounting Research Manager: NOTE: CCH ARM has difficulty in providing usage statistics. Monthly statistics are not available. We used to be able to get the most recent 90 days – now all our representative is able to provide is the most recent 12 months. The totals for 2017 are as follows:**

**Subscription Cost: \$4,453.64**

| Category         | FY 2018-2019 | FY 2017-2018 | Percentage Change |
|------------------|--------------|--------------|-------------------|
| Users            | 94           | 82           | 114.63%           |
| Sessions         | 4,772        | 2,426        | 196.70%           |
| Documents Viewed | 7,719        | 13,584       | -<42.91%>         |

**NOTE: Now giving 60 days' worth – for period from June-July 2019**

**Users  
Sessions**

**Documents Viewed 161**

**August-Sept. 2019**

**Users  
Sessions  
Documents Viewed**

**October-November 2019**

**Users  
Sessions  
Documents Viewed**

**Dec. 18 – Jan. 2020**

**Users  
Sessions  
Documents Viewed**

**Feb. 19-March 2020**

**Users  
Sessions  
Documents Viewed**

**April 19-May 2020**

**Users  
Sessions  
Documents Viewed**

**Cost per User: \$47.37**

**Cost per Session: \$0.93**

**Cost per Document Viewed: \$0.58**

**ACLS E-book – Subscription cost = \$1,419.00**

| <b>Month</b> | <b>Views 2018-2019</b> | <b>Views 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|------------------------|------------------------|----------------------------------|
| June         | 0                      | 17                     | -<100.00%>                       |
| July         | 41                     | 10                     | 410.00%                          |
| August       | 2                      | 11                     | -<81.82%>                        |
| September    | 0                      | 34                     | -<100.00%>                       |
| October      | 0                      | 67                     | -<100.00%>                       |
| November     | 0                      | 50                     | -<100.00%>                       |
| December     | 0                      | 30                     | -<100.00%>                       |

|              |           |            |                        |
|--------------|-----------|------------|------------------------|
| January      | 0         | 27         | -<100.00%>             |
| February     | 1         | 12         | -<91.67%>              |
| March        | 0         | 35         | -<100.00%>             |
| April        | 0         | 105        | -<100.00%>             |
| May          | 0         | 4          | -<100.00%>             |
| <b>Total</b> | <b>44</b> | <b>402</b> | <b>-&lt;89.05%&gt;</b> |

**Average cost - PDF full-text retrieved = \$32.25**

**Ambrose Video – Original cost = \$461.00**

| <b>Month</b> | <b># Sessions Viewed FY 2018-2019</b> | <b># Sessions Viewed FY 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|---------------------------------------|---------------------------------------|----------------------------------|
| June         | 0                                     | 3                                     | -<100.00%>                       |
| July         | 0                                     | 1                                     | -<100.00%>                       |
| August       | 0                                     | 0                                     | 0.00%                            |
| September    | 0                                     | 0                                     | 0.00%                            |
| October      | 0                                     | 2                                     | -<100.00%>                       |
| November     | 0                                     | 1                                     | -<100.00%>                       |
| December     | 0                                     | 3                                     | -<100.00%>                       |
| January      | 0                                     | 13                                    | -<100.00%>                       |
| February     | 0                                     | 11                                    | -<100.00%>                       |
| March        | 3                                     | 4                                     | -<25.00%>                        |
| April        | 2                                     | 16                                    | -<87.50%>                        |
| May          | 0                                     | 1                                     | -<100.00%>                       |
| <b>Total</b> | <b>5</b>                              | <b>55</b>                             | <b>-&lt;90.91%&gt;</b>           |

**Average cost per video viewed = \$92.20**



**America: History & Life – Subscription Cost = \$4,430.00**

| <b>Month</b> | <b>Searches<br/>FY 2018-<br/>2019</b> | <b>Searches<br/>FY 2017-<br/>2018</b> | <b>% Change<br/>for<br/>Searches</b> |
|--------------|---------------------------------------|---------------------------------------|--------------------------------------|
| June         | 7,447                                 | 5,235                                 | 142.25%                              |
| July         | 7,727                                 | 3,994                                 | 193.47%                              |
| August       | 2,790                                 | 4,727                                 | -<40.98%>                            |
| September    | 12,767                                | 16,102                                | -<20.71%>                            |
| October      | 15,794                                | 14,995                                | 105.33%                              |
| November     | 10,882                                | 12,265                                | -<11.28%>                            |
| December     | 3,809                                 | 2,756                                 | 138.21%                              |
| January      | 5,134                                 | 6,906                                 | -<25.66%>                            |
| February     | 19,248                                | 22,024                                | -<12.60%>                            |
| March        | 12,215                                | 12,565                                | -<2.79%>                             |
| April        | 12,246                                | 14,763                                | -<17.05%>                            |
| May          | 1,323                                 | 1,609                                 | -<17.78%>                            |
| <b>Total</b> | <b>111,382</b>                        | <b>117,941</b>                        | <b>-&lt;5.56%&gt;</b>                |

**Avg. Cost per search = \$0.04**

**America: History & Life – Subscription Cost = \$4,430.00**

| <b>Month</b> | <b>Abstracts<br/>Viewed<br/>FY 2018-<br/>2019</b> | <b>Abstracts<br/>Viewed<br/>FY 2017-<br/>2018</b> | <b>% Change<br/>for Abstracts<br/>Viewed</b> |
|--------------|---|---|--|
| June         | 17  | 17  | 0.00%  |
| July         | 40  | 39  | 102.56%                                      |
| August       | 16  | 58  | -<72.41%>                                    |
| September    | 129   | 94  | 137.23%                                      |
| October      | 66  | 68  | -<2.94%>                                     |
| November     | 56  | 67  | -<16.42%>                                    |

|              |            |            |                        |
|--------------|------------|------------|------------------------|
| December     | 87         | 27         | 322.22%                |
| January      | 20         | 44         | -<54.55%>              |
| February     | 67         | 75         | -<10.67%>              |
| March        | 38         | 68         | -<44.12%>              |
| April        | 28         | 85         | -<67.06%>              |
| May          | 12         | 9          | 133.33%                |
| <b>Total</b> | <b>576</b> | <b>651</b> | <b>-&lt;11.52%&gt;</b> |

**Avg. Cost per abstract viewed = \$7.69**

**American Chemical Society Legacy Archives – Subscription cost = \$12,975.22**

| <b>Month</b> | <b>FT Retrieved FY 2018-2019</b> | <b>FT Retrieved FY 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|----------------------------------|----------------------------------|----------------------------------|
| June         | 2                                | 6                                | -<66.67%>                        |
| July         | 4                                | 27                               | -<85.19%>                        |
| August       | 6                                | 20                               | -<70.00%>                        |
| September    | 32                               | 23                               | 139.13%                          |
| October      | 11                               | 19                               | -<42.11%>                        |
| November     | 21                               | 6                                | 350.00%                          |
| December     | 3                                | 8                                | -<62.50%>                        |
| January      | 15                               | 2                                | 750.00%                          |
| February     | 54                               | 16                               | 337.50%                          |
| March        | 6                                | 7                                | -<14.29%>                        |
| April        | 12                               | 3                                | 400.00%                          |
| May          | 13                               | 0                                | Infinity                         |
| <b>Total</b> | <b>179</b>                       | <b>137</b>                       | <b>130.66%</b>                   |

**Cost per full-text retrieved = \$72.48**

**Biological Abstracts (ISI Web of Knowledge) - Subscription Cost = \$4,521.42**

| <b>Month</b> | <b>Record Views FY 2018-2019</b> | <b>Record Views FY 2017-2018</b> | <b>% Change for Items Requested</b> |
|--------------|----------------------------------|----------------------------------|-------------------------------------|
| June         | 0                                | 1                                | -<100.00%>                          |
| July         | 0                                | 0                                | 0.00%                               |
| August       | 26                               | 98                               | -<73.47%>                           |
| September    | 53                               | 62                               | -<14.52%>                           |
| October      | 27                               | 25                               | 108.00%                             |
| November     | 7                                | 2                                | 350.00%                             |
| December     | 12                               | 0                                | Infinity                            |
| January      | 0                                | 0                                | 0.00%                               |
| February     | 2                                | 25                               | -<92.00%>                           |
| March        | 9                                | 5                                | 180.00%                             |
| April        | 12                               | 25                               | -<52.00%>                           |
| May          | 18                               | 0                                | Infinity                            |
| <b>Total</b> | <b>166</b>                       | <b>243</b>                       | <b>-&lt;31.69%&gt;</b>              |

**Average cost per record views = \$27.24**

**BioOne – Subscription Cost = \$6,171.07**

| <b>Month</b> | <b>Articles Retrieved FY 2018-2019</b> | <b>Articles Retrieved FY 2017-2018</b> | <b>% Change for Searches</b> |
|--------------|--|--|------------------------------|
| June         | 9                                      | 7                                      | 128.57%                      |
| July         | 7                                      | 11                                     | -<36.36%>                    |
| August       | 26                                     | 32                                     | -<18.75%>                    |
| September    | 29                                     | 37                                     | -<21.62%>                    |
| October      | 12                                     | 12                                     | 0.00%                        |

|              |            |            |                |
|--------------|------------|------------|----------------|
| November     | 8          | 11         | -<27.27%>      |
| December     | 58         | 0          | Infinity       |
| January      | 9          | 7          | 128.57%        |
| February     | 9          | 5          | 180.00%        |
| March        | 10         | 27         | -<58.82%>      |
| April        | 34         | 22         | 154.55%        |
| May          | 2          | 0          | Infinity       |
| <b>Total</b> | <b>213</b> | <b>171</b> | <b>124.56%</b> |

**Average cost per article retrieved = \$28.97**

**Chronicle of Higher Education – Subscription Cost = \$3,460.00**

| Month     | Visitors<br>FY<br>2018-<br>2019 | Visitors<br>FY<br>2017-<br>2018 | %<br>Change<br>in<br>Visitors | Searches<br>FY<br>2018-<br>2019 | Searches<br>FY<br>2017-<br>2018 | %<br>Change<br>in<br>Searches | Page<br>Views<br>FY<br>2018-<br>2019 | Page<br>Views<br>FY<br>2017-<br>2018 | %<br>Change<br>in Page<br>Views |
|-----------|---------------------------------|---------------------------------|-------------------------------|---------------------------------|---------------------------------|-------------------------------|--------------------------------------|--------------------------------------|---------------------------------|
| June      | 52                              | 46                              | 113.04%                       | 37                              | 18                              | 205.56%                       | 281                                  | 287                                  | -<2.09%>                        |
| July      | 65                              | 58                              | 112.07%                       | 9                               | 13                              | -<br><30.77%>                 | 231                                  | 287                                  | -<br><19.51%>                   |
| August    | 36                              | 31                              | 116.13%                       | 7                               | 0                               | Infinity                      | 220                                  | 144                                  | 152.78%                         |
| September | 36                              | 87                              | -<br><58.62%>                 | 4                               | 10                              | -<br><60.00%>                 | 177                                  | 276                                  | -<35.87%>                       |
| October   | 52                              | 73                              | -<br><28.77%>                 | 13                              | 8                               | 162.50%                       | 226                                  | 305                                  | -<br><25.90%>                   |
| November  | 37                              | 64                              | -<br><42.19%>                 | 8                               | 6                               | 133.33%                       | 132                                  | 264                                  | -<br><50.00%>                   |
| December  | 40                              | 34                              | 117.65%                       | 7                               | 0                               | Infinity                      | 118                                  | 125                                  | -<5.60%>                        |
| January   | 43                              | 52                              | -<br><17.31%>                 | 9                               | 0                               | Infinity                      | 189                                  | 204                                  | -<7.35%>                        |
| February  | 48                              | 84                              | -<br><42.86%>                 | 2                               | 3                               | -<br><33.33%>                 | 134                                  | 336                                  | -<br><60.12%>                   |

|              |            |            |                   |            |            |                    |              |              |                   |
|--------------|------------|------------|-------------------|------------|------------|--------------------|--------------|--------------|-------------------|
| March        | 67         | 96         | -<br><30.21%>     | 7          | 24         | -<br><70.83%>      | 201          | 435          | -<br><53.79%>     |
| April        | 62         | 76         | -<br><18.42%>     | 0          | 21         | -<br><100.00%<br>> | 178          | 335          | -<br><46.87%>     |
| May          | 57         | 43         | 132.56%           | 0          | 16         | -<br><100.00%<br>> | 186          | 254          | -<br><26.77%>     |
| <b>Total</b> | <b>595</b> | <b>744</b> | -<br><20.03%<br>> | <b>103</b> | <b>119</b> | -<br><13.45%<br>>  | <b>2,273</b> | <b>3,252</b> | -<br><30.10%<br>> |

**Average cost per visitor = \$5.81**

**Average cost per search = \$33.59**

**Average cost per page views = \$1.52**

**CINAHL Plus Full-Text – Subscription Cost = \$4,712.00**

| <b>Month</b> | <b>FT Retrieved FY 2018-2019</b> | <b>FT Retrieved FY 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|----------------------------------|----------------------------------|----------------------------------|
| June         | 904                              | 833                              | 108.52%                          |
| July         | 761                              | 345                              | 220.58%                          |
| August       | 182                              | 539                              | -<66.23%>                        |
| September    | 894                              | 1,349                            | -<33.73%>                        |
| October      | 976                              | 1,204                            | -<18.94%>                        |
| November     | 699                              | 869                              | -<19.56%>                        |
| December     | 135                              | 85                               | 158.82%                          |
| January      | 464                              | 733                              | -<36.70%>                        |
| February     | 1,589                            | 987                              | 160.99%                          |
| March        | 959                              | 1,100                            | -<12.82%>                        |
| April        | 825                              | 945                              | -<12.97%>                        |
| May          | 82                               | 172                              | -<52.33%>                        |
| <b>Total</b> | <b>8,470</b>                     | <b>9,161</b>                     | <b>-&lt;7.54%&gt;</b>            |

**Average cost per full-text retrieved = \$0.55**

**Cochrane Library- Subscription Cost = \$3,595.20**

| <b>Month</b> | <b>Full-Text Retrieved FY 2018-2019</b> | <b>Full-Text Retrieved FY 2017-2018</b> | <b>% Change for Records Retrieved</b> |
|--------------|---|---|---------------------------------------|
| June         | 0                                       | 218                                     | -<100.00%>                            |
| July         | 1                                       | 362                                     | -<99.72%>                             |
| August       | 0                                       | 50                                      | -<100.00%>                            |
| September    | 0                                       | 204                                     | -<100.00%>                            |
| October      | 2                                       | 55                                      | -<96.36%>                             |
| November     | 0                                       | 62                                      | -<100.00%>                            |
| December     | 0                                       | 7                                       | -<100.00%>                            |
| January      | 37                                      | 105                                     | -<64.76%>                             |
| February     | 81                                      | 189                                     | -<57.14%>                             |
| March        | 47                                      | 63                                      | -<25.40%>                             |
| April        | *                                       | 1                                       |                                       |
| May          |   | 19                                      |                                       |
| <b>Total</b> |   | <b>1,335</b>                            |                                       |

\* NOTE: Cochrane is reporting problems generating usage statistics. A rep at ALA told me they think it will take two to three months (from June) to get the April statistics, and an additional length of time for May's. As of March, 168 full-text items were retrieved for an average cost of \$21.40

**Average cost per full-text retrieved = \$**

**Communication & Mass Media Complete- Subscription cost = \$5,170.00**

| <b>Month</b> | <b>FT Retrieved FY 2018-2019</b> | <b>FT Retrieved FY 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|----------------------------------|----------------------------------|----------------------------------|
| June         | 45                               | 68                               | -<33.82%>                        |

|              |              |              |                |
|--------------|--------------|--------------|----------------|
| July         | 57           | 45           | 126.67%        |
| August       | 12           | 41           | -<70.73%>      |
| September    | 113          | 145          | -<22.07%>      |
| October      | 147          | 273          | -<46.15%>      |
| November     | 74           | 98           | -<24.49%>      |
| December     | 61           | 19           | 321.05%        |
| January      | 35           | 87           | -<59.77%>      |
| February     | 273          | 217          | 125.81%        |
| March        | 257          | 152          | 169.08%        |
| April        | 370          | 206          | 179.61%        |
| May          | 14           | 40           | -<65.00%>      |
| <b>Total</b> | <b>1,458</b> | <b>1,391</b> | <b>104.82%</b> |

**Average cost per full-text retrieved = \$3.55**

**CQ Researcher – Subscription Cost = \$784.00**

| <b>Month</b> | <b>FT Retrieved FY 2018-2019</b> | <b>FT Retrieved FY 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|----------------------------------|----------------------------------|----------------------------------|
| June         | 8                                | 5                                | 160.00%                          |
| July         | 2                                | 1                                | 200.00%                          |
| August       | 1                                | 54                               | -<98.15%>                        |
| September    | 7                                | 13                               | -<46.15%>                        |
| October      | 1                                | 36                               | -<97.22%>                        |
| November     | 3                                | 30                               | -<90.00%>                        |
| December     | 2                                | 0                                | Infinity                         |
| January      | 4                                | 7                                | -<42.86%>                        |
| February     | 180                              | 58                               | 310.34%                          |
| March        | 239                              | 73                               | 327.40%                          |

|              |            |            |                |
|--------------|------------|------------|----------------|
| April        | 160        | 8          | 2,000.00%      |
| May          | 0          | 156        | -<100.00%>     |
| <b>Total</b> | <b>607</b> | <b>441</b> | <b>137.64%</b> |

**Average cost per full-text retrieved = \$1.29**

**EconLit - Subscription cost = \$3,260.00**

| Month        | FT Retrieved FY 2018-2019 | FT Retrieved FY 2017-2018 | % Change for FT Retrieved |
|--------------|---------------------------|---------------------------|---------------------------|
| June         | 0                         | 0                         | 0.00%                     |
| July         | 0                         | 0                         | 0.00%                     |
| August       | 0                         | 0                         | 0.00%                     |
| September    | 0                         | 0                         | 0.00%                     |
| October      | 0                         | 0                         | 0.00%                     |
| November     | 0                         | 0                         | 0.00%                     |
| December     | 0                         | 0                         | 0.00%                     |
| January      | 0                         | 0                         | 0.00%                     |
| February     | 0                         | 0                         | 0.00%                     |
| March        | 0                         | 0                         | 0.00%                     |
| April        | 0                         | 1                         | -<100.00%>                |
| May          | 0                         | 13                        | -<100.00%>                |
| <b>Total</b> | <b>0</b>                  | <b>14</b>                 | <b>-&lt;100.00%&gt;</b>   |

**Average cost per full-text retrieved = \$0.00**

**EconLit – Subscription Cost = \$3,260.00**

| Month | Searches FY 2018-2019 | Searches FY 2017-2018 | % Change for Searches |
|-------|-----------------------|-----------------------|-----------------------|
|-------|-----------------------|-----------------------|-----------------------|



|              |                |                |                       |
|--------------|----------------|----------------|-----------------------|
| June         | 7,427          | 5,301          | 140.11%               |
| July         | 7,706          | 4,024          | 191.50%               |
| August       | 2,809          | 4,684          | -<40.03%>             |
| September    | 12,636         | 15,987         | -<20.96%>             |
| October      | 15,719         | 14,905         | 105.46%               |
| November     | 10,868         | 12,297         | -<11.62%>             |
| December     | 3,790          | 2,758          | 137.42%               |
| January      | 5,197          | 7,000          | -<25.76%>             |
| February     | 19,196         | 21,748         | -<11.73%>             |
| March        | 12,298         | 12,525         | -<18.09%>             |
| April        | 12,228         | 14,755         | -<16.65%>             |
| May          | 1,310          | 1,611          | -<18.68%>             |
| <b>Total</b> | <b>111,184</b> | <b>117,595</b> | <b>-&lt;5.45%&gt;</b> |

