



**AUM Library
Annual Report
June 1, 2019 – May 31, 2020**

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Executive Summary

Submitted by:
Phill Johnson, Dean of the AUM Library

This year proved to be quite the challenge for AUM due to the COVID-19 pandemic. Despite that fact, members of the AUM Library continued to maintain a high level of productivity as they rose to the challenge to meet the needs of our users. In fact, our faculty, staff, and students all directly benefited from the excellent response by our team during a very challenging period. For this, and so many other reasons, I commend everyone who works to provide the highest level of service in the AUM Library.

The pandemic resulted in many changes for the Library as we adopted new ways to provide services while also improving on other services we were already providing. In mid-March the university transitioned to remote learning and subsequently closed the physical campus on April 1st. In response to the closure, we responded in a number of ways to ensure we continued to provide the highest level of services possible. These initiatives included upgrading our virtual reference service by adding screen-sharing and webinar capabilities, as well as with the creation of a virtual help desk, which was a LibGuide with direct links to our chat function, FAQs, etc. Our library instruction continued by using tools such as Zoom and Blackboard Collaborate. Library integration within our LMS was instituted, which allowed faculty members to integrate a generic library page into the LMS. This move allowed their students to have direct access to our services. We also developed controlled digital lending (CDL) services in response to the pandemic. CDL was an emerging tool that our Interlibrary Loan and Access Services Librarian, Karen Williams, brought to our attention. This method of lending allowed us to scan textbooks and loan them in a print-like fashion to students who were remote learning at the time. To make this happen was the result of a group collaboration and shows how well our team works together.

As would be expected in the midst of a campus closure, we saw decreases in most of our services. Most can be directly attributed to the pandemic and it is expected that once things return to normal we will see numbers more in line with our normal operations. Interestingly, we expected to see an increase in our virtual reference transactions but we instead saw a decrease. We eventually determined that when classes moved to online-only delivery faculty members made significant changes to their assignments, which was to be expected given the circumstances. However, the changes meant that assignments that previously required extensive research or use of library materials were no longer being used, and thus a decline in the need for our services. On the upside, many publishers saw the need to provide additional resources at no cost to universities throughout the country. As a result, we were able to add coverage specific to the pandemic from multiple publishers, including ProQuest, Elsevier, Springer, Wiley, the National Library of Medicine, The Lancet, and the New England Journal of Medicine.

In mid-June our Library administrators began transitioning back to campus in preparation for reopening the physical library. Faculty and staff members began working staggered schedules soon after as we prepared to welcome our students back, albeit on a limited basis.

This year also marked a staffing change when Adair Stallworth was hired to fill our Senior User Services Technician position. Starting in the fall of 2019, Adair immediately made an impact in terms of his great customer service skills and also in how he has helped us move our services to a higher level. Since his hiring, Adair has regularly attended campus ITS meetings, become well-versed in the systems he is responsible for, and