**Average cost per search = \$0.03**

**EconLit- Subscription Cost = \$3,260.00**

| <b>Month</b> | <b>Abstracts Viewed FY 2018-2019</b> | <b>Abstracts Viewed FY 2017-2018</b> | <b>% Change for Abstracts Viewed</b> |
|--------------|--------------------------------------|--------------------------------------|--------------------------------------|
| June         | 11                                   | 61                                   | -<81.97%>                            |
| July         | 15                                   | 10                                   | 150.00%                              |
| August       | 64                                   | 45                                   | 142.22%                              |
| September    | 40                                   | 60                                   | -<33.33%>                            |
| October      | 39                                   | 47                                   | -<17.02%>                            |
| November     | 53                                   | 69                                   | -<23.19%>                            |
| December     | 14                                   | 2                                    | 700.00%                              |
| January      | 27                                   | 89                                   | -<69.66%>                            |
| February     | 110                                  | 160                                  | -<31.25%>                            |

|              |            |            |                        |
|--------------|------------|------------|------------------------|
| March        | 120        | 77         | 155.84%                |
| April        | 46         | 74         | -<37.83%>              |
| May          | 23         | 11         | 209.09%                |
| <b>Total</b> | <b>562</b> | <b>705</b> | <b>-&lt;20.28%&gt;</b> |

**Average cost per abstracts viewed = \$5.80**

**EdITLib- Subscription cost = \$2,295.00**

| Month        | Searches<br>FY 2018-<br>2019 | Searches<br>FY 2017-<br>2018 | % Change<br>in Searches | FT<br>Articles<br>FY 2018-<br>2019 | FT<br>Articles<br>2017-2018 | % Change<br>in FT<br>Retrieved |
|--------------|------------------------------|------------------------------|-------------------------|------------------------------------|-----------------------------|--------------------------------|
| June         | 1                            | 28                           | -<96.43%>               | 2                                  | 31                          | -<93.55%>                      |
| July         | 3                            | 0                            | Infinity                | 0                                  | 0                           | 0.00%                          |
| August       | 1                            | 52                           | -<98.08%>               | 0                                  | 16                          | -<100.00%>                     |
| September    | 21                           | 122                          | -<82.79%>               | 15                                 | 38                          | -<60.53%>                      |
| October      | 11                           | 32                           | -<65.63%>               | 4                                  | 25                          | -<84.00%>                      |
| November     | 0                            | 30                           | -<100.00%>              | 0                                  | 5                           | -<100.00%>                     |
| December     | 10                           | 1                            | 1,000%                  | 2                                  | 0                           | Infinity                       |
| January      | 4                            | 0                            | Infinity                | 1                                  | 0                           | Infinity                       |
| February     | 5                            | 0                            | Infinity                | 0                                  | 0                           | 0.00%                          |
| March        | 22                           | 4                            | 550.00%                 | 4                                  | 4                           | 100.00%                        |
| April        | 1                            | 17                           | -<94.12%>               | 1                                  | 3                           | -<66.67%>                      |
| May          | 0                            | 5                            | -<100.00%>              | 0                                  | 0                           | 0.00%                          |
| <b>Total</b> | <b>79</b>                    | <b>291</b>                   | <b>-&lt;72.85%&gt;</b>  | <b>29</b>                          | <b>122</b>                  | <b>-&lt;76.23%&gt;</b>         |

**Average cost per search: \$29.05**

**Average cost per Full-text articles retrieved: \$79.14**

**Eighteenth Century Collections (Gale) – Subscription cost = \$1,005.07**

| <b>Month</b> | <b>Searches<br/>FY 2018-<br/>2019</b> | <b>Searches<br/>FY 2017-<br/>2018</b> | <b>% Change<br/>Searches</b> | <b>FT<br/>Retrieved<br/>FY 2018-<br/>2019</b> | <b>FT<br/>Retrieved<br/>FY 2017-<br/>2018</b> | <b>% Change<br/>FT<br/>Retrieved</b> |
|--------------|---------------------------------------|---------------------------------------|------------------------------|---|---|--------------------------------------|
| June         | 102                                   | 47                                    | 217.02%                      | 88  | 21  | 419.05%                              |
| July         | 105                                   | 23                                    | 456.52%                      | 57  | 21  | 271.43%                              |
| August       | 15                                    | 45                                    | -<44.44%>                    | 10  | 30  | -<66.67%>                            |
| September    | 25                                    | 30                                    | -<16.67%>                    | 21  | 22  | -<4.55%>                             |
| October      | 13                                    | 121                                   | -<89.26%>                    | 10  | 83  | -<87.95%>                            |
| November     | 47                                    | 82                                    | -<42.68%>                    | 26  | 38  | -<31.58%>                            |
| December     | 90                                    | 67                                    | 134.33%                      | 83  | 41  | 202.44%                              |
| January      | 78                                    | 102                                   | -<23.53%>                    | 41  | 96  | -<57.29%>                            |
| February     | 472                                   | 82                                    | 575.61%                      | 334   | 63  | 530.16%                              |
| March        | 38                                    | 530                                   | -<92.38%>                    | 23  | 457   | -<94.97%>                            |
| April        | 32                                    | 203                                   | -<84.23%>                    | 27  | 112   | -<75.89%>                            |
| May          | 1                                     | 64                                    | -<98.44%>                    | 0   | 38  | -<br><100.00%>                       |
| <b>TOTAL</b> | <b>1,018</b>                          | <b>1,396</b>                          | <b>-<br/>&lt;27.08%&gt;</b>  | <b>720</b>                                    | <b>1,022</b>                                  | <b>-&lt;29.55%&gt;</b>               |

**Average cost per searches = \$0.98**

**Average cost per full-text retrieved = \$1.40**

**Historical Abstracts – Subscription cost = \$4,430.00**

| <b>Month</b> | <b>Searches<br/>FY 2018-<br/>2019</b> | <b>Searches<br/>FY 2017-<br/>2018</b> | <b>% Change<br/>for<br/>Sessions</b> |
|--------------|---------------------------------------|---------------------------------------|--------------------------------------|
| June         | 7,438                                 | 5,234                                 | 142.11%                              |
| July         | 7,743                                 | 3,998                                 | 193.67%                              |
| August       | 2,779                                 | 4,714                                 | -<41.05%>                            |
| September    | 12,696                                | 16,080                                | -<21.04%>                            |

|              |                |                |                       |
|--------------|----------------|----------------|-----------------------|
| October      | 15,768         | 14,999         | 105.13%               |
| November     | 10,891         | 12,339         | -<11.74%>             |
| December     | 3,802          | 2,745          | 138.51%               |
| January      | 5,163          | 6,896          | -<25.13%>             |
| February     | 19,263         | 21,940         | -<12.20%>             |
| March        | 12,211         | 12,554         | -<2.73%>              |
| April        | 12,250         | 14,759         | -<16.99%>             |
| May          | 1,307          | 1,605          | -<18.57%>             |
| <b>Total</b> | <b>111,311</b> | <b>117,863</b> | <b>-&lt;5.56%&gt;</b> |

**Average cost per search = \$0.04**

**Historical Abstracts Subscription cost = \$4,430.00**

| <b>Month</b> | <b>Abstracts Viewed FY 2018-2019</b> | <b>Abstracts Viewed FY 2017-2018</b> | <b>% Change for Abstracts Viewed</b> |
|--------------|--------------------------------------|--------------------------------------|--------------------------------------|
| June         | 9                                    | 19                                   | -<52.63%>                            |
| July         | 36                                   | 42                                   | -<14.29%>                            |
| August       | 6                                    | 37                                   | -<83.78%>                            |
| September    | 32                                   | 74                                   | -<56.76%>                            |
| October      | 37                                   | 117                                  | -<68.38%>                            |
| November     | 41                                   | 82                                   | -<50.00%>                            |
| December     | 11                                   | 10                                   | 110.00%                              |
| January      | 15                                   | 17                                   | -<11.76%>                            |
| February     | 47                                   | 82                                   | -<42.66%>                            |
| March        | 22                                   | 43                                   | -<48.84%>                            |
| April        | 29                                   | 47                                   | -<38.29%>                            |
| May          | 1                                    | 2                                    | -<50.00%>                            |
| <b>Total</b> | <b>286</b>                           | <b>572</b>                           | <b>-&lt;50.00%&gt;</b>               |

**Average cost per abstracts viewed = \$15.49**

**Joanna Briggs Institute- Subscription Cost \$3,802.00**

| Month        | Searches FY '18—'19 | Searches FY '17-'18 | % Change       | Record Views FY '18-'19 | Record Views FY '17-'18 | % Change       | Result Clicks FY '18-'19 | Result Clicks FY '17-'18 | % Change      |
|--------------|---------------------|---------------------|----------------|-------------------------|-------------------------|----------------|--------------------------|--------------------------|---------------|
| June         | 39                  | 40                  | <-0.03%>       | 17                      | 1                       | 1,700.00%      | 28                       | 1                        | 2,800.00%     |
| July         | 31                  | 56                  | <-44.64%>      | 0                       | 9                       | <-100.00%>     | 0                        | 19                       | <-100.00%>    |
| August       | 44                  | 63                  | <-30.16%>      | 5                       | 2                       | 250.00%        | 13                       | 24                       | <-45.83%>     |
| September    | 70                  | 30                  | 233.33%        | 25                      | 0                       | Infinity       | 6                        | 12                       | <-50.00%>     |
| October      | 57                  | 22                  | 259.09%        | 7                       | 2                       | 350.00%        | 5                        | 4                        | 125.00%       |
| November     | 22                  | 16                  | 137.50%        | 5                       | 0                       | Infinity       | 10                       | 0                        | Infinity      |
| December     | 0                   | 0                   | 0.00%          | 0                       | 0                       | 0.00%          | 0                        | 0                        | 0.00%         |
| January      | 135                 | 5                   | 2,700.00%      | 23                      | 0                       | Infinity       | 32                       | 0                        | Infinity      |
| February     | 54                  | 15                  | 360.00%        | 2                       | 0                       | Infinity       | 3                        | 0                        | Infinity      |
| March        | 58                  | 46                  | 126.09%        | 12                      | 15                      | <-20.00%>      | 20                       | 7                        | 285.71%       |
| April        | 23                  | 15                  | 153.33%        | 5                       | 0                       | Infinity       | 7                        | 0                        | Infinity      |
| May          | 2                   | 3                   | <-33.33%>      | 0                       | 0                       | 0.00%          | 0                        | 0                        | 0.00%         |
| <b>Total</b> | <b>535</b>          | <b>311</b>          | <b>172.03%</b> | <b>101</b>              | <b>29</b>               | <b>348.28%</b> | <b>124</b>               | <b>67</b>                | <b>185.07</b> |

**Cost per Search: \$7.11**

**Cost per Record View: \$37.64**

**Cost per Results Clicked: \$30.66**

**JSTOR – Maintenance costs for all JSTOR collections = \$16,300.00**

| <b>Month</b> | <b>FT Retrieved FY 2018-2019</b> | <b>FT Retrieved FY 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|----------------------------------|----------------------------------|----------------------------------|
| June         | 631                              | 975                              | -<35.28%>                        |
| July         | 972                              | 1,212                            | -<19.80%>                        |
| August       | 657                              | 1,260                            | -<47.86%>                        |
| September    | 1,718                            | 2,515                            | -<31.69%>                        |
| October      | 2,980                            | 2,656                            | 112.20%                          |
| November     | 2,591                            | 2,621                            | -<1.14%>                         |
| December     | 1,359                            | 677                              | 200.74%                          |
| January      | 1,138                            | 1,542                            | -<26.20%>                        |
| February     | 2,966                            | 4,150                            | -<28.53%>                        |
| March        | 1,791                            | 2,948                            | -<39.25%>                        |
| April        | 2,728                            | 4,340                            | -<37.14%>                        |
| May          | 504                              | 757                              | -<33.42%>                        |
| <b>Total</b> | <b>20,035</b>                    | <b>25,653</b>                    | <b>-&lt;21.90%&gt;</b>           |

**Average cost per full-text retrieved = \$0.81**

**Library Literature = \$2,568.00**

| <b>Month</b> | <b>FT Retrieved FY 2018-2019</b> | <b>FT Retrieved FY 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|----------------------------------|----------------------------------|----------------------------------|
| June         | 0                                | 41                               | -<100.00%>                       |
| July         | 31                               | 23                               | 134.78%                          |
| August       | 16                               | 26                               | -<38.46%>                        |
| September    | 54                               | 36                               | 150.00%                          |
| October      | 37                               | 30                               | 123.33%                          |
| November     | 16                               | 22                               | -<27.27%>                        |

|              |            |            |                        |
|--------------|------------|------------|------------------------|
| December     | 7          | 4          | 175.00%                |
| January      | 22         | 47         | -<53.19%>              |
| February     | 52         | 129        | -<59.69%>              |
| March        | 33         | 26         | 126.92%                |
| April        | 52         | 45         | 116.00%                |
| May          | 8          | 52         | -<84.62%>              |
| <b>Total</b> | <b>328</b> | <b>481</b> | <b>-&lt;31.81%&gt;</b> |

Average cost per full-text = \$7.82

LION Subscription cost = \$4,130.00

| Month        | LION FT Retrieved FY 2018-2019 | LION FT Retrieved FY 2017-2018 | LION % Change for FT Retrieved | MLA FT Retrieved FY 2018-2019 | MLA FT Retrieved FY 2017-2018 | MLA % Change for FT Retrieved |
|--------------|--------------------------------|--------------------------------|--------------------------------|-------------------------------|-------------------------------|-------------------------------|
| June         | 22                             | 108                            | -<79.63%>                      | 5                             | 21                            | -<76.19%>                     |
| July         | 88                             | 32                             | 275.00%                        | 8                             | 12                            | -<33.33%>                     |
| August       | 2                              | 12                             | -<83.33%>                      | 4                             | 0                             | Infinity                      |
| September    | 12                             | 70                             | -<82.86%>                      | 0*                            | 18                            | -<100.00%>                    |
| October      | 76                             | 64                             | 118.75%                        | **                            | 22                            |                               |
| November     | 32                             | 93                             | -<65.59%>                      | **                            | 43                            |                               |
| December     | 35                             | 45                             | -<22.22%>                      | **                            | 11                            |                               |
| January      | 65                             | 28                             | 232.14%                        | **                            | 5                             |                               |
| February     | 154                            | 87                             | 177.01%                        | **                            | 31                            |                               |
| March        | 9                              | 21                             | -<75.00%>                      | **                            | 7                             |                               |
| April        | 65                             | 176                            | -<63.07%>                      | **                            | 24                            |                               |
| May          | 19                             | 11                             | 172.73%                        | **                            | 9                             |                               |
| <b>Total</b> | <b>579</b>                     | <b>747</b>                     | <b>-&lt;22.49%&gt;</b>         | <b>17</b>                     | <b>203</b>                    |                               |

\*Note: ProQuest lost rights to host MLA International Bibliography. MLA has chosen Ebsco to be sole source.

\*\* Report data from October 1 covers MLA with Full-Text trial. See table below

**Average cost Lion full text retrieved = \$7.13**

**MLA Subscription Cost = \$6,306.00**

| <b>Month</b>    | <b>MLA FT Retrieved FY 2018-2019 (from Ebsco)</b> | <b>MLA FT Retrieved FY 2017-2018 (from LION)</b> | <b>MLA % Change for FT Retrieved</b> |
|-----------------|---|--|--------------------------------------|
| <b>October</b>  | 107   | 22   | 486.36%                              |
| <b>November</b> | 109   | 43   | 253.49%                              |
| <b>December</b> | 32  | 11   | 290.91%                              |
| <b>January</b>  | 80  | 5  | 1,600.00%                            |
| <b>February</b> | 467   | 31   | 1,506.45%                            |
| <b>March</b>    | 279   | 7  | 3,985.71%                            |
| <b>April</b>    | 374   | 24   | 1,558.33%                            |
| <b>May</b>      | 48  | 9  | 533.33%                              |
| <b>Total</b>    | <b>1,496</b>                                      | <b>203</b>                                       | <b>736.95%</b>                       |

**MLA Full-Text Cost= \$4.21**

**\*Note: Not a complete calendar year.**

**Literature Criticisms Online (Gale)**

**Note: Subscriptions Cancelled. No maintenance cost assigned for access. Cost figures are used using original purchase cost from 2015.**

**Contemporary Literary Criticism - Purchase Cost: \$8,667.66**

**19<sup>th</sup> Century Literary Criticism - Purchase cost: \$6,033.09**

**20<sup>th</sup> Century Literary Criticism - Purchase cost: \$5,490.90**

*Table Twenty-Three*

| <b>19<sup>th</sup> Century Lit. Crit.</b> | <b>Searches FY 2018-2019</b> | <b>Searches FY 2017-2018</b> | <b>% Change</b> | <b>Full-Text Viewed FY 2018-2019</b> | <b>Full-Text Viewed FY 2017-2018</b> | <b>% Change</b> |
|---|------------------------------|------------------------------|-----------------|--------------------------------------|--------------------------------------|-----------------|
| June                                      | 3                            | 5                            | <-40.00%>       | 1                                    | 0                                    | Infinity        |



|              |            |            |           |            |            |            |
|--------------|------------|------------|-----------|------------|------------|------------|
| July         | 161        | 34         | 473.53%   | 198        | 54         | 366.67%    |
| August       | 2          | 23         | -<91.30%> | 0          | 47         | -<100.00%> |
| September    | 8          | 24         | -<66.67%> | 0          | 0          | 0.00%      |
| October      | 32         | 21         | 152.38%   | 28         | 15         | 186.67%    |
| November     | 90         | 52         | 173.08%   | 27         | 4          | 675.00%    |
| December     | 1          | 4          | -<75.00%> | 0          | 4          | -<100.00%> |
| January      | 8          | 10         | -<20.00%> | 5          | 14         | -<64.29%>  |
| February     | 29         | 56         | -<48.21%> | 1          | 179        | -<99.44%>  |
| March        | 36         | 22         | 163.64%   | 18         | 0          | Infinity   |
| April        | 3          | 44         | -<93.18%> | 0          | 0          | 0.00%      |
| May          | 11         | 0          | Infinity  | 0          | 0          | 0.00%      |
| <b>Total</b> | <b>384</b> | <b>295</b> | 130.17%   | <b>278</b> | <b>317</b> | -<12.30%>  |

19<sup>th</sup> Century Literary Criticism cost per search = \$6,033.09 / 384 = \$15.72

19<sup>th</sup> Century Literary Criticism cost per full text retrieved = \$6,033.09 / 278 = \$21.70

| 20 <sup>th</sup> Century Lit. Crit. | Searches FY 2018-2019 | Searches FY 2017-2018 | % Change  | Full-Text Viewed FY 2018-2019 | Full-Text Viewed FY 2017-2018 | % Change   |
|-------------------------------------|-----------------------|-----------------------|-----------|-------------------------------|-------------------------------|------------|
| June                                | 3                     | 5                     | -<40.00%> | 2                             | 22                            | -<90.91%>  |
| July                                | 161                   | 34                    | 473.53%   | 145                           | 0                             | Infinity   |
| August                              | 2                     | 23                    | -<91.30%> | 1                             | 0                             | Infinity   |
| September                           | 8                     | 24                    | -<66.67%> | 6                             | 14                            | -<57.14%>  |
| October                             | 32                    | 21                    | 152.38%   | 4                             | 4                             | 100.00%    |
| November                            | 90                    | 52                    | 173.08%   | 24                            | 9                             | 266.67%    |
| December                            | 1                     | 4                     | -<75.00%> | 0                             | 4                             | -<100.00%> |
| January                             | 8                     | 10                    | -<20.00%> | 0                             | 0                             | 0.00%      |
| February                            | 29                    | 56                    | -<48.21%> | 9                             | 76                            | -<88.16%>  |
| March                               | 36                    | 22                    | 163.64%   | 3                             | 0                             | Infinity   |
| April                               | 3                     | 44                    | -<93.18%> | 2                             | 22                            | 90.90%     |
| May                                 | 11                    | 0                     | Infinity  | 0                             | 0                             | 0.00%      |

|              |            |            |                |            |            |                |
|--------------|------------|------------|----------------|------------|------------|----------------|
| <b>Total</b> | <b>384</b> | <b>295</b> | <b>130.17%</b> | <b>196</b> | <b>151</b> | <b>129.80%</b> |
|--------------|------------|------------|----------------|------------|------------|----------------|

**20<sup>th</sup> Century Literary Criticism cost per search = \$5,490.90 / 384 = \$14.29**

**20<sup>th</sup> Century Literary Criticism cost per full text retrieved = \$5,490.90 / 196 = \$28.01**

| <b>Contemporary Lit. Crit.</b> | <b>Searches FY 2018-2019</b> | <b>Searches FY 2017-2018</b> | <b>% Change</b> | <b>Full-Text Viewed FY 2018-2019</b> | <b>Full-Text Viewed FY 2017-2018</b> | <b>% Change</b> |
|--------------------------------|------------------------------|------------------------------|-----------------|--------------------------------------|--------------------------------------|-----------------|
| June                           | 3                            | 5                            | -<40.00%>       | 0                                    | 60                                   | -<100.00%>      |
| July                           | 161                          | 34                           | 473.53%         | 140                                  | 74                                   | 189.19%         |
| August                         | 2                            | 23                           | -<91.30%>       | 0                                    | 6                                    | -<100.00%>      |
| September                      | 8                            | 24                           | -<66.67%>       | 6                                    | 16                                   | -<62.50%>       |
| October                        | 32                           | 21                           | 152.38%         | 58                                   | 30                                   | 193.33%         |
| November                       | 90                           | 52                           | 173.08%         | 90                                   | 7                                    | 1,285.71%       |
| December                       | 1                            | 4                            | -<75.00%>       | 0                                    | 4                                    | -<100.00%>      |
| January                        | 8                            | 10                           | -<20.00%>       | 14                                   | 2                                    | 700.00%         |
| February                       | 29                           | 56                           | -<48.21%>       | 11                                   | 7                                    | 157.14%         |
| March                          | 36                           | 22                           | 163.64%         | 3                                    | 11                                   | -<72.73%>       |
| April                          | 3                            | 44                           | -<93.18%>       | 0                                    | 79                                   | -<100.00%>      |
| May                            | 11                           | 0                            | Infinity        | 6                                    | 0                                    | Infinity        |
| <b>Total</b>                   | <b>384</b>                   | <b>295</b>                   | <b>130.17%</b>  | <b>328</b>                           | <b>296</b>                           | <b>110.81%</b>  |

**CLC cost per search: \$8,667.66 / 384 = \$22.57**

**CLC cost per full-text retrieved: \$8,667.66 / 328 = \$26.43**

**Market Research Database – Subscription cost: \$3,045.00**

| <b>Month</b> | <b>Pages Viewed FY 2018-2019</b> | <b>Pages Viewed FY 2017-2018</b> | <b>% Change in Pages Viewed</b> |
|--------------|----------------------------------|----------------------------------|---------------------------------|
| June         | 0                                | 12                               | -<100.00%>                      |
| July         | 34                               | 474                              | -<92.83%>                       |
| August       | 51                               | 66                               | -<22.73%>                       |

|              |              |              |                        |
|--------------|--------------|--------------|------------------------|
| September    | 117          | 232          | -<49.57%>              |
| October      | 663          | 776          | -<14.56%>              |
| November     | 172          | 225          | -<23.56%>              |
| December     | 72           | 3            | 2,400.00%              |
| January      | 169          | 48           | 352.08%                |
| February     | 419          | 816          | -<48.65%>              |
| March        | 141          | 108          | 130.56%                |
| April        | 117          | 76           | 153.95%                |
| May          | 84           | 32           | 262.50%                |
| <b>Total</b> | <b>2,039</b> | <b>2,868</b> | <b>-&lt;28.91%&gt;</b> |

**Market Research Academic cost per pages viewed = \$1.49**

**MathSciNet – Subscription Cost = \$636.43**

| <b>Month</b> | <b>Searches<br/>FY 2018-<br/>2019</b> | <b>Searches<br/>FY 2017-<br/>2018</b> | <b>% Change<br/>for<br/>Searches</b> | <b>Records<br/>Viewed<br/>FY<br/>2018-2019</b> | <b>Records<br/>Viewed<br/>FY<br/>2017-<br/>2018</b> | <b>% Change</b> |
|--------------|---------------------------------------|---------------------------------------|--------------------------------------|--|---|-----------------|
| June         | 4                                     | 21                                    | -<800.95%>                           | 0  | 6   | -<100.00%>      |
| July         | 0                                     | 0                                     | 0.00%                                | 0  | 0   | 0.00%           |
| August       | 37                                    | 9                                     | 411.11%                              | 11   | 1   | 1,100.00%       |
| September    | 11                                    | 52                                    | -<78.85%>                            | 2  | 28  | -<92.86%>       |
| October      | 41                                    | 88                                    | -<53.41%>                            | 25   | 36  | -<30.56%>       |
| November     | 19                                    | 31                                    | -<38.71%>                            | 13   | 15  | -<13.33%>       |
| December     | 1                                     | 27                                    | -<96.30%>                            | 1  | 9   | -<88.89%>       |
| January      | 18                                    | 17                                    | 105.88%                              | 8  | 6   | 133.33%         |
| February     | 21                                    | 2                                     | 1,050.00%                            | 12   | 2   | 600.00%         |
| March        | 44                                    | 34                                    | 129.41%                              | 27   | 11  | 245.45%         |
| April        | 2                                     | 6                                     | -<66.67%>                            | 2  | 1   | 200.00%         |
| May          | 89                                    | 20                                    | 445.00%                              | 40   | 5   | 800.00%         |

|              |            |            |                       |            |            |                |
|--------------|------------|------------|-----------------------|------------|------------|----------------|
| <b>Total</b> | <b>287</b> | <b>305</b> | <b>-&lt;5.90%&gt;</b> | <b>141</b> | <b>120</b> | <b>117.50%</b> |
|--------------|------------|------------|-----------------------|------------|------------|----------------|

**Average cost per searches: \$2.22**

**Average cost per records viewed: \$4.51**

**Mergent: Subscription cost = \$8,135.00**

| <b>Month</b> | <b>Searches<br/>FY 2018-<br/>2019</b> | <b>Searches<br/>FY 2017-<br/>2018</b> | <b>% Change<br/>for<br/>Searches</b> | <b>Pages<br/>Viewed<br/>FY 2018-<br/>2019</b> | <b>Pages<br/>Viewed<br/>FY 2017-<br/>2018</b> | <b>% Change in<br/>Pages<br/>Viewed</b> |
|--------------|---------------------------------------|---------------------------------------|--------------------------------------|---|---|---|
| June         | 4                                     | 57                                    | -<92.98%>                            | 39  | 119   | -<67.23%>                               |
| July         | 1                                     | 15                                    | -<93.33%>                            | 5   | 30  | -<83.33%>                               |
| August       | 30                                    | 13                                    | 230.77%                              | 55  | 103   | -<46.60%>                               |
| September    | 341                                   | 214                                   | 159.35%                              | 1,571   | 1,038   | 151.35%                                 |
| October      | 13                                    | 40                                    | -<67.50%>                            | 51  | 170   | -<70.00%>                               |
| November     | 39                                    | 40                                    | -<2.50%>                             | 103   | 184   | -<44.02%>                               |
| December     | 101                                   | 15                                    | 673.33%                              | 216   | 43  | 502.33%                                 |
| January      | 85                                    | 33                                    | 257.58%                              | 364   | 117   | 311.11%                                 |
| February     | 16                                    | 23                                    | -<30.43%>                            | 29  | 61  | -<52.46%>                               |
| March        | 1                                     | 5                                     | -<80.00%>                            | 4   | 68  | -<94.12%>                               |
| April        | 33                                    | 65                                    | -<49.23%>                            | 93  | 185   | -<49.70%>                               |
| May          | 13                                    | 43                                    | -<69.77%>                            | 48  | 79  | -<39.24%>                               |
| <b>Total</b> | <b>677</b>                            | <b>563</b>                            | <b>120.25%</b>                       | <b>2,578</b>                                  | <b>2,197</b>                                  | <b>117.34%</b>                          |

**Average subscription cost per search: \$12.01**

**Average subscription cost per page view: \$3.16**

**Morningstar – Subscription cost: \$2,656.00**

| <b>Month</b> | <b>Searches<br/>FY 2018-<br/>2019</b> | <b>Searches<br/>FY 2017-<br/>2018</b> | <b>% Change<br/>for<br/>Searches</b> | <b>Pages<br/>Viewed<br/>FY<br/>2018-<br/>2019</b> | <b>Pages<br/>Viewed<br/>FY 2017-<br/>2018</b> | <b>% Change<br/>in Pages<br/>Viewed</b> |
|--------------|---------------------------------------|---------------------------------------|--------------------------------------|---|---|---|
| June         | 31                                    | 81                                    | -<61.73%>                            | 18  | 66  | -<72.73%>                               |

|              |              |              |                       |              |              |                        |
|--------------|--------------|--------------|-----------------------|--------------|--------------|------------------------|
| July         | 48           | 132          | -<63.64%>             | 18           | 60           | -<70.00%>              |
| August       | 94           | 93           | 101.08%               | 23           | 105          | -<78.10%>              |
| September    | 129          | 498          | -<74.10%>             | 93           | 726          | -<87.19%>              |
| October      | 153          | 282          | -<45.74%>             | 77           | 528          | -<85.42%>              |
| November     | 668          | 642          | 104.05%               | 250          | 537          | -<53.45%>              |
| December     | 639          | 274          | 233.21%               | 272          | 325          | -<16.31%>              |
| January      | 89           | 730          | -<87.81%>             | 55           | 424          | -<87.03%>              |
| February     | 402          | 480          | -<16.25%>             | 156          | 184          | -<15.22%>              |
| March        | 536          | 79           | 678.48%               | 435          | 34           | 1,279.41%              |
| April        | 1,730        | 1,222        | 141.57%               | 869          | 484          | 179.55%                |
| May          | 34           | 193          | -<82.38%>             | 25           | 82           | -<69.51%>              |
| <b>Total</b> | <b>4,553</b> | <b>4,706</b> | <b>-&lt;3.25%&gt;</b> | <b>2,291</b> | <b>3,555</b> | <b>-&lt;35.56%&gt;</b> |

Note: In August of 2018, the Library increased the number of available seats from 2 to 3 simultaneous users.

**Average cost per search: \$0.58**

**Average cost per page view: \$0.74**

**Ovid Nursing Journals – Subscription Cost: \$13,394.00**

| Month     | FT Retrieved FY 2018-2019 | FT Retrieved FY 2017-2018 | % Change for FT Retrieved |
|-----------|---------------------------|---------------------------|---------------------------|
| June      | 29                        | 30                        | -<3.33%>                  |
| July      | 58                        | 19                        | 305.26%                   |
| August    | 82                        | 37                        | 221.62%                   |
| September | 102                       | 111                       | -<8.11%>                  |
| October   | 79                        | 98                        | -<19.39%>                 |
| November  | 69                        | 32                        | 215.63%                   |
| December  | 21                        | 3                         | 700.00%                   |
| January   | 49                        | 15                        | 326.67%                   |
| February  | 114                       | 52                        | 219.23%                   |

|              |            |            |                |
|--------------|------------|------------|----------------|
| March        | 108        | 62         | 174.19%        |
| April        | 107        | 20         | 535.00%        |
| May          | 6          | 20         | -<70.00%>      |
| <b>Total</b> | <b>824</b> | <b>499</b> | <b>165.13%</b> |

**Average cost per full-text retrieved: \$16.26**

**Oxford Journals – Subscription cost = \$10,880.18**

| <b>Month</b> | <b>FT Retrieved FY 2018-2019</b> | <b>FT Retrieved FY 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|----------------------------------|----------------------------------|----------------------------------|
| June         | 19                               | 28                               | -<32.14%>                        |
| July         | 73                               | 72                               | 101.39%                          |
| August       | 65                               | 47                               | 138.30%                          |
| September    | 100                              | 83                               | 120.48%                          |
| October      | 105                              | 92                               | 114.13%                          |
| November     | 88                               | 94                               | -<6.38%>                         |
| December     | 48                               | 40                               | 120.00%                          |
| January      | 108                              | 54                               | 200.00% %                        |
| February     | 99                               | 141                              | -<21.79%>                        |
| March        | 104                              | 88                               | 118.18%                          |
| April        | 240                              | 111                              | 216.22%                          |
| May          | 56                               | 27                               | 207.41%                          |
| <b>Total</b> | <b>1,105</b>                     | <b>877</b>                       | <b>126.00%</b>                   |

**Average cost per full text retrieved = \$9.84**

**PAIS –Subscription cost = \$2,640.00**

| <b>Month</b> | <b>Searches FY 2018-2019</b> | <b>Searches FY 2017-2018</b> | <b>% Change for Searches</b> | <b>Full-Text Retrieved FY</b> | <b>Full-Text Retrieved 2017-2018</b> | <b>% Change Full-Text Retrieved</b> |
|--------------|------------------------------|------------------------------|------------------------------|-------------------------------|--------------------------------------|-------------------------------------|
|              |                              |                              |                              |                               |                                      |                                     |

|              |            |            |                | <b>2018-2019</b> |          |                 |
|--------------|------------|------------|----------------|------------------|----------|-----------------|
| June         | 44         | 169        | -<73.96%>      | 0                | 0        | 0.00%           |
| July         | 78         | 47         | 114.29%        | 0                | 0        | 0.00%           |
| August       | 48         | 163        | -<70.55%>      | 0                | 0        | 0.00%           |
| September    | 349        | 103        | 338.83%        | 0                | 0        | 0.00%           |
| October      | 77         | 52         | 148.08%        | 3                | 0        | Infinity        |
| November     | 27         | 58         | -<53.45%>      | 0                | 0        | 0.00%           |
| December     | 8          | 11         | -<27.27%>      | 0                | 0        | 0.00%           |
| January      | 35         | 42         | -<16.67%>      | 0                | 0        | 0.00%           |
| February     | 162        | 56         | 289.29%        | 0                | 0        | 0.00%           |
| March        | 65         | 28         | 232.14%        | 0                | 0        | 0.00%           |
| April        | 46         | 75         | -<38.67%>      | 0                | 0        | 0.00%           |
| May          | 16         | 2          | 800.00%        | 0                | 0        | 0.00%           |
| <b>Total</b> | <b>955</b> | <b>806</b> | <b>118.49%</b> | <b>3</b>         | <b>0</b> | <b>Infinity</b> |

Average cost per search: = \$2.76

Average cost per full-text retrieved = \$880.00

**PAIS – Subscription Cost - \$2,640.00**

| <b>Month</b> | <b>Abstracts Viewed FY 2018-2019</b> | <b>Abstracts Viewed FY 2017-2018</b> | <b>% Change for Abstracts Viewed</b> |
|--------------|--------------------------------------|--------------------------------------|--------------------------------------|
| June         | 0                                    | 6                                    | -<100.00%>                           |
| July         | 0                                    | 0                                    | 0.00%                                |
| August       | 1                                    | 5                                    | -<80.00%>                            |
| September    | 24                                   | 34                                   | -<29.41%>                            |
| October      | 2                                    | 0                                    | Infinity                             |
| November     | 0                                    | 7                                    | -<100.00%>                           |
| December     | 0                                    | 0                                    | 0.00%                                |

|              |           |            |                        |
|--------------|-----------|------------|------------------------|
| January      | 0         | 23         | -<100.00%>             |
| February     | 18        | 21         | -<14.29%>              |
| March        | 4         | 6          | -<33.33%>              |
| April        | 0         | 1          | -<100.00%>             |
| May          | 0         | 0          | 0.00%                  |
| <b>Total</b> | <b>49</b> | <b>103</b> | <b>-&lt;52.43%&gt;</b> |

**Average cost per abstract viewed = \$53.88**

### **PQ Databases General**

**CJPI – Subscription cost = \$1,844.00**

| <b>Month</b> | <b>FT Retrieved FY 2018-2019</b> | <b>FT Retrieved FY 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|----------------------------------|----------------------------------|----------------------------------|
| June         | 23                               | 63                               | -<63.49%>                        |
| July         | 9                                | 46                               | -<80.43%>                        |
| August       | 4                                | 17                               | -<76.47%>                        |
| September    | 136                              | 68                               | 200.00%                          |
| October      | 49                               | 11                               | 445.45%                          |
| November     | 24                               | 84                               | -<71.43%>                        |
| December     | 1                                | 15                               | -<93.33%>                        |
| January      | 2                                | 5                                | -<60.00%>                        |
| February     | 71                               | 41                               | 173.17%                          |
| March        | 53                               | 22                               | 240.91%                          |
| April        | 107                              | 37                               | 289.19%                          |
| May          | 98                               | 9                                | 1,088.89%                        |
| <b>Total</b> | <b>577</b>                       | <b>418</b>                       | <b>138.04%</b>                   |

**Average cost per full text retrieved = \$3.20**



**Congressional – subscription cost = \$ N/A**

| <b>Month</b> | <b>Abstracts Viewed 2018-2019</b> | <b>Abstracts Viewed 2017-2018</b> | <b>% Change Abstracts Viewed</b> | <b>FT Retrieved FY 2018-2019</b> | <b>FT Retrieved FY 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|-----------------------------------|-----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|
| June         | 5                                 | 1                                 | 500.00%                          | 5                                | 3                                | 166.67%                          |
| July         | 2                                 | 6                                 | <-66.67%>                        | 0                                | 1                                | <-100.00%>                       |
| August       | 0                                 | 1                                 | <-100.00%>                       | 0                                | 0                                | 0.00%                            |
| September    | 10                                | 4                                 | 250.00%                          | 4                                | 9                                | <-55.56%>                        |
| October      | *                                 | 0                                 | *                                | *                                | 0                                | *                                |
| November     | *                                 | 2                                 | *                                | *                                | 2                                | *                                |
| December     | *                                 | 0                                 | *                                | *                                | 0                                | *                                |
| January      | *                                 | 0                                 | *                                | *                                | 0                                | *                                |
| February     | *                                 | 1                                 | *                                | *                                | 2                                | *                                |
| March        | *                                 | 2                                 | *                                | *                                | 3                                | *                                |
| April        | *                                 | 1                                 | *                                | *                                | 1                                | *                                |
| May          | *                                 | 0                                 | *                                | *                                | 1                                | *                                |
| <b>Total</b> | <b>17</b>                         | <b>18</b>                         | <b>&lt;-5.56%&gt;</b>            | <b>9</b>                         | <b>22</b>                        | <b>&lt;-59.05%</b>               |

**\*Note: Notice provided to ProQuest to cancel Congressional in October. No counter 4 reports provided that include Congressional.**

**Average cost per full text retrieved = \$ N/A**

**Average cost per abstract viewed = \$ N/A**

**HISTORY VAULT – American Politics & Society: JFK to Watergate – Maintenance cost = \$0.00**

| <b>Month</b> | <b>FT Retrieved FY 2018-2019</b> | <b>FT Retrieved FY 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|----------------------------------|----------------------------------|----------------------------------|
| June         | 1                                | 0                                | Infinity                         |

|              |          |          |                 |
|--------------|----------|----------|-----------------|
| July         | 0        | 0        | 0.00%           |
| August       | 1        | 0        | Infinity        |
| September    | 1        | 0        | Infinity        |
| October      | 0        | 0        | 0.00%           |
| November     | 0        | 0        | 0.00%           |
| December     | 0        | 0        | 0.00%           |
| January      | 0        | 0        | 0.00%           |
| February     | 0        | 0        | 0.00%           |
| March        | 0        | 0        | 0.00%           |
| April        | 0        | 0        | 0.00%           |
| May          | 0        | 0        | 0.00%           |
| <b>Total</b> | <b>3</b> | <b>0</b> | <b>Infinity</b> |

**No cost per retrieval**

**HISTORY VAULT – Black Freedom Collection I – Maintenance cost = \$500.00**

| <b>Month</b> | <b>FT Retrieved FY 2018-2019</b> | <b>FT Retrieved FY 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|----------------------------------|----------------------------------|----------------------------------|
| June         | 0                                | 0                                | 0.00%                            |
| July         | 0                                | 0                                | 0.00%                            |
| August       | 6                                | 0                                | Infinity                         |
| September    | 27                               | 32                               | -<15.63%>                        |
| October      | 0                                | 0                                | 0.00%                            |
| November     | 1                                | 0                                | Infinity                         |
| December     | 0                                | 0                                | 0.00%                            |
| January      | 0                                | 0                                | 0.00%                            |
| February     | 0                                | 1                                | -<100.00%>                       |
| March        | 1                                | 0                                | Infinity                         |
| April        | 0                                | 0                                | 0.00%                            |

|              |           |           |                |
|--------------|-----------|-----------|----------------|
| May          | 0         | 0         | 0.00%          |
| <b>Total</b> | <b>35</b> | <b>33</b> | <b>106.06%</b> |

Average cost per full text retrieval = \$14.29

**HISTORY VAULT – Black Freedom Collection II – Maintenance cost = \$500.00**

| Month        | FT Retrieved FY 2018-2019 | FT Retrieved FY 2017-2018 | % Change for Retrieved |
|--------------|---------------------------|---------------------------|------------------------|
| June         | 0                         | 0                         | 0.00%                  |
| July         | 0                         | 0                         | 0.00%                  |
| August       | 0                         | 0                         | 0.00%                  |
| September    | 2                         | 0                         | Infinity               |
| October      | 31                        | 0                         | Infinity               |
| November     | 17                        | 0                         | Infinity               |
| December     | 0                         | 0                         | 0.00%                  |
| January      | 0                         | 0                         | 0.00%                  |
| February     | 0                         | 0                         | 0.00%                  |
| March        | 0                         | 1                         | -<100.00%>             |
| April        | 0                         | 0                         | 0.00%                  |
| May          | 0                         | 0                         | 0.00%                  |
| <b>Total</b> | <b>50</b>                 | <b>1</b>                  | <b>5,000.00%</b>       |

Average cost per full-text retrieval = \$10.00

**HISTORY VAULT – Vietnam and American Foreign Policy – Subscription cost = \$500.00**

| Month | FT Retrieved FY 2018-2019 | FT Retrieved FY 2017-2018 | % Change for FT Retrieved |
|-------|---------------------------|---------------------------|---------------------------|
| June  | 0                         | 0                         | 0.00%                     |
| July  | 0                         | 0                         | 0.00%                     |

|              |          |          |                        |
|--------------|----------|----------|------------------------|
| August       | 0        | 2        | -<100.00%>             |
| September    | 0        | 0        | 0.00%                  |
| October      | 0        | 0        | 0.00%                  |
| November     | 0        | 0        | 0.00%                  |
| December     | 0        | 0        | 0.00%                  |
| January      | 1        | 0        | Infinity               |
| February     | 0        | 0        | -<100.00%>             |
| March        | 0        | 0        | 0.00%                  |
| April        | 0        | 0        | 0.00%                  |
| May          | 0        | 0        | 0.00%                  |
| <b>Total</b> | <b>1</b> | <b>2</b> | <b>-&lt;50.00%&gt;</b> |

**Average subscription cost per full text retrieved = \$500.00**

**New York Times – Subscription cost = \$4,913.00**

| <b>Month</b> | <b>FT Retrieved FY 2018-2019</b> | <b>FT Retrieved FY 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|----------------------------------|----------------------------------|----------------------------------|
| June         | 268                              | 340                              | -<21.18%>                        |
| July         | 374                              | 323                              | 115.79%                          |
| August       | 145                              | 286                              | -<49.30%>                        |
| September    | 292                              | 259                              | 112.74%                          |
| October      | 334                              | 266                              | 125.56%                          |
| November     | 233                              | 285                              | -<18.25%>                        |
| December     | 176                              | 76                               | 231.58%                          |
| January      | 294                              | 254                              | 115.75%                          |
| February     | 233                              | 322                              | -<27.64%>                        |
| March        | 188                              | 373                              | -<49.60%>                        |
| April        | 268                              | 250                              | 107.20%                          |
| May          | 57                               | 69                               | -<17.39%>                        |

|              |              |              |                       |
|--------------|--------------|--------------|-----------------------|
| <b>Total</b> | <b>2,862</b> | <b>3,103</b> | <b>-&lt;7.77%&gt;</b> |
|--------------|--------------|--------------|-----------------------|

**Average cost per full text retrieved = \$1.72**

**PQ Newsstream- Subscription cost = \$3,395.00**

| <b>Month</b> | <b>FT Retrieved FY 2018-2019</b> | <b>FT Retrieved FY 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|----------------------------------|----------------------------------|----------------------------------|
| June         | 50                               | 11                               | 909.09%                          |
| July         | 34                               | 47                               | -<27.66%>                        |
| August       | 121                              | 68                               | 177.94%                          |
| September    | 215                              | 39                               | 551.28%                          |
| October      | 185                              | 117                              | 158.12%                          |
| November     | 79                               | 139                              | -<43.17%>                        |
| December     | 10                               | 30                               | -<66.67%>                        |
| January      | 15                               | 32                               | -<53.13%>                        |
| February     | 102                              | 113                              | -<9.73%>                         |
| March        | 73                               | 103                              | -<29.13%>                        |
| April        | 30                               | 95                               | -<68.42%>                        |
| May          | 22                               | 55                               | -<60.00%>                        |
| <b>Total</b> | <b>936</b>                       | <b>849</b>                       | <b>110.25%</b>                   |

**Average cost per full text retrieved = \$3.62**

**PQ Nursing & Allied Health- Subscription cost = \$3,705.00**

| <b>Month</b> | <b>FT Retrieved FY 2018-2019</b> | <b>FT Retrieved FY 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|----------------------------------|----------------------------------|----------------------------------|
| June         | 339                              | 632                              | -<46.36%>                        |
| July         | 699                              | 240                              | 291.25%                          |
| August       | 272                              | 252                              | 107.94%                          |

|              |              |              |                |
|--------------|--------------|--------------|----------------|
| September    | 1,002        | 421          | 238.00%        |
| October      | 685          | 698          | -<2.01%>       |
| November     | 421          | 413          | 101.94%        |
| December     | 43           | 53           | -<18.87%>      |
| January      | 468          | 173          | 270.52%        |
| February     | 605          | 410          | 147.56%        |
| March        | 370          | 279          | 132.62%        |
| April        | 195          | 325          | -<40.00%>      |
| May          | 9            | 4            | 225.00%        |
| <b>Total</b> | <b>5,108</b> | <b>3,900</b> | <b>130.97%</b> |

Average cost per full text retrieved = \$0.72

PrepStep – Subscription cost = \$4,165.00

| Month        | 2019-2020 Sessions | 2018-2019 Sessions | % Change for Sessions | 2019-2020 Registrations | 2018-2019 Registrations | % Change for Registrations |
|--------------|--------------------|--------------------|-----------------------|-------------------------|-------------------------|----------------------------|
| June         | 106                | 0                  | Infinity              | 3                       | 0                       | Infinity                   |
| July         |                    | 0                  | 0                     |                         | 0                       |                            |
| August       |                    | 0                  | 0                     |                         | 0                       |                            |
| September    |                    | 0                  | 0                     |                         | 0                       |                            |
| October      |                    | 51                 | N/A                   |                         | 22                      |                            |
| November     |                    | 114                | N/A                   |                         | 17                      |                            |
| December     |                    | 96                 | N/A                   |                         | 14                      |                            |
| January      |                    | 44                 | N/A                   |                         | 15                      |                            |
| February     |                    | 86                 | N/A                   |                         | 17                      |                            |
| March        |                    | 86                 | N/A                   |                         | 10                      |                            |
| April        |                    | 111                | N/A                   |                         | 11                      |                            |
| May          |                    | 100                | N/A                   |                         | 11                      |                            |
| <b>Total</b> |                    | <b>688</b>         |                       |                         | <b>117</b>              |                            |

**Cost per Session: \$6.05**  
**Cost Per Registration: \$35.59**

**PrepStep– Subscription cost = \$4,165.00**

| Month        | 2019-2020 Page Hits | 2018-2019 Page Hits | % Change for Page Hits | 2019-2020 # of Tests | 2018-2019 # of Tests | % Change for Tests |
|--------------|---------------------|---------------------|------------------------|----------------------|----------------------|--------------------|
| June         | 1,486               | 0                   | Infinity               | 60                   | 0                    | Infinity           |
| July         |                     | 0                   |                        |                      | 0                    |                    |
| August       |                     | 0                   |                        |                      | 0                    |                    |
| September    |                     | 0                   |                        |                      | 0                    |                    |
| October      |                     | 685                 |                        |                      | 17                   |                    |
| November     |                     | 2,012               |                        |                      | 12                   |                    |
| December     |                     | 2,860               |                        |                      | 4                    |                    |
| January      |                     | 392                 |                        |                      | 9                    |                    |
| February     |                     | 1,231               |                        |                      | 13                   |                    |
| March        |                     | 997                 |                        |                      | 1                    |                    |
| April        |                     | 2,111               |                        |                      | 25                   |                    |
| May          |                     | 1,840               |                        |                      | 51                   |                    |
| <b>Total</b> |                     | <b>12,128</b>       |                        |                      | <b>132</b>           |                    |

**Cost per page hit: \$0.34**

**Cost per text use: \$31.55**

**PrepStep– Subscription cost = \$4,165.00**

| Month | 2019-2020 # Tutorials | 2018-2019 # Tutorials | % Change for Tutorials |
|-------|-----------------------|-----------------------|------------------------|
| June  | 0                     | 0                     | 0.00%                  |
| July  |                       | 0                     |                        |

|              |  |           |  |
|--------------|--|-----------|--|
| August       |  | 0         |  |
| September    |  | 0         |  |
| October      |  | 3         |  |
| November     |  | 2         |  |
| December     |  | 20        |  |
| January      |  | 5         |  |
| February     |  | 5         |  |
| March        |  | 1         |  |
| April        |  | 3         |  |
| May          |  | 6         |  |
| <b>Total</b> |  | <b>45</b> |  |

**Cost per tutorial used: \$92.56**

**PsycArticles – Subscription cost = \$7,756.59**

| <b>Month</b> | <b>FT Retrieved FY 2018-2019</b> | <b>FT Retrieved FY 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|----------------------------------|----------------------------------|----------------------------------|
| June         | 340                              | 371                              | -<8.36%>                         |
| July         | 253                              | 217                              | 116.59%                          |
| August       | 238                              | 277                              | -<14.08%>                        |
| September    | 878                              | 808                              | 108.66%                          |
| October      | 1,093                            | 926                              | 118.03%                          |
| November     | 834                              | 669                              | 124.66%                          |
| December     | 197                              | 146                              | 134.93%                          |
| January      | 271                              | 353                              | -<23.23%>                        |
| February     | 1,250                            | 789                              | 158.43%                          |
| March        | 1,299                            | 668                              | 194.46%                          |
| April        | 1,199                            | 886                              | 135.32%                          |
| May          | 105                              | 72                               | 145.83%                          |



|              |              |              |                |
|--------------|--------------|--------------|----------------|
| <b>Total</b> | <b>7,957</b> | <b>6,182</b> | <b>128.71%</b> |
|--------------|--------------|--------------|----------------|

**Average cost per full-text retrieved = \$0.97**

**PsycInfo. – Subscription cost = \$9,116.59**

| <b>Month</b> | <b>Searches<br/>FY 2018-<br/>2019</b> | <b>Searches<br/>FY 2017-<br/>2018</b> | <b>% Change for<br/>Searches</b> |
|--------------|---------------------------------------|---------------------------------------|----------------------------------|
| June         | 7,711                                 | 5,728                                 | 134.62%                          |
| July         | 8,094                                 | 4,273                                 | 189.42%                          |
| August       | 3,113                                 | 5,432                                 | -<42.69%>                        |
| September    | 14,190                                | 17,546                                | -<19.13%>                        |
| October      | 17,608                                | 16,148                                | 109.04%                          |
| November     | 11,724                                | 13,184                                | -<11.07%>                        |
| December     | 3,882                                 | 2,870                                 | 135.26%                          |
| January      | 5,524                                 | 7,580                                 | -<27.12%>                        |
| February     | 20,831                                | 23,002                                | -<9.44%>                         |
| March        | 13,713                                | 13,267                                | 103.36%                          |
| April        | 13,242                                | 15,749                                | -<15.09%>                        |
| May          | 1,490                                 | 1,759                                 | -<0.01%>                         |
| <b>Total</b> | <b>121,122</b>                        | <b>126,538</b>                        | <b>-&lt;4.28%&gt;</b>            |

**Average cost per search = \$0.07**

**PsycInfo – Subscription Cost = \$9,116.59**

| <b>Month</b> | <b>Abstracts<br/>Viewed<br/>FY 2018-<br/>2019</b> | <b>Abstracts<br/>Viewed<br/>FY 2017-<br/>2018</b> | <b>% Change<br/>for<br/>Abstracts<br/>Viewed</b> |
|--------------|---|---|--|
| June         | 638   | 741   | -<13.90%>  |
| July         | 472   | 384   | 122.92%  |
| August       | 629   | 843   | -<25.39%>  |
| September    | 1,740   | 2,420   | -<28.10%>  |

|              |               |               |                |
|--------------|---------------|---------------|----------------|
| October      | 2,583         | 1,619         | 159.54%        |
| November     | 1,064         | 1,171         | -<9.14%>       |
| December     | 202           | 167           | 120.96%        |
| January      | 494           | 1,172         | -<57.85%>      |
| February     | 2,157         | 1,888         | 114.25%        |
| March        | 1,874         | 1,186         | 158.01%        |
| April        | 1,155         | 1,331         | -<13.22%>      |
| May          | 289           | 167           | 173.05%        |
| <b>Total</b> | <b>13,297</b> | <b>13,089</b> | <b>101.59%</b> |

**Average cost per abstracts viewed = \$0.70**

**Readex (Newsbank): NOTE: Subscription costs are not clearly assigned- Major cost is assigned for the newspapers, with the other sub-groupings maintenance costs being covered by the newspaper cost.**

**America's Historical Newspapers – (renamed from Early American Newspapers) – Subscription cost \$3,875.00**

| Month     | FY 2018-2019 Searches | FY 2017-2018 Searches | % Change in Searches | Documents Viewed FY 2018-2019 | Documents Viewed FY 2017-2018 | % Change in Docs Viewed |
|-----------|-----------------------|-----------------------|----------------------|-------------------------------|-------------------------------|-------------------------|
| June      | 811                   | 619                   | 131.02%              | 1,661                         | 986                           | 168.46%                 |
| July      | 8                     | 1                     | 800.00%              | 17                            | 0                             | Infinity                |
| August    | 2                     | 11                    | -<81.82%>            | 2                             | 15                            | -<86.67%>               |
| September | 816                   | 806                   | 101.24%              | 1,260                         | 1,485                         | -<15.15%>               |
| October   | 35                    | 13                    | 269.23%              | 33                            | 47                            | -<29.79%>               |
| November  | 1                     | 2                     | -<50.00%>            | 0                             | 0                             | 0.00%                   |
| December  | 7                     | 0                     | Infinity             | 5                             | 0                             | Infinity                |
| January   | 536                   | 3                     | 17,866.67%           | 868                           | 2                             | 43,400.00%              |
| February  | 1,338                 | 13                    | 10,292.31%           | 1,667                         | 0                             | Infinity                |
| March     | 0                     | 0                     | 0.00%                | 1                             | 0                             | Infinity                |
| April     | 1                     | 2                     | -<50.00%>            | 0                             | 0                             | 0.00%                   |

|              |              |              |                |              |              |                |
|--------------|--------------|--------------|----------------|--------------|--------------|----------------|
| May          | 0            | 5            | -<100.00%>     | 0            | 55           | -<100.00%>     |
| <b>Total</b> | <b>3,555</b> | <b>1,475</b> | <b>241.02%</b> | <b>5,514</b> | <b>2,590</b> | <b>212.90%</b> |

Average cost per searches = \$2.62

Average cost per documents viewed = \$0.70

**America's Historical Periodicals – no cost assigned**

| Month        | FY 2018-2019 Searches | FY 2017-2018 Searches | % Change in Searches | Documents Viewed FY 2018-2019 | Documents Viewed FY 2017-2018 | % Change in Docs Viewed |
|--------------|-----------------------|-----------------------|----------------------|-------------------------------|-------------------------------|-------------------------|
| June         | 4                     | 0                     | Infinity             | 20                            | 0                             | Infinity                |
| July         | 18                    | 2                     | 900.00%              | 29                            | 0                             | Infinity                |
| August       | 93                    | 0                     | Infinity             | 71                            | 0                             | Infinity                |
| September    | 23                    | 29                    | -<20.69%>            | 51                            | 24                            | 212.50%                 |
| October      | 6                     | 6                     | 100.00%              | 1                             | 6                             | -<83.33%>               |
| November     | 4                     | 6                     | -<33.33%>            | 0                             | 10                            | -<100.00%>              |
| December     | 2                     | 0                     | Infinity             | 2                             | 0                             | Infinity                |
| January      | 29                    | 4                     | 725.00%              | 47                            | 12                            | 391.67%                 |
| February     | 16                    | 29                    | -<44.83%>            | 109                           | 15                            | 726.67%                 |
| March        | 1                     | 14                    | -<92.31%>            | 0                             | 12                            | -<100.00%>              |
| April        | 0                     | 16                    | -<100.00%>           | 0                             | 18                            | -<100.00%>              |
| May          | 11                    | 4                     | 275.00%              | 21                            | 1                             | 2,100.00%               |
| <b>Total</b> | <b>207</b>            | <b>110</b>            | <b>188.18%</b>       | <b>351</b>                    | <b>98</b>                     | <b>358.16%</b>          |

**American State Papers – no cost assigned – was a purchase and maintenance costs covered by Newspapers collection.**

| Month | FY 2018-2019 Searches | FY 2017-2018 Searches | % Change in Searches | Documents Viewed FY 2018-2019 | Documents Viewed FY 2017-2018 | % Change in Docs Viewed |
|-------|-----------------------|-----------------------|----------------------|-------------------------------|-------------------------------|-------------------------|
| June  | 0                     | 8                     | -<100.00%>           | 0                             | 0                             | 0.00%                   |
| July  | 0                     | 0                     | 0.00%                | 0                             | 0                             | 0.00%                   |

|              |          |          |                        |          |          |              |
|--------------|----------|----------|------------------------|----------|----------|--------------|
| August       | 0        | 0        | 0.00%                  | 0        | 0        | 0.00%        |
| September    | 0        | 0        | 0.00%                  | 0        | 0        | 0.00%        |
| October      | 0        | 0        | 0.00%                  | 0        | 0        | 0.00%        |
| November     | 0        | 0        | 0.00%                  | 0        | 0        | 0.00%        |
| December     | 0        | 0        | 0.00%                  | 0        | 0        | 0.00%        |
| January      | 0        | 0        | 0.00%                  | 0        | 0        | 0.00%        |
| February     | 0        | 0        | 0.00%                  | 0        | 0        | 0.00%        |
| March        | 0        | 0        | 0.00%                  | 0        | 0        | 0.00%        |
| April        | 0        | 0        | 0.00%                  | 0        | 0        | 0.00%        |
| May          | 3        | 0        | Infinity               | 0        | 0        | 0.00%        |
| <b>Total</b> | <b>3</b> | <b>8</b> | <b>&lt;-62.50%&gt;</b> | <b>0</b> | <b>0</b> | <b>0.00%</b> |

**Archives of Americana (African-American Periodicals) - Subscription cost = \$397.00**

| <b>Month</b> | <b>FY 2018-2019 Searches</b> | <b>FY 2017-2018 Searches</b> | <b>% Change in Searches</b> | <b>Documents Viewed FY 2018-2019</b> | <b>Documents Viewed FY 2017-2018</b> | <b>% Change in Docs Viewed</b> |
|--------------|------------------------------|------------------------------|-----------------------------|--------------------------------------|--------------------------------------|--------------------------------|
| June         | 0                            | 9                            | <-100.00%>                  | 0                                    | 4                                    | <-100.00%>                     |
| July         | 0                            | 1                            | <-100.00%>                  | 0                                    | 0                                    | 0.00%                          |
| August       | 0                            | 0                            | 0.00%                       | 0                                    | 0                                    | 0.00%                          |
| September    | 0                            | 0                            | 0.00%                       | 0                                    | 0                                    | 0.00%                          |
| October      | 0                            | 0                            | 0.00%                       | 0                                    | 0                                    | 0.00%                          |
| November     | 0                            | 0                            | 0.00%                       | 0                                    | 0                                    | 0.00%                          |
| December     | 0                            | 0                            | 0.00%                       | 0                                    | 0                                    | 0.00%                          |
| January      | 0                            | 0                            | 0.00%                       | 0                                    | 0                                    | 0.00%                          |
| February     | 0                            | 0                            | 0.00%                       | 0                                    | 0                                    | 0.00%                          |
| March        | 0                            | 0                            | 0.00%                       | 0                                    | 0                                    | 0.00%                          |
| April        | 9                            | 0                            | Infinity                    | 11                                   | 0                                    | Infinity                       |
| May          | 12                           | 0                            | Infinity                    | 6                                    | 0                                    | Infinity                       |
| <b>Total</b> | <b>21</b>                    | <b>10</b>                    | <b>210.00%</b>              | <b>17</b>                            | <b>4</b>                             | <b>425.00%</b>                 |

Average search cost = \$39.70

Average cost per document viewed = \$99.25

**Early American Imprints Series I: Evans – maintenance costs covered under Newspapers database**

| Month        | FY 2018-2019 Searches | FY 2017-2018 Searches | % Change in Searches   | Documents Viewed FY 2018-2019 | Documents Viewed FY 2017-2018 | % Change in Docs Viewed |
|--------------|-----------------------|-----------------------|------------------------|-------------------------------|-------------------------------|-------------------------|
| June         | 0                     | 16                    | -<100.00%>             | 9                             | 21                            | -<57.14%>               |
| July         | 0                     | 26                    | -<100.00%>             | 0                             | 106                           | -<100.00%>              |
| August       | 0                     | 0                     | 0.00%                  | 0                             | 0                             | 0.00%                   |
| September    | 0                     | 0                     | 0.00%                  | 0                             | 1                             | -<100.00%>              |
| October      | 0                     | 0                     | 0.00%                  | 0                             | 0                             | 0.00%                   |
| November     | 0                     | 0                     | 0.00%                  | 0                             | 0                             | 0.00%                   |
| December     | 0                     | 0                     | 0.00%                  | 0                             | 0                             | 0.00%                   |
| January      | 0                     | 0                     | 0.00%                  | 0                             | 2                             | -<100.00%>              |
| February     | 0                     | 5                     | -<100.00%>             | 5                             | 0                             | Infinity                |
| March        | 0                     | 0                     | 0.00%                  | 1                             | 0                             | Infinity                |
| April        | 5                     | 1                     | 500.00%                | 0                             | 4                             | -<100.00%>              |
| May          | 3                     | 9                     | -<66.67%>              | 1                             | 1,269                         | -<99.92%>               |
| <b>Total</b> | <b>8</b>              | <b>57</b>             | <b>-&lt;85.96%&gt;</b> | <b>16</b>                     | <b>1,403</b>                  | <b>-&lt;98.86%&gt;</b>  |

**Early American Imprints Series II: Shaw-Shoemaker- Maintenance costs covered under Newspaper collection.**

| Month  | FY 2018-2019 Searches | FY 2017-2018 Searches | % Change in Searches | Documents Viewed FY 2018-2019 | Documents Viewed FY 2017-2018 | % Change in Docs Viewed |
|--------|-----------------------|-----------------------|----------------------|-------------------------------|-------------------------------|-------------------------|
| June   | 0                     | 0                     | 0.00%                | 1                             | 0                             | Infinity                |
| July   | 0                     | 0                     | 0.00%                | 1                             | 4                             | -<75.00%>               |
| August | 0                     | 0                     | 0.00%                | 0                             | 1                             | -<100.00%>              |

|              |          |          |              |           |           |                       |
|--------------|----------|----------|--------------|-----------|-----------|-----------------------|
| September    | 0        | 0        | 0.00%        | 4         | 3         | 133.33%               |
| October      | 0        | 0        | 0.00%        | 0         | 0         | 0.00%                 |
| November     | 0        | 0        | 0.00%        | 11        | 0         | Infinity              |
| December     | 0        | 0        | 0.00%        | 7         | 0         | Infinity              |
| January      | 0        | 0        | 0.00%        | 7         | 28        | -<75.00%>             |
| February     | 0        | 0        | 0.00%        | 0         | 0         | 0.00%                 |
| March        | 0        | 0        | 0.00%        | 0         | 0         | 0.00%                 |
| April        | 0        | 0        | 0.00%        | 2         | 10        | -<80.00%>             |
| May          | 0        | 0        | 0.00%        | 10        | 0         | Infinity              |
| <b>Total</b> | <b>0</b> | <b>0</b> | <b>0.00%</b> | <b>43</b> | <b>46</b> | <b>-&lt;6.98%&gt;</b> |

**Sage Education – Subscription cost = \$5,314.31**

| <b>Month</b> | <b>FT Retrieved FY 2018-2019</b> | <b>FT Retrieved FY 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|----------------------------------|----------------------------------|----------------------------------|
| June         | 67                               | 138                              | -<51.45%>                        |
| July         | 67                               | 73                               | -<8.22%>                         |
| August       | 59                               | 107                              | -<44.86%>                        |
| September    | 131                              | 309                              | -<57.61%>                        |
| October      | 294                              | 254                              | 115.74%                          |
| November     | 155                              | 142                              | 109.15%                          |
| December     | 42                               | 36                               | 116.67%                          |
| January      | 87                               | 100                              | -<13.00%>                        |
| February     | 187                              | 194                              | -<3.61%>                         |
| March        | 174                              | 144                              | 120.83%                          |
| April        | 182                              | 179                              | 101.67%                          |
| May          | 34                               | 28                               | 121.43%                          |
| <b>Total</b> | <b>1,479</b>                     | <b>1,704</b>                     | <b>-&lt;13.20%&gt;</b>           |

**Average cost per full text retrieved = \$3.59**

**Science Direct – Subscription cost = \$45,440.72**

| <b>Month</b> | <b>FT Retrieved FY 2018-2019</b> | <b>FT Retrieved FY 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|----------------------------------|----------------------------------|----------------------------------|
| June         | 1,654                            | 1,856                            | -<10.88%>                        |
| July         | 1,902                            | 928                              | 204.96%                          |
| August       | 611                              | 1,076                            | -<43.22%>                        |
| September    | 2,636                            | 2,169                            | 121.53%                          |
| October      | 2,701                            | 2,415                            | 111.84%                          |
| November     | 1,951                            | 2,099                            | -<7.05%>                         |
| December     | 574                              | 611                              | -<6.06%>                         |
| January      | 1,048                            | 1,143                            | -<8.31%>                         |
| February     | 901                              | 2,799                            | -<67.81%>                        |
| March        | 959                              | 2,076                            | -<53.81%>                        |
| April        | 779                              | 2,138                            | -<63.56%>                        |
| May          | 359                              | 276                              | 130.07%                          |
| <b>Total</b> | <b>16,075</b>                    | <b>19,586</b>                    | <b>-&lt;17.93%&gt;</b>           |

**Average cost per full-text retrieved = \$2.83**

**SciFinder Scholar – Subscription Cost = \$ 3,975.00**

| <b>Month</b> | <b>Searches FY 2018-2019</b> | <b>Searches FY 2017-2018</b> | <b>% Change for Searches</b> | <b>Full-Text Request FY 2018-2019</b> | <b>Full-Text Requests FY 2017-2018</b> | <b>% Change for Full Text Requests</b> |
|--------------|------------------------------|------------------------------|------------------------------|---------------------------------------|--|--|
| <b>June</b>  | 0                            | 0                            | 0.00%                        | 0                                     | 0                                      | 0.00%                                  |

|                  |            |           |                |            |           |                |
|------------------|------------|-----------|----------------|------------|-----------|----------------|
| <b>July</b>      | 0          | 0         | 0.00%          | 0          | 0         | 0.00%          |
| <b>August</b>    | 32         | 0         | Infinity       | 5          | 0         | Infinity       |
| <b>September</b> | 180        | 0         | Infinity       | 90         | 0         | Infinity       |
| <b>October</b>   | 12         | 20        | -<60.00%>      | 5          | 16        | -<87.50%>      |
| <b>November</b>  | 28         | 4         | 700.00%        | 3          | 5         | -<40.00%>      |
| <b>December</b>  | 17         | 4         | 425.00%        | 0          | 0         | 0.00%          |
| <b>January</b>   | 46         | 4         | 1,115.00%      | 11         | 2         | 550.00%        |
| <b>February</b>  | 32         | 2         | 1,600.00%      | 0          | 1         | -<100.00%>     |
| <b>March</b>     | 5          | 0         | Infinity       | 1          | 0         | Infinity       |
| <b>April</b>     | 10         | 10        | 0.00%          | 1          | 8         | -<87.50%>      |
| <b>May</b>       | 26         | 0         | Infinity       | 7          | 0         | Infinity       |
| <b>Total</b>     | <b>388</b> | <b>44</b> | <b>881.82%</b> | <b>123</b> | <b>32</b> | <b>384.38%</b> |

**Average cost per Search: \$10.24**

**Average cost per Full-Text Request: \$32.31**

**SocIndex – Subscription cost = \$5,958.00**

| <b>Month</b> | <b>FT Retrieved FY 2018-2019</b> | <b>FT Retrieved FY 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|----------------------------------|----------------------------------|----------------------------------|
| June         | 116                              | 130                              | -<10.77%>                        |
| July         | 151                              | 133                              | 113.53%                          |
| August       | 57                               | 114                              | -<50.00%>                        |
| September    | 316                              | 313                              | 100.96%                          |
| October      | 615                              | 419                              | 146.78%                          |
| November     | 350                              | 352                              | -<0.01%>                         |
| December     | 102                              | 108                              | -<5.56%>                         |
| January      | 167                              | 142                              | 117.61%                          |
| February     | 563                              | 486                              | 115.84%                          |



|              |              |              |                |
|--------------|--------------|--------------|----------------|
| March        | 446          | 332          | 134.34%        |
| April        | 579          | 496          | 129.82%        |
| May          | 54           | 21           | 257.14%        |
| <b>Total</b> | <b>3,516</b> | <b>3,046</b> | <b>115.43%</b> |

**Average cost per full-text retrieved = \$1.69**

**Sport Discus - Subscription cost = \$4,239.00**

| <b>Month</b> | <b>FT Retrieved FY 2018-2019</b> | <b>FT Retrieved FY 2017-2018</b> | <b>% Change for FT Retrieved</b> |
|--------------|----------------------------------|----------------------------------|----------------------------------|
| June         | 120                              | 55                               | 218.18%                          |
| July         | 88                               | 96                               | -<8.33%>                         |
| August       | 33                               | 51                               | -<35.29%>                        |
| September    | 229                              | 364                              | -<37.09%>                        |
| October      | 387                              | 276                              | 140.22%                          |
| November     | 247                              | 295                              | -<16.27%>                        |
| December     | 79                               | 67                               | 117.91%                          |
| January      | 72                               | 92                               | -<21.74%>                        |
| February     | 477                              | 366                              | 130.33%                          |
| March        | 347                              | 243                              | 142.80%                          |
| April        | 420                              | 390                              | 107.69%                          |
| May          | 25                               | 27                               | -<7.41%>                         |
| <b>Total</b> | <b>2,524</b>                     | <b>2,322</b>                     | <b>108.70%</b>                   |

**Average cost per full-text retrieved = \$1.68**

**Standard & Poor's Net Advantage – Subscription cost = \$8,760.00**

| <b>Month</b> | <b>Total usage</b> | <b>Total usage FY 2017-2018</b> | <b>% Change in Total Usage</b> |
|--------------|--------------------|---------------------------------|--------------------------------|
|              |                    |                                 |                                |

|              | <b>FY 2018-2019</b> |              |                |
|--------------|---------------------|--------------|----------------|
| June         | 84                  | 92           | -<8.70%>       |
| July         | 65                  | 117          | -<44.44%>      |
| August       | 79                  | 84           | -<5.95%>       |
| September    | 188                 | 300          | -<37.33%>      |
| October      | 644                 | 320          | 201.25%        |
| November     | 232                 | 197          | 117.77%        |
| December     | 89                  | 4            | 2,225.00%      |
| January      | 390                 | 16           | 2,437.50%      |
| February     | 1,069               | 461          | 231.89%        |
| March        | 97                  | 599          | -<83.81%>      |
| April        | 100                 | 373          | -<73.19%>      |
| May          | 5                   | 147          | -<96.60%>      |
| <b>Total</b> | <b>3,042</b>        | <b>2,710</b> | <b>112.25%</b> |

**\*Note: In February S&P did away with the administrative portal and started reporting statistics in a more detailed way, without the categories of Data & Analysis. Total usage is still reported.**

**Average cost per total usage = \$2.88**

**Westlaw Campus The subscription cost for this database is \$8,777.76**

| <b>Month</b> | <b>Transactions FY 2018-2019</b> | <b>Transactions FY 2017-2018</b> | <b>% Change for Transactions</b> | <b>Doc Displays FY 2018-2019</b> | <b>Doc Displays FY 2017-2018</b> | <b>% Change Docs / Lines</b> |
|--------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|------------------------------|
| June         | 160                              | 89                               | 179.77%                          | 145                              | 948                              | -<84.70%>                    |
| July         | 57                               | 115                              | -<50.43%>                        | 60                               | 430                              | -<86.05%>                    |
| August       | 27                               | 193                              | -<86.01%>                        | 47                               | 207                              | -<77.29%>                    |
| September    | 250                              | 301                              | -<16.61%>                        | 204                              | 392                              | -<47.96%>                    |
| October      | 236                              | 195                              | 121.03%                          | 206                              | 141                              | 146.10%                      |

|               |              |              |                        |              |              |                        |
|---------------|--------------|--------------|------------------------|--------------|--------------|------------------------|
| November      | 132          | 282          | -<53.19%>              | 96           | 292          | -<67.12%>              |
| December      | 131          | 17           | 770.59%                | 183          | 30           | 610.00%                |
| January       | 11           | 42           | -<73.81%>              | 19           | 23           | -<17.39%>              |
| February      | 278          | 373          | -<25.47%>              | 155          | 472          | -<67.16%>              |
| March         | 245          | 134          | 182.84%                | 214          | 226          | -<5.31%>               |
| April         | 262          | 102          | 256.86%                | 262          | 401          | -<34.66%>              |
| May           | 65           | 740          | -<91.22%>              | 65           | 525          | -<87.62%>              |
| <b>Total*</b> | <b>1,854</b> | <b>2,583</b> | <b>-&lt;28.22%&gt;</b> | <b>1,656</b> | <b>4,087</b> | <b>-&lt;59.48%&gt;</b> |

\*After asking again for clarification regarding the reported numbers, it now appears that perhaps Auburn's numbers were getting partially confused with ours. The problem now seems to have been resolved, and the numbers were re-run and are reported above.

**Average cost per transaction = \$4.73**

**Average cost per document displays = \$5.30**

Government Information Services  
Annual Report

June 2018 – May 2019

Submitted by

Rickey Best, Collection Development Librarian and  
Lanita Crawford, Senior Library Associate

The Government Information area continues to suffer from the lack of full-time support by a librarian. The Library is continuing to fail to live up to its responsibilities as a Regional in not being able to work closely enough with the selective libraries we have responsibility for. The lack of a librarian to assume full-time responsibility for the activities of the regional collection also limits our ability to adequately promote usage of the documents collection.

The review of disposition lists proposed by the selective depositories are reviewed upon receipt, and this year 3 titles were selected.

As indicated by the statistics in table one below, on site usage of the physical documents collection has decreased 16.82% from last year. While last year showed a total of 71 e-documents viewed by linking through the library OPAC, using a purl link in the bibliographic record, this year saw only 43 e-documents accessed through the OPAC. This represents a decrease of 39.44%.

*Table 1: Documents Reference Transactions*

| <b>Year</b>     | <b>Documents</b> | <b>Legal</b>           | <b>Telephone</b> | <b>Total</b>   |
|-----------------|------------------|------------------------|------------------|----------------|
| 2017-2018       | 16               | 16                     | N/A              | 32             |
| 2018-2019       | 25               | 12                     | N/A              | 37             |
| <b>% Change</b> | <b>64.00%</b>    | <b>&lt;-25.00%&gt;</b> | N/A              | <b>115.63%</b> |

With the change in the keeping of statistics, using RefAnalytics we are able to analyze more exactly in terms of the types of questions being asked. Unfortunately, one of the drawbacks is that the category Documents Research / Reference pulls not only questions for Documents, but also for the general reference responses that were answered by the Documents staff.

As an example, I examined 25 responses for the date period June 1, 2018 – May 31, 2019. A total of 25 transactions were identified, including 25 documents questions, and 12 legal research questions. Of the 25 documents questions, 7 were made by community users, 15 by undergraduate students, 2 by graduate students, and 1 by a faculty member. Of the 12 legal questions, 4 were by community users, 7 by undergraduates, and 1 by a graduate student.

*Table 2: In-House Documents & Legal Usage*

Table 2 shows a decline in the number of paper documents used, but an increase in fiche and an increase in legal documents. Overall, there was a slight increase in the types of items utilized.

| <b>Year</b> | <b>Paper</b> | <b>Fiche</b> | <b>Legal</b> | <b>Total</b> |
|-------------|--------------|--------------|--------------|--------------|
|-------------|--------------|--------------|--------------|--------------|

|                 |                       |                |                |                |
|-----------------|-----------------------|----------------|----------------|----------------|
| 2017-2018       | 98                    | 1              | 59             | 158            |
| 2018-2019       | 58                    | 9              | 101            | 168            |
| <b>% Change</b> | <b>&lt;40.82%&gt;</b> | <b>900.00%</b> | <b>171.19%</b> | <b>106.33%</b> |

Table 3 shows an increase in the total number of items added of 169.84% this year, perhaps in part due to the fact that there was no government shutdown. The amount of microfiche received was down 4.14%, perhaps due to the efforts of GPO to move away from microfiche as a format for documents.

*Table 3: Documents Received by Type*

| <b>Year</b>     | <b>Paper</b>          | <b>Fiche</b>          | <b>Electronic</b> | <b>Total</b>          |
|-----------------|-----------------------|-----------------------|-------------------|-----------------------|
| 2017-2018       | 3,297                 | 2,688                 | 49                | 6,034                 |
| 2018-2019       | 2,811                 | 2,261                 | 106               | 5,178                 |
| <b>% Change</b> | <b>&lt;14.74%&gt;</b> | <b>&lt;15.89%&gt;</b> | <b>216.33%</b>    | <b>&lt;14.19%&gt;</b> |

Figures for discards are more in line with normal activities this year. Last year a project to identify and discard superseded publications and hearings which were replicated in microformat continued. Overall, discards decreased by 11.59%. Discards are based upon receipt of superseded documents, regardless of format.

*Table 4: Items Discarded by Type*

| <b>Year</b>     | <b>Paper</b>          | <b>Fiche</b> | <b>Maps</b>  | <b>Electronics</b> | <b>Total</b>          |
|-----------------|-----------------------|--------------|--------------|--------------------|-----------------------|
| 2017-2018       | 2,163                 | 4            | 0            | 0                  | 2,167                 |
| 2018-2019       | 433                   | 4            | 0            | 36                 | 473                   |
| <b>% Change</b> | <b>&lt;79.98%&gt;</b> | <b>0.00%</b> | <b>0.00%</b> | <b>Infinity</b>    | <b>&lt;78.19%&gt;</b> |

Table 5 indicates the number of MARCIVE records per month added to the catalog. The numbers do not align perfectly with the reports for documents received by type as the records relate to bibliographic records loaded in the OPAC versus the individual records by format. The difference in figures from Table 5 and Table 1 are that Table 1 reflects physical items received and cataloged versus the records in Table 5 which cover electronic items as well as physical items, and which can also cover multiple items (serials). This past year saw an increase of 122.42% in the number of bibliographic records loaded from MARCIVE.

*Table 5 Marcive Records Loaded into OPAC*

| <b>Month</b> | <b>Records Loaded<br/>2017/18</b> | <b>Records Loaded<br/>2018/19</b> | <b>% Change</b> |
|--------------|-----------------------------------|-----------------------------------|-----------------|
|--------------|-----------------------------------|-----------------------------------|-----------------|

|              |               |               |                |
|--------------|---------------|---------------|----------------|
| June         | 1,670         | 1,475         | -<11.68%>      |
| July         | 1,637         | 1,719         | 105.01%        |
| August       | 1,500         | 1,392         | -<7.20%>       |
| September    | 1,834         | 1,579         | -<13.90%>      |
| October      | 2,483         | 1,454         | -<41.44%>      |
| November     | 1,127         | 1,525         | 135.31%        |
| December     | 1,172         | 1,735         | 148.04%        |
| January      | 1,143         | 1,783         | 155.99%        |
| February     | 1,069         | 1,675         | 156.59%        |
| March        | 1,119         | 1,480         | 132.26%        |
| April        | 1,495         | 4,116         | 275.32%        |
| May          | 1,214         | 1,445         | 119.03%        |
| <b>Total</b> | <b>17,463</b> | <b>21,378</b> | <b>122.42%</b> |

## **Interlibrary Loan Annual Report 2018-2019**

The AUM Interlibrary Loan Department supports the mission of the AUM Library by locating and borrowing materials to meet the information needs of students, faculty, and staff. The Library also lends its resources to libraries across the nation and around the world to support global education.

In 2018-2019, the ILL unit was staffed by Karen Williams, and Tabitha Singleton. It should be noted that due to technical difficulties, ILL service was down for two weeks in September. This affected both lending and borrowing.

This past year, interlibrary loan borrowing requests increased, with 1370 transactions this year compared to 1112 transactions in 2017-2018, an increase of 23 percent. Lending transactions increased from 934 items lent in 2017-2018 to 954 items lent in 2018-2019, an increase of 2 percent.

(See Appendix 1).

AUM provided 178 copies of articles to NAAL libraries last year and loaned 349 books, for a total of 527 lending transactions, a 2.4 percent decrease from the previous year. Borrowing increased with 599 original items and 423 copies from NAAL members totaling 622 borrowing transactions, an increase of 4.4 percent. AUM borrowed 74.6 percent of requested materials from NAAL members during 2018-2019, an increase of 21 percent. Materials loaned to NAAL decreased slightly, with 55.24 percent of material being loaned to NAAL members. (See Appendix 2 and 3)

Unfilled lending transactions (where the AUM library could not supply materials to another library) stayed nearly the same as last year. In addition, the percentage of unfilled lending transactions to total lending requests was 37.87 percent, which is a decrease of 15.23 percent from the previous year. (See Appendix 4a).

250 borrowing requests were filled "in house," with the majority available from the AUM Library's databases or physical resources, or an internet site. In addition, 111 borrowing requests were not filled. (See Appendix 4b and 4c)

The top five departments with the highest number of interlibrary loan requests (both filled and unfilled) for the past year were: English 300; History 256; Political Science 139; Library 118; and Biology 94

(See Appendix 5).

### **Universal Borrowing/ALLIES**

During this past reporting year, due to software incompatibility, Alabama and UAB dropped out of the UB/ALLIES system. In the past year, AUM filled 15 requests through UB and charged out approximately 16 items to "walk-in" UB patrons. In addition, AUM patrons requested 102 items via UB and checked out 335 items. There were no requests that were unfilled, which means that there were around 233 items that AUM patrons checked out at another UB library. (See appendix 6)

**Off-site Storage/Surplus**

Between June 1, 2018 and May 31, 2019, 2 books and 54 reels of microfilm were retrieved from off-site storage and surplus for non-affiliated AUM library patrons.

Appendix 1:

ILL STATISTICS  
FOR JUNE 2018 TO MAY 2019

| ****  | LENDING |        | BORROWING |        |
|-------|---------|--------|-----------|--------|
| ****  | BOOKS   | COPIES | BOOKS     | COPIES |
| June  | 32      | 15     | 61        | 26     |
| July  | 52      | 29     | 58        | 26     |
| Aug.  | 64      | 18     | 37        | 57     |
| Sept. | 38      | 20     | 43        | 39     |
| Oct.  | 67      | 41     | 92        | 60     |
| Nov.  | 50      | 34     | 70        | 61     |
| Dec.  | 11      | 9      | 48        | 25     |
| Jan.  | 73      | 40     | 128       | 71     |
|       | 68      | 33     | 83        | 64     |



|              |            |            |            |            |
|--------------|------------|------------|------------|------------|
| Feb.         |            |            |            |            |
| March        | 68         | 27         | 58         | 107        |
| April        | 52         | 52         | 62         | 19         |
| May          | 33         | 28         | 49         | 26         |
| <b>TOTAL</b> | <b>608</b> | <b>346</b> | <b>789</b> | <b>581</b> |

**TOTAL INTERLIBRARY LOAN (all) 2324**

**Appendix 2**  
**ILL NAAL STATISTICS**  
**FOR JUNE 2018 TO MAY 2019**

| ****  | BORROWING |       | LENDING |       |
|-------|-----------|-------|---------|-------|
| ****  | COPIES    | BOOKS | COPIES  | BOOKS |
| June  | 18        | 46    | 9       | 20    |
| July  | 18        | 47    | 12      | 38    |
| Aug.  | 36        | 33    | 11      | 37    |
| Sept. | 21        | 25    | 11      | 21    |

|              |            |            |            |            |
|--------------|------------|------------|------------|------------|
| Oct.         | 49         | 82         | 18         | 39         |
| Nov.         | 47         | 43         | 14         | 39         |
| Dec.         | 15         | 40         | 3          | 7          |
| Jan.         | 48         | 106        | 23         | 25         |
| Feb.         | 47         | 51         | 18         | 38         |
| March        | 96         | 49         | 13         | 36         |
| April        | 14         | 41         | 30         | 28         |
| May          | 14         | 36         | 16         | 21         |
| <b>TOTAL</b> | <b>423</b> | <b>599</b> | <b>178</b> | <b>349</b> |

**TOTAL NAAL INTERLIBRARY LOAN** 1549

**Appendix 3: Percentages of ILL transactions filled through NAAL libraries  
6/1/18-5/31/19**

Lending: Total originals loaned, all libraries 608

Total originals loaned, NAAL libraries 349

Percentage NAAL originals loaned 57.4 %

|  |         |
|--|---------|
| Total copies loaned, all libraries                               | 346     |
| Total copies loaned, NAAL libraries                              | 178     |
| Percentage NAAL copies loaned                                    | 51.44 % |
| Percentage NAAL transactions of all loans                        | 55.24%  |
| Borrowing: Total originals borrowed, all libraries               | 789     |
| Total originals borrowed, NAAL libraries                         | 599     |
| Percentage NAAL originals borrowed                               | 75.92%  |
| Total copies borrowed, all libraries                             | 581     |
| Total copies borrowed, NAAL libraries                            | 178     |
| Percentage NAAL copies borrowed                                  | 30.64%  |
| Percentage NAAL transactions of all borrowed items               | 74.6 %  |
| Total percentage of ILL transactions made through NAAL libraries | 66.65%  |

**Appendix 4A: Statistics for unfilled or canceled transactions (lending), 6/1/18-5/31/19**

|  |    |
|--|----|
| Unfilled Lending Transactions- Reason for Cancellation |    |
| Aged to Expired  | 1  |
| Aged to Next Lender                                    | 17 |
| Aged to Unfilled                                       | 2  |
| Auto-Deflection: Format Type                           | 63 |

|                                     |     |
|-------------------------------------|-----|
| Auto-Deflection: Multiple Reasons   | 94  |
| Borrower Refused Conditions         | 22  |
| Deflection- Local Holdings          | 11  |
| Deflection-Not Currently a Supplier | 17  |
| In Use On Loan                      | 111 |
| Lacking*                            | 320 |
| Non-circulating                     | 66  |
| Not found as cited                  | 1   |
| Not on Shelf                        | 56  |
| Not Owned*                          | 14  |
| On Order                            | 1   |
| Policy Problem                      | 24  |
| Unspecified/Other                   | 14  |
| Total Lending Unfilled              | 835 |

\*These reasons were reported incorrectly in OCLC. I have reversed these numbers to reflect actual holdings.

**Appendix 4B: Statistics for unfilled or cancelled transactions  
(borrowing), 6/1/18-5/31/19**

Requests Cancelled            50  
 Requests Unfilled on OCLC 61\*

\*This number also includes items that were requested multiple times.

**Appendix 4C: Items filled “In House” by Month**

| Month  | Number of Requests |
|--------|--------------------|
| June   | 10                 |
| July   | 13                 |
| August | 13                 |

|              |            |
|--------------|------------|
| September    | 18         |
| October      | 39         |
| November     | 14         |
| December     | 11         |
| January      | 25         |
| February     | 31         |
| March        | 36         |
| April        | 18         |
| May          | 22         |
| <b>TOTAL</b> | <b>250</b> |

#### **Appendix 5: Borrowing Requests by Department\***

| Patron Department                        | Number of Requests |
|--|--------------------|
| ACCOUNTING                               | 2                  |
| ADMINISTRATION                           | 11                 |
| ATHLETICS                                | 1                  |
| BIOLOGY                                  | 94                 |
| BUSINESS                                 | 21                 |
| CHEMISTRY                                | 55                 |
| COMMUNICATION AND THEATRE                | 51                 |
| COMMUNICATION DISORDERS                  | 2                  |
| COMPUTER SCIENCE                         | 11                 |
| COUNSELING AND HEALTH PROMOTION SERVICES | 9                  |
| CRIMINAL JUSTICE/ LEGAL STUDIES          | 6                  |
| CYBER SECURITY                           | 2                  |
| ECONOMICS                                | 8                  |
| EDUCATION                                | 15                 |

|                                       |             |
|---------------------------------------|-------------|
| ENGLISH AND PHILOSOPHY                | 300         |
| FINANCE                               | 3           |
| FINE ARTS/ ART HISTORY                | 53          |
| HISTORY                               | 256         |
| KINESIOLOGY                           | 8           |
| LEARNING CENTER                       | 7           |
| LIBERAL ARTS                          | 27          |
| LIBRARY                               | 118         |
| MARKETING                             | 5           |
| MATHEMATICS                           | 18          |
| MEDICAL LABORATORY SCIENCES           | 4           |
| NURSING                               | 74          |
| POLITICAL SCIENCE                     | 139         |
| PSYCHOLOGY                            | 29          |
| SOCIOLOGY, ANTHROPOLOGY AND GEOGRAPHY | 27          |
| OTHER- Unlisted                       | 13          |
| <b>TOTAL</b>                          | <b>1382</b> |

\*Total includes items that were unfilled, filled “in house,” or requested multiple times via OCLC.

## Appendix 6 UB/ALLIES

### Lending Requests Filled/Unfilled 6/1/2018-5/31/2019

| Status              | Requests  |
|---------------------|-----------|
| Filled              | 15        |
| Unfilled: Not found | 1         |
| Unfilled: noncirc   | 0         |
| Cancelled           | 0         |
| <b>Total</b>        | <b>16</b> |

**Lending Statistics by Patrons' Home Library 6/1/2018-5/31/2019**

| <b>Library</b> | <b>Check outs</b> | <b>Requests</b> |
|----------------|-------------------|-----------------|
| Alabama        | 1                 | 0               |
| Auburn         | 29                | 13              |
| JSU            | 1                 | 3               |
| UAB            | 0                 | 0               |
| <b>Total</b>   | 31                | 16              |

**Borrowing Statistics by Holding Library 6/1/2018-5/31/2019**

| <b>Library</b>     | <b>Checkouts</b> | <b>Requests</b> | <b>Walk-in Checkouts (est)</b> | <b>Unfilled Requests (est)</b> |
|--------------------|------------------|-----------------|--------------------------------|--------------------------------|
| Auburn             | 292              | 63              | 229                            | No data                        |
| Alabama            | 9                | 6               | 3                              | No data                        |
| UAB                | 0                | 0               |                                | No data                        |
| Jacksonville State | 34               | 33              | 1                              | No data                        |
| <b>Total</b>       | 335              | 102             | 233                            |                                |

## **Library Technology and Systems**

**June 1, 2018 – May 31, 2019**

Submitted by:

Tim Bailey, Head, Library Technology and Systems

### **Mission**

According to the Library Mission Statement, the AUM Library “provides access to information resources to support the curriculum and research needs of AUM’s students, faculty and staff.” Library Technology and Systems does this by providing access to our many electronic resources, by providing access to data on the use of these resources for collection development purposes, and by providing and maintaining software, hardware, and network resources for patron and staff use.

During the 2018-19 year, new services were implemented, existing services were upgraded, and a high overall level of computer and resource availability was maintained. Personnel changes occurred (Larry Brumby’s retirement) which shifted the burden of physical and network maintenance onto other members of the department.

### **Library Systems/Automation**

#### **Voyager**

Work continued with the AU Library to monitor Voyager downtime. Adam Chalkley with Auburn notified AUM of scheduled minor updates (defined as requiring no discernible downtime during normal daytime operating hours). Auburn specifically scheduled updates outside of operating hours to avoid disruption. Additionally, Auburn notified us with plenty of time to coordinate between the campuses and libraries, allowing the notification of staff of potential downtimes.

There were 868,570 unsuppressed bibliographic records and 74,864 suppressed bibliographic records in Voyager as of 6/1/2019 (Table 1).

This continues the heartening year-over-year trend of growth of the collection, reversing the effects of a weeding project and strengthening our overall holdings. In 2018-19 there were 837,020 unsuppressed bibliographic records and 74,077 suppressed bibliographic records in Voyager, compared to 2017-18, when there were 781,854 unsuppressed and 67,416 suppressed records in Voyager. In 2016-17, there were 813,572 unsuppressed records and 73,507 suppressed records.

Voyager search logging continued; this allows the retrieval of data including the number of searches run during a given time period (see Table 2), the search strings, and the internet IP address of the system running searches. There were 74,112 searches run against Voyager, countering a pattern of increased use seen over the last few years. For reference, there were 84,392 searches run in the same time period of 2017-18.



Despite continued budget constraints, records continued to be added to Voyager, as evidenced by the increase in bibliographic records noted above. There were a total of 33,582 bibliographic records added during the 2018-2019 year (Table 3). There were 322 suppressed records created during this time period.

Updates continued to existing collections, such as the Ambrose Video Collection; Films On Demand; the ACLS Humanities E-book Collection; and the EBL DDA collection. In particular, Films On Demand changed the record delivery schedule from annual to monthly. This allowed more currency between Films On Demand holdings and what is reflected in Voyager and EDS. There were 3455 records added to Films On Demand this year and 573 records deleted.

A total of 4025 item records were deleted from Voyager this year (Table 4). This is an increase from last year, when 1451 were deleted, but it is also a return to more historic levels of weeding. For instance, 4411 items were deleted in the 2016-17 time period.

Government Documents continued to delete the most items, as part of normal updating, discarding superseded materials. This was followed by deletions from the reference collection, necessitated by continuing efforts at collection and space management. The main collection and periodicals collections followed that, then reserves, media, and juvenile/picture, and offsite locations.

This reflects continuing efforts to inventory the collection, removing items listed in Voyager which are no longer extant; and continuing evaluation of collections for maximizing usable space while weeding for several criteria.

Students were loaded into Voyager on a twice weekly basis at the beginning and end of each semester; during the semester the student patron records were updated less frequently, as the population does not change. Faculty and staff records are loaded on a weekly basis throughout the year. During semester breaks, the patron expire process was run. Additionally, with the use of Tipasa, patron records for faculty, staff, and students are being extracted and sent to OCLC for integration into the AUM Tipasa database; this is done on a weekly basis.

Fiscal Period Close operations were completed for the 2018-19 FY. Working with Ann Mulder and Diane Westfall, new fiscal periods were established and funds monitored before, during, and after rollover process. Reports on the process were provided to Ms. Mulder and Ms. Westfall for review.

### **Database (non-Voyager) maintenance**

The Library continues to leverage the demand for electronic access whenever it can; the move to purchasing materials with online access continues unabated. Work to replace or supplement printed materials as part of the collection development process and to free up space in the Library continued. As part of this effort, a weeding of the periodical collection has been underway, as reflected in the weeding numbers shown under Voyager activities.

The number of databases listed on the Library's databases by alphabetic order page is now at 148 databases. This is virtually the same number as last year, 147 databases, versus 151 reported in 2016-17 and 174 reported in 2015-16. Among the databases added was PrepStep, a test preparation suite covering numerous disciplines; NoodleTools, a research and citation management system; and Choice reviews for academic libraries.

Daniel Moody and Sam McNeilly continued their efforts at building the AUM Library's Digital Archives Collections. Materials were transferred from the OCLC ContentDM platform to the self-hosted Omeka platform. This was necessitated by changes to OCLC's ContentDM pricing and size limitations on collections. Currently, there is no foreseeable limit to the number of items in the AUM Digital Archives, and costs are contained within the University.

Database trials, both through the auspices of NAAL and working directly with the vendors continued. Requests for trials of materials were made by both library faculty and classroom faculty. Working with Rickey Best and Phill Johnson, vendors were contacted on behalf of the requestors and the details of the trials were established. Overall, the vendors were very open to these trials, even authorizing remote access for the trial periods. Among the products on trial were Kanopy, a streaming video service featuring popular works; PrepSTEP, a suite of test preparation materials; NoodleTools, a citation and research management system; BizMiner, a database of industry and area "benchmarks"; America's Historical Newspapers - Expanded Edition, an expansion of our America's historical Newspapers database; The Reader's Guide to Periodical Literature; SAGE Business Cases, a database of global business and industry cases; FMG Archival Films & Newsreels collection (a Films On Demand product); the Dictionary of American Regional English; and the Bibliography of British and Irish History, bibliographic data on historical writing dealing with the British Isles, and with the British Empire and Commonwealth.

## **EZProxy**

Security and auditing features of EZProxy continue to be monitored.

The EZProxy "blacklist" continued to be updated as part of our security measures. The blacklist is maintained by the members of the EZProxy e-mail listserv, and is routinely updated as new IPs are added and older ones removed. Access attempts from blocked addresses are logged for future reference. Additionally, patrons who come from one of these bad addresses are presented with a screen explaining what has happened and prompting them to contact the AUM Library if this is in error. No recurrences of the suspicious login behavior of fall 2017 have occurred.

Using the EZProxy database update stanza alerts stanzas were modified as soon as possible after receiving notification. Anecdotally, it appears that user connection problems caused by outdated stanzas have been greatly reduced.

Database stanzas, which control access to materials on the back-end of EZProxy, were updated as needed, based on the alerts issued by the OCLC EZProxy stanza update service. Numerous resources continued to switch to https (secure http) from http, requiring these updates. The switch to secure http (https) from unsecured http continued. Many database providers are making this change, as browsers are now routinely alerting users when a non-secured site is reached. It is worth considering securing the Library's main website, Aumnicat.aum.edu, although as the University's public site is not secured and no user information is exchanged on the main Library site, this is not a crucial need.

## **Springshare**

Springshare continues to provide invaluable services in the form of the various platforms the AUM Library has deployed: LibGuides, LibAnswers/LibChat, LibCal (hours); RefAnalytics; and most recently, LibWizard, a forms and survey builder.

Work was begun in spring 2019 to deploy LibChat to the EBSCO Discovery Service and eventually to the entire suite of EBSCO services. It is anticipated that this will take place in early fall 2019, and possibly expand to other vendor platforms as well.

Updates to the hours portion of LibCal continued as usual. No issues were reported with the calendar, save those involving non-standard hours and closing dates. Most of these reports were able to be corrected immediately, avoiding confusion to patrons.

Refanalytics was used extensively to monitor and report problems and issues encountered by library patrons, faculty, and staff. Reference inquiries are tracked through RefAnalytics, and are used to anticipate user needs. Frequently noted questions often used to develop canned responses that can be quickly and easily be sent to patrons using the LibChat service. Additionally, RefAnalytics provides a way to anticipate in-person requests, such as when faculty provide a library-based assignment; news of these recurring assignments can be passed on to other Reference and Library faculty and staff to more fully meet the needs of our patrons.

## **EBSCO Discovery Service**

The AUM Library website was redeployed in late summer 2018. As part of this process, the EBSCO Discovery service was rebranded as “Quick Search” from “MultiSearch.” Updates to the service continued to be made on a weekly basis. No interruptions were reported this year and operations are proceeding.

In fall 2018, the process to change openURL services from the Ex Libris-ProQuest 360Search/360Link to the EBSCO Publication Finder/FullText Finder service began. As it was not felt to be helpful for students to change services in the middle of an academic year, the 360Search/360Link service was extended 6 months to July 1, 2019 while the new openURL service was setup.

New databases and resources which EBSCO licenses and which AUM subscribes to were deployed through the Discovery service as quickly as the services are made available.

## **Work with IT Services**

Coordination with AUM’s IT Services department continued. Mr. Larry Brumby continues to attend weekly departmental meetings of IT Services, relaying information about projects to the Library and coordinating library systems and desktop support with ITS.

Upon Mr. Brumby’s retirement, it became much more important to coordinate with ITS to ensure smooth operations of the Library’s various computer systems. Among the efforts underway is the finalization of the Windows 10 migration, requiring only a handful of public and student use computers, such as printer managers and scanners. As the Library’s computers are at the end of their practical life, it will be necessary at some point to begin actual replacement of these machines; already, there is software deployed in the Taylor Center lab which, while technically possible to run in the Library, is impractical due to limitations of speed, processing power, and

memory. Mr. Moody and Mr. Bailey have been working with ITS, specifically with Robert Adams, Terrell Davis, and Bill Broadway, on this.

### **Work with Technical Services and Public Services**

The inventory process was concluded in Reference and Periodicals. Mr. Rickey best and Ms. Jessica Hayes used the inventory information to incorporate data into the weeding process. With the need for more space and the move to online publications, periodicals and reference were examined for weeding. A total of 1511 items were removed from these locations during this process.

Global Data Change continued to be used by Mr. Bailey to update, suppress, and move locations for records en masse. With the loss of Amanda Scott from Cataloguing, these sorts of changes are made by either Mr. Bailey or John Gantt, Head of Technical Services. Most use of GDC has been made for removing records from the Films On Demand collection and correcting mistakes, such as duplicate loading of large sets of government documents.

### **Desktop/Network IT Support**

With the retirement of Mr. Brumby in April 2019, much of the work supporting and maintaining the Library's desktops and networks was shifted onto Mr. Bailey and Mr. Moody, mostly involving network management and software. Issues involving hardware, such as dying hard drives or failing CUs, are being handled by IT Services at this time

Issues with automatic logins, service accounts, and security were found and corrected. Mr. Moody has been working diligently to learn the DeepFreeze computer management system, which Mr. Brumby used to configure and manage the Library's computers. Additionally, the print management software for the Sharp printer, aka the public, coin-operated printer, expired in May, 2019. Mr. Moody was able to get the software re-initiated as a trial basis, while Mr. Bailey followed up with the software provider and IT Services to purchase a license extension. The issue was resolved prior to the beginning of summer semester 2019.

Prior to departing, Mr. Brumby continued maintenance of computers and systems in Library. Over the course of the year he updated many of the software packages and began upgrades to hardware as well. Mr. Brumby deployed Windows 10 across the Library, at all student, faculty, and staff machines, excepting Diane Westfall and Tom Russell, and a handful of specific use computers, such as the dedicated scanners and the public printer manager. Ms. Westfall was upgraded in late spring 2019, and Mr. Russell's computer is going to be upgraded in the upcoming year. The non-staff computers will be upgraded by IT Services in the coming year.

Pharos and other print services in the Library were monitored. When issues arise, Mr. Moody and Mr. Bailey worked with IT Services to resolve them. Mr. Bailey has taken over as the contact for Ricoh in the Library, and imitated online ordering and fulfilment for printer supplies. Currently, the Pharos printer is set to notify Mr. Bailey by e-mail so required supplies can be ordered.

OCLC's Tipasa product for interlibrary loan continues to serve the AUM Library as a suitable, SaaS ILL system. No downtime, aside from routine maintenance, has been noted. Notification of maintenance is sent out by OCLC and forwarded to Ms. Karen Williams and Ms. Tabitha Singleton of Access Services. Student and faculty records are sent on a regular basis, at least

weekly, throughout the semester. Issues were found with logins from the EBSCO Publication Finder/FullText Finder platform were discovered and resolved.

### **Emerging Technology/Webmaster**

Mr. Daniel Moody continues to shine in his role as Emerging Technology Librarian.

In early summer, Mr. Moody worked with Ms. Samantha McNeilly to develop and deploy the AUM Library's Omeka digital archive platform. He worked with ITS to establish a virtual Linux server to house the digitization platform. Working with Ms. McNeilly and Strategic Communications & Marketing, a logo was developed and the site went live in June 2019. He also worked with Ms. McNeilly to develop automated library instruction surveys

Under his hand the AUM Library website was redesigned and deployed in late summer 2018. Working with Jessica Hayes, head of Reference Services, and other faculty and staff, Mr. Moody successfully updated the look and feel of the library site, while managing to meet the needs of various departments in the Library. He has worked throughout the year to develop accessibility tools for the website, deploy analytics tools and process data on usage, and resolve issues and deploy University approved banners.

Additionally, Mr. Moody has worked a great deal on learning new systems and managing the various issues and problems that are being presented as he continues to step in for Mr. Brumby. He has resolved a number of issues, including security related questions, printing issues, and diagnosing and coordinating with ITS to resolve hardware issues. Finally, Mr. Moody has taken an active and enthusiastic role in clearing out the materials left behind in Mr. Brumby's office. As part of this, he has conducted an inventory; cleared out broken and superfluous materials; and coordinated with ITS to remove sensitive materials such as old hard drives, for disposal.

As always, the year has been quite busy. While pressure was relieved with the arrival of Mr. Moody, the retirement of Mr. Brumby required that Mr. Bailey and Mr. Moody take on roles and tasks that were unfamiliar to them. IT Services continued to work with the Library Technology and Systems department to host services, provide network and computer troubleshooting, and overall technical support for the Library. A replacement for Mr. Brumby is currently being sought and will hopefully come on board shortly after the beginning of the fall 2019 semester.

### **Data/Tables**

#### **Table 1**

Number of records in Voyager

Bibliographic count

- 868,570 Unsuppressed records
- 74,864 Suppressed records

Item Count

- Unsuppressed records
- Suppressed records

## Holdings Count

- 955312 Unsuppressed records
- 40313 Suppressed records

## Table 2

### Searches in Voyager

74,112 searches run between June 1, 2018 and May 31, 2019

- 84,392 searches 2017-2018
- 70,212 searches run 2016-2017
- 62,411 searches run 2015-2016
- 1,852,553 searches run in 2014-2015
- 2,509,620 searches run in 2013-2014
- 1,859,939 searches run in 2012-2013
- 436,958 searches run in 2011- 2012
- 392,903 searches run in 2010-2011

## Table 3

### Bibs added by location

Total bibs added: 33,584

Total Unsuppressed Added: 33,266

Total Suppressed Added: 317

## Unsuppressed records--

- 49 added to spec
- 105 added to main,bc
- 15 added to juv
- 12 added to gpo,maps
- 50 added to resv
- 27 added to video
- 24,782 added to gpo
- 1311 added to main
- 2 added to rref
- 6824 added to internet
- 23 added to ref
- 1 added to Off Site Storage
- 15 added to pic
- 6 added to main,os

- 1 added to ref,leg3
- 42 added to gpo,ref
- 1 added to per
- 1 added to circ

Suppressed records—

- 51 added to ref,resv
- 3 added to main
- 258 added to gpo
- 3 added to internet
- 1 added to per
- 1 added to cat

**Table 4**

Items deleted by location

4025 items deleted in total from all locations, including reserves

- 6 from location video
- 11 from location rref
- 88 from location resv
- 17 from location ref,resv
- 43 from location ref,leg3
- 955 from location ref
- 1 from location pic
- 485 from location per
- 5 from location offsite
- 3 from location media
- 1 from location main,os
- 1 from location main,bc
- 492 from location main
- 1 from location juv
- 24 from location gpo,web
- 7 from location gpo,maps
- 10 from location gpo,fiche
- 1864 from location gpo
- 1 from location gpo,ref
- 2 from location gpo,ala
- 1 from location circ

**Library Instruction Annual Report  
June 1, 2018 - May 31, 2019**

Submitted by:  
Samantha McNeilly,  
Teaching & Outreach Librarian

The Library Instruction program supports the mission of the Library to facilitate lifelong learning within the AUM community by teaching the information literacy skills necessary to effectively locate, evaluate, and use information.

In 2015, UNIV 1000 classes began coming to the library for instruction sessions. Through a joint effort with the W.A.S.C, the UNIV 1000 Program Manager and the Teaching & Outreach Librarian created a library assignment to be included in the UNIV curriculum. In 2017, the UNIV manager asked for a new library assignment to be created and implemented in fall 2018. The new assignment was launched in Sep. 2018. Although the new assignment was well received by instructors and students, the librarian was asked to create another new assignment for UNIV. The new assignment will no longer tied to the mid-term project. This allows for a wider approach to teaching information literacy skills. The new assignment will be launched in fall 2019.

Additionally, the Teaching & Outreach librarian was invited to several different faculty-training sessions offered by the English Composition department to promote library instruction resources. This helped increase awareness of the resources available to faculty for library instruction, which led to an increase in the number of ENGL 1020 classes and more upper level classes coming in for library instruction.

The librarian also worked with the Emerging Technology Librarian on a new, website based evaluation form that students fill out at the end of instruction sessions. This allows for less paper to be used and for easier tracking of statistics.



**Library Instruction Sessions**  
**Compared with 2015-2016, 2016-2017, & 2017-2018, 2018-2019**

| <b>Month</b>     | <b>Instruction Sessions<br/>2015-2016</b> | <b>Instruction Sessions<br/>2016-2017</b> | <b>Instruction Sessions<br/>2017-2018</b> | <b>Instruction Sessions<br/>2018-2019</b> |
|------------------|---|---|---|---|
| <b>June</b>      | 2   | 5   | 5   | 7   |
| <b>July</b>      | 0   | 0   | 0   | 1   |
| <b>August</b>    | 4   | 4   | 11  | 6   |
| <b>September</b> | 29  | 50  | 40  | 42  |
| <b>October</b>   | 10  | 8   | 3   | 9   |
| <b>November</b>  | 8   | 4   | 3   | 1   |
| <b>December</b>  | 0   | 0   | 0   | 0   |
| <b>January</b>   | 5   | 20  | 10  | 12  |
| <b>February</b>  | 53  | 40  | 37  | 32  |
| <b>March</b>     | 4   | 12  | 1   | 5   |
| <b>April</b>     | 2   | 3   | 2   | 2   |
| <b>May</b>       | 0   | 0   | 0   | 0   |
| <b>Totals</b>    | <b>117</b>                                | <b>146</b>                                | <b>112</b>                                | <b>117</b>                                |

## **Reference Annual Report**

June 1, 2018 – May 31, 2019

Submitted by:

Jessica B. Hayes, Head of Public Services

Maranda Faulk, Senior Library Associate – Reference

### ***Department Purpose***

Reference supports the mission of the Auburn University Montgomery (AUM) Library by providing access to information resources to support the curriculum and research needs of AUM's students, faculty, and staff and assists in providing for the informational needs of the general public.

Head of Public Services Jessica Hayes and Senior Library Associate Maranda Faulk supervises this department which is staffed by eight-nine library faculty members, three full-time public services employees, one part-time public service employee, and a combination of student workers/work study students.

### ***Reference Collection Analysis & 2<sup>nd</sup> Floor Material Project***

Along with the Collection Development Librarian, the Head of Public Services and Senior Library Associate continued analyzing the reference collection and the periodicals. It evolved into the 2<sup>nd</sup> Floor Material Project. In June 2018, the Head of Public Services, Collection Development Librarian, and Public Service employees proposed the following plan for consideration:

- 1.) With input and approval of library faculty, deselect, and discard periodicals listed in the "pull list" created by Access Services Librarian and Collection Development Librarian
- 2.) Deselect/discard, or relocate reference materials according to the input of library faculty.
- 3.) All deselected reference materials will be taken to Cataloging for location change, or removal from Voyager; all deselected periodicals will be taken to Serials to ensure removal from system and to end any subscriptions.
- 4.) Shift remaining reference/periodicals to needed shelving.
- 5.) If needed, empty shelving is dismantled, tile is cleaned, and space is reutilized for seating/studying space.

We completed all of these steps throughout the 2018-2019 year and on May 22<sup>nd</sup>, 2019, AUM Conference Services crew dismantled the empty shelving and we evaluated the space for tile cleaning.

### *Development of New Reference Services*

#### *Check-Out-A Librarian Service*

During the spring 2019 semester, the Head of Public Services and the Teaching & Instruction Librarian conducted a soft launch research consultations opportunities in which users scheduled appointments with them to have one-on-one research assistance. This was labeled the “Check-Out-A Librarian” and marketed in library instruction as well as our social media. While the recorded results were minimal for the semester (~15), it is a service they want to continue to grow and develop.

#### *Pop-Up Information Stations*

Starting in fall 2018 semester, the Head of Public Services and Teaching & Outreach Librarian designed a new Weeks of Welcome event called the Pop-Up Information Stations. These were roving reference desks stationed at Goodwyn Hall and Taylor Center. In fall 2018, we answered 605 questions from students; this success lead to our “event” being requested at all subsequent Week(s) of Welcome. We are planning to continue this in 2019-2020.

#### *Evaluation of New Physical Reference and Usage Statistical Keeping System*

Started in summer 2017, by 2018-2019 year, the new physical reference and usage statistical keeping system has been used consistently by reference service providers. However, the Head of Public Services and Senior Library Associate for Reference have noticed some decline in the number of transactions recorded, effecting the overall number of statistics as seen in **Table 1** and **Table 3**. They are looking at ways in which to encourage providers to increase their transaction recording, as well as reviewing ways in which they can make the system easier to record statistics.

#### *Goals for 2019-2020*

- Reutilize the periodical space near the Systems librarian’s office and the Senior Library Associate in Reference’s office to include additional soft-seating.
- Get signage for Reference Desk to encourage users to stop and ask questions.
- Enhance marketing and promotional information of reference services to faculty, staff, and students.
- Increase the roving reference service (Pop-Up Information Stations) at other times in the semester.

**TABLE 1: PHYSICAL ASSISTANCE STATISTICS**

| <b>SEMESTER</b> | <b>REFERENCE TRANSACTIONS<sup>1</sup></b> | <b>MATERIALS RESHELVED<sup>2</sup></b> |
|-----------------|---|--|
| <b>SUMMER</b>   |   |  |
| 2017-2018       | 804                                       | 243                                    |
| 2018-2019       | 747                                       | 139                                    |
| <b>% Change</b> | <b>-9.6%</b>                              | <b>-43%</b>                            |
| <b>FALL</b>     |   |  |
| 2017-2018       | 2,606                                     | 420                                    |
| 2018-2019       | 2,655                                     | 378                                    |
| <b>% Change</b> | <b>1%</b>                                 | <b>-10%</b>                            |
| <b>SPRING</b>   |   |  |
| 2017-2018       | 1,752                                     | 512                                    |
| 2018-2019       | 1,575                                     | 364                                    |
| <b>% Change</b> | <b>-12%</b>                               | <b>-29%</b>                            |
| <b>TOTALS</b>   |   |  |
| 2017-2018       | 5,162                                     | 1175                                   |
| 2018-2019       | 4,977                                     | 881                                    |
| <b>% Change</b> | <b>-3%</b>                                | <b>-25%</b>                            |

<sup>1</sup> Includes in-person questions asked at Ref./Circ./Gov. Docs. Desk, questions asked via phone/email, and other assistance formats.

<sup>2</sup> Includes Reference, Periodicals, Media, and Browsing Collection

**TABLE 2: VIRTUAL ASSISTANCE STATISTICS**

| <b>SEMESTER</b> | <b>VIRTUAL TRANSACTIONS</b> |
|-----------------|-----------------------------|
| <b>SUMMER</b>   |                             |
| 2017-2018       | 103                         |
| 2018-2019       | 107                         |
| <b>% Change</b> | <b>3%</b>                   |
| <b>FALL</b>     |                             |
| 2017-2018       | 388                         |
| 2018-2019       | 449                         |
| <b>% Change</b> | <b>15%</b>                  |
| <b>SPRING</b>   |                             |
| 2017-2018       | 351                         |
| 2018-2019       | 357                         |
| <b>% Change</b> | <b>2%</b>                   |
| <b>TOTALS</b>   |                             |
| 2017-2018       | 797                         |
| 2018-2019       | 913                         |
| <b>% Change</b> | <b>14%</b>                  |

**TABLE 3: COMBINED TRANSACTIONS STATISTICS**

| <b>SEMESTER</b><br><i>Current Year</i><br><i>Previous Year</i> | <b>*REFERENCE</b><br><b>TRANSACTIONS</b> | <b>**MATERIALS</b><br><b>RESHELVED</b> |
|--|--|--|
| <b>SUMMER</b>  |  |  |
| 2017-2018  | 933                                      | 243                                    |
| 2018-2019  | 854                                      | 139                                    |
| <b>% Change</b>  | <b>-8%</b>                               | <b>-43%</b>                            |
|  |  |  |
| <b>FALL</b>  |  |  |
| 2017-2018  | 3,064                                    | 420                                    |
| 2018-2017  | 3,104                                    | 378                                    |
| <b>% Change</b>  | <b>1%</b>                                | <b>-10%</b>                            |
|  |  |  |
| <b>SPRING</b>  |  |  |
| 2017-2018  | 2,340                                    | 512                                    |
| 2018-2019  | 1,932                                    | 364                                    |
| <b>% Change</b>  | <b>-17%</b>                              | <b>-29%</b>                            |
|  |  |  |
| <b>TOTALS</b>  |  |  |
| 2017-2018  | 6,337                                    | 1175                                   |
| 2018-2019  | 5,890                                    | 881                                    |
| <b>% Change</b>  | <b>-7%</b>                               | <b>-25%</b>                            |
|  |  |  |

**TABLE 4: FLOOR COUNT STATISTICS**

| <b>SEMESTER</b><br><i>Current Year</i><br><i>Previous Year</i> | <b>*SEMESTER TOTAL</b> |
|--|------------------------|
| <b>SUMMER</b>  |                        |
| STARTED FALL 2017  | NA                     |
| 2018-2019  | 2,595                  |
| <b>FALL</b>  |                        |
| 2017-2018  | 7,494                  |
| 2018-2019  | 13,369                 |
| <b>% Change</b>  | <b>78%</b>             |
| <b>SPRING</b>  |                        |
| 2017-2018  | 15,285                 |
| 2018-2019*   | 3,399                  |
| <b>% Change</b>  | <b>-77%</b>            |
| <b>TOTALS</b>  |                        |
| 2017-2018  | 22,779                 |
| 2018-2019  | 19,363                 |
| <b>% Change</b>  | <b>-15%</b>            |

\* Providers did not consistently enter floor counts for spring 2019; training is being implemented to address this issue.

\*\* All statistics are “**best estimates only**” and **tend to be under-recorded** due to difficulty in recording all assistance transactions and materials reshelved.

Technical Services Department Annual Report  
June 1, 2018—May 31, 2019  
Submitted by John Gantt, Head of Technical Services

Staff

Amanda Scott, Cataloging Librarian II  
Anne Mulder, Senior Library Associate  
Diane Westfall, Senior Library Associate  
Anita Griffith, Library Assistant

### I. Mission

Technical Services is composed of three units: Acquisitions, Serials-Acquisitions and Cataloging. The Department actively supports the educational mission of the Library and the University community by acquiring monographic, serial and electronic resources and by building and maintaining an online catalog that provides accurate and up-to-date information about the universe of resources, both in the Library and online, that are available to the AUM community. We create records for the materials we acquire and classify them in order to make those materials accessible. The Department is responsible for the ongoing maintenance and quality control of the information in the catalog. Our goal is to ensure that the catalog facilitates the identification and retrieval of materials that support the scholarly, educational and personal needs of the AUM community.

### II. Staff Changes

In our only staffing change of the academic year, our Cataloging Librarian Amanda Scott left AUM at the end of June 2018 to accept a faculty position out-of-state. Although Ms. Scott was only on our team for a brief portion of the year, in recognition of her six years of service to the Library, it is fitting to include her one more time in the annual report.

### III. Statistical highlights

*Acquisitions (New and Gift Materials):* After last year's 13% decline in new titles ordered, this year saw a most welcome turnaround in the positive direction, with the tally of new orders and items received more than doubling last year's figures. We have not experienced an increase of this magnitude in acquisitions since AY 2012-2013. Acquisitions staff ordered 1,129 new titles in AY 2018-2019. This figure represents an increase of 595 titles, or approximately 111% more than last year's total of 534. Following are our statistics for gifts added to the collection this year by category: 149 hardback books; 100 paperbacks; 21 miscellaneous-format items and 319 periodical issues, for a total of 589 items. This total reflects a modest decrease of 71 gift items, or about 10.8% fewer than we added last year (660). Gifts were the exception to our positive overall trend, but approximately half of the small decrease in that area was attributable to a reduction in the gift periodical issues we were able to accept. Although we greatly appreciate gifts and they continue to add tremendously to the richness and depth of our collection, our emphasis in collection development is necessarily on acquiring the most up-to-date materials to meet the information needs of our patrons.



The Acquisitions unit received 1,334 volumes/items (primarily books, but also videos, CD-ROMs, and items of other types), or 687 more items than last year's total of 647, which represents an increase of about 106%. There was a particular focus this year on adding materials to support the University's expanded course offerings in social work, and this may explain part of the gain in items received; however, our book budget was not substantially changed from the previous year. Some of the increase may be attributed to the dedicated efforts of our Senior Library Associate in Acquisitions to search multiple sources in order to find the best deal available on each item ordered. In addition, last year's numbers were low in part due to the freeze on new purchases that was in place the first few months of the academic year. Setting last year aside, the overall numbers for AY 2018-2019 are similar to those seen in AY 2014-2015 and 2013-2014 (though a bit higher than those as well). We are pleased with this increase, and we hope to continue to be able to add high-quality print materials to support the University's curriculum to the greatest extent possible. While print is still a vital part of our collection, we should note that our future collection development priorities are likely to continue to favor the acquisition of electronic resources in the form of electronic books, e-journals, streaming video, and other e-content. Our patrons are increasingly comfortable with electronic content, and our students in particular tend to prefer it. Publishers and other content providers are moving more and more towards the electronic, and in some cases e-resources are more cost-effective. In these days of fiscal restraint and tight budgets, we have to be careful to spend our acquisitions funds wisely.

Acquisitions staff also completed the physical processing/labeling of 1,320 items over the course of the year, an increase of over 57% from last year's total of 839 items processed.

*Cataloging:* Cataloging staff added 1,295 new titles to the catalog, which represents an increase of 51.8% over last year's total of 853 titles. This figure includes print materials (both gifts and purchased items) as well as audio-visual materials. Any increase in titles added would represent a happy result after last year's decline of 5.3%, but an increase of this magnitude marks a most welcome reversal indeed. The number of volumes added to the collection (for titles already held) was 91, which represents an increase of 93.6% compared to last year's count. These 91 volumes include multi-part monographs (both gifts and purchased items), annuals and other continuations. Twenty-eight copies of works already held were added to the collection this year. Taking all categories into consideration (new titles, added volumes, and added copies), we added 1,414 volumes over the course of AY 2018-2019, or about 55.5% more than last year's total of 909. This increase is a highly positive result, particularly given that our books budget did not increase from the previous year. We are delighted to have been able to add so many high-quality resources to the Library's collection in AY 2018-2019.

Our statistics for items withdrawn from the collection in AY 2018-2019 were significantly higher than last year's, due primarily to the withdrawal portion of the second floor projects in both reference and periodicals, as well as the early stages of the 4<sup>th</sup> floor withdrawal project, which started late in the academic year. Taking into account all items weeded from all locations, we withdrew 1,366 titles, 552 added volumes, and 299 added copies/items, for a total of 2,217 volumes/items withdrawn, or 564% more than last year's total of 334. While this seems a major statistical jump, it also reflects the fact that weeding was not a major priority in AY 2017-2018. The numbers for AY 2018-2019 reflect a more typical number of withdrawals in a year, with our

deselection decisions made strategically and judiciously in the interest of supporting the needs of the Library and its patrons. The vast majority of print periodical holdings withdrawn were titles for which we have electronic holdings in our databases, including most notably JSTOR.

#### IV. Projects:

*2<sup>nd</sup> floor withdrawal project (Reference, Periodicals):* One of the more time-consuming projects for us in Technical Services this year was focused on the withdrawal of reference and periodical materials from the 2<sup>nd</sup> floor, which served the purpose of eliminating redundancy in coverage of serials (print versus electronic) as well as freeing up space to add student-friendly amenities such as the coffee shop and additional soft seating. As noted above, over the course of the academic year, we withdrew a total of 2,217 print volumes/items. This figure includes 1,009 monograph items and 770 periodical items withdrawn from the 2<sup>nd</sup> floor, as well as 438 items withdrawn from 4<sup>th</sup> floor (see discussion of that project below). The vast majority of withdrawn periodical items were deselected because we have access to the same content electronically by way of our database subscriptions. All of these withdrawals required close attention to and expert editing of records in both the Voyager and OCLC WorldCat databases, as well as labor-intensive physical processing of individual items withdrawn. A number of the periodical titles required time-consuming research and correction of errors in order to ensure the accuracy of our holdings in Voyager and OCLC WorldCat. As has been the case with previous withdrawal projects in past years, members of the Technical Services team came together in collaborative fashion, working effectively as a team to complete a substantial amount of highly detailed work in a relatively short time frame.

*4<sup>th</sup> floor withdrawal project:* As briefly mentioned above, in the latter part of AY 2018-2019, we began the initial stages of a new withdrawal project, focusing on the 4<sup>th</sup> floor, and with the ultimate goal of eliminating one of our shorter book ranges in order to expand the soft seating area in the northwest corner of that floor for the convenience and comfort of our students. By the end of May 2019, we had withdrawn 438 items from 4<sup>th</sup> floor. That was only the beginning, and the project is continuing apace, with over 500 items withdrawn in the first months of AY 2019-2020 and more to come. Yet again, the expertise and the well-honed collaboration of the Technical Services team have been instrumental in completing the tasks associated with this project efficiently and accurately.

*2<sup>nd</sup> floor location change projects (to Main, Offsite):* In addition to items selected for withdrawal from 2<sup>nd</sup> floor, in order to free up additional space, many items deemed worthy of keeping in the collection were moved to the Main and Offsite locations. Over 1,100 items were relocated from Reference to Main, and over 725 items were moved to Offsite. Such a project requires more work on the part of Technical Services than a layperson might imagine. Most importantly, Voyager catalog records must be changed to reflect items' new location within the Library. In addition, the process requires a good deal of painstaking physical processing to be completed by hand for each item being moved. For instance, all of the items required the addition of date due slips, because items in Main and Offsite are available for patrons to check out, whereas items in Reference do not circulate and are for in-library use only. New call number labels had to be printed for each volume as well, since the old labels reflected the REF location. Finally, in the case of items being moved to the Offsite location, all eleven carts of books had to be carefully

and thoroughly wrapped in cellophane sheets to help keep items on the cart and to protect them against inclement weather while in transit to Offsite. The Technical Services team was charged with wrapping all eleven carts destined for Offsite, along with the assistance of the Head of Public Services, and it was quite a challenging workout. Overall, I am very proud of the work that we did as a Department this year on our location change projects.

*Serial cleanup project:* Over the course of AY 2018-2019, the Technical Services team continued to work diligently on cleaning up our Voyager serial records with respect to both accuracy and completeness of holdings, with a particular (but not exclusive) focus on JSTOR titles in print and microfilm. Once again this year, many problems with serial records came to our attention by way of the dedication of our serials assistant, Anita, who maintains a persistent and watchful eye over our serials holdings. Problems included issues such as incorrect or incomplete holdings information, broken or dead links to electronic content, and title changes either not dealt with or incorrectly dealt with, to name just a few. Correcting these issues required extensive team effort as well as expertise with our systems, but all the hard work was worth it, as it served to further our goal of improving the accuracy and completeness of our serial records. We were aware going into this year that we would be withdrawing a larger volume of periodicals, both print and microfilm, and we knew that having greater accuracy of records would facilitate that process greatly. Once again, we have Anita to thank for her work early in the year documenting details about print titles being considered for withdrawal due to database coverage, as well as her tireless efforts in detailing the contents of over 1,300 reels of microfilm from Surplus as they were being prepared for withdrawal. (The microfilm withdrawals process that builds on all this work will culminate in AY 2019-2020). As Department Head, I am proud of our team's work on serials this year and the progress we continue to make on improving the quality of our serial catalog records.

## V. Staff Activities

- Anne Mulder continued to do an excellent job with the day-to-day running of our serials unit over the course of AY 2018-2019. She paid invoices for print serials, databases and title-level e-journal subscriptions, and she balanced the ledger with the Library Administration office as required. She continued working with vendors on e-journal title-level subscriptions, and she collaborated closely with staff in Technical Services and Systems to facilitate the process of getting records and working links to e-content into Voyager. She continued to investigate problems with serial holdings records and updated and corrected records, in consultation with the Department Head when necessary and with the assistance of Anita Griffith. She readily volunteered to help with Library projects whenever asked to do so. For instance, she assisted with the time-consuming and strenuous process of preparing several carts of books for transport to Offsite as part of the 2<sup>nd</sup> floor location change project, helping to cover the carts of books with cellophane wrap to prevent rain damage and to help keep books on the carts while in transit. She also assisted the Head of Technical Services with transporting withdrawn books to the free shelves on first floor on at least two occasions. Anne continued to be a dedicated team member with a contagiously positive attitude and a willingness to go out of her way to be of assistance to colleagues as well as external customers of the Library. We are fortunate to have her as part of the Technical Services team.

- Diane Westfall did an excellent job of overseeing the day-to-day aspects of our monographic acquisitions in AY 2018-2019. She continued to take the initiative in seeking out opportunities for training relevant to her work in cataloging and acquisitions. In addition to OCLC webinars, over the course of the year, she completed seven self-paced WebJunction courses in the technical services and collection development tracks. At the University level, she attended training sessions on important topics such as Section 504 and Disability Services. Diane is a self-starter who enjoys expanding her skill set, and she takes great pride in the quality of her work. In addition to maintaining an exemplary standard of work with regard to her primary job duties, Diane pitched in cheerfully with Library projects whenever asked to do so. Her continued willingness to provide back-up coverage at the circulation desk served as further evidence that she is a dedicated team player. Once again this year, Diane's service record demonstrates the strength of her commitment to being of service to the campus community. To give just a few examples, she assisted with Weeks of Welcome (WoW) events on several occasions, including but not limited to staffing the popcorn station; she assisted with the Early Learning Center's (ELC) story time held in the Library on many occasions; and she helped out extensively with the Halloween Open House, including set-up, assistance with food serving, and clean-up. She also continued to serve as staff representative to the Library's Website Redesign Committee, which met a few times in the earlier part of the academic year, leading up to Fall semester of 2018. Diane continued to assist capably and diligently with other projects, including location change projects as well as withdrawals (both 2<sup>nd</sup> and 4<sup>th</sup> floors). Her expertise with our technical systems, her eye for detail, her work ethic and her mindset of teamwork all combined to make her a critical factor in the successes that we were able to achieve as a Department.

- Amanda Scott was part of the Technical Services team for only the first month of AY 2018-2019, because, as noted above, she left us at the end of June 2018 to accept a faculty position out-of-state. For her six years of outstanding service to the Technical Services team and to the AUM Library, and also because she was indeed a member of our team for a small portion of the year, it is appropriate to include a brief mention of her in this report. In particular, her tireless efforts in recent years with regard to the quality of our serial records helped in part to lay the groundwork for the progress that we were able to make this year in that area.

- Anita Griffith became a full-time Library Assistant in 2013 with a primary appointment in Reference, but she continues to assist us with Serials for a portion of each working day, and so I am including her in this report, but I am only listing activities that pertain to her work with us in Technical Services. Over the course of AY 2018-2019, in addition to her primary job duties in Serials (checking in and physically processing new issues, monitoring monthly lists for journals not received, generating claims for missing issues, processing pocket parts for legal reference sets, etc.), Anita continued to provide highly capable and diligent assistance with a number of special projects pertaining to serial titles. Anita continued to demonstrate her dedication to improving our catalog by ensuring that our holdings are as accurate and up-to-date as possible. Over the course of the year, she identified and made note of approximately 150 outdated serial links in Voyager and provided the correct URLs to Technical Services team members charged with the task of editing links. One time-consuming project Anita took up on her own initiative entailed her working through 35 boxes of microfilm, or a little over 1,300 individual reels, detailing the contents of each box and comparing the items in hand to holdings as stated in the catalog. The data that she compiled will assist enormously in the task of completing all steps of

the microfilm withdrawal process quickly, efficiently and accurately. Earlier in the academic year, Anita also assisted extensively with the 2<sup>nd</sup> floor periodicals withdrawal project, making certain that correct items were pulled for withdrawal and documenting details of her findings in order to facilitate the subsequent steps in the withdrawal process. Once again this year, Anita's vigilant and dedicated efforts continued to improve the accuracy and completeness of our serial holdings information as well as the currency of links. Her attention to detail, her team spirit, and her consistently positive energy all continued to contribute greatly to the success of the Department.

- John Gantt fulfilled numerous service commitments over the course of the year at the Library and University levels. He served on the Library's Collection Development Committee, which had the task this year of providing significant input into withdrawal decisions on reference materials and periodicals. He continued to represent the Library on the Faculty Welfare Committee and the Diversity & Inclusion Committee (DIC). The DIC's job was finished when the Administration decided to establish a new campus-wide committee for diversity-related issues: the University Committee on Diversity, Equity and Inclusion (DEI). At Dean Johnson's recommendation, John was honored to agree to serve as the Library's representative on this new committee as it goes forward with its mission of fostering diversity and inclusion on all levels at the University. He also served on the Facilities Strategic Planning Subcommittee, headed up by Daryl Morris, which entailed participating in intensive meetings in Fall 2018 with the immediate goal of crafting a SWOT analysis for Facilities (Strengths, Weaknesses, Opportunities and Threats), to be incorporated into the University's overall strategic plan. At the professional level, John once again served on the Continuing Education Committee of the Network of Alabama Academic Libraries (NAAL). He attended Department Head meetings/trainings given by Scott Parsons on the topics of Financial Training and Banner budgeting as well as presentations from key AUM leaders on important topics such as Marketing/Communications and Retention. With respect to Library-related training, he attended an EBSCOnet update in July, a vendor demonstration of the Visible Body Human Anatomy product and the JBI database in August, and webinars given by OCLC and the American Library Association on topics pertaining to Cataloging and Technical Services over the course of the year. He attended a Records Management training session given by Samantha McNeilly in May 2019. He assisted with staffing the Library's table at several freshman orientation sessions over the course of the academic year, speaking with incoming students and their parents about the Library's services and resources. He pitched in on a regular basis with Library events, including but not limited to Midterm Madness and the Halloween Open House. He assisted with staffing the Pop-Up Information Station in the Taylor Center in January 2019. He coordinated and led the efforts of the Department with respect to the projects described in Section IV above, taking a very involved, hands-on role in each of them. With respect to the withdrawal projects, both 4<sup>th</sup> floor and 2<sup>nd</sup> floor, he completed a significant proportion of the associated work in Voyager and in OCLC WorldCat, along with a good deal of the physical processing of withdrawn volumes. The same was true of the location change projects; he participated in hands-on fashion, making necessary changes of location information in Voyager and completing a significant proportion of the physical processing required to move items to Main or Offsite (printing of new labels, date due slips added for items moving to main, etc.), in collaboration with the Senior Associate in Acquisitions. With respect to serials cleanup, in addition to overseeing the department's efforts,

he pitched in actively by researching and correcting problematic records in Voyager and by correcting holdings information in OCLC WorldCat as needed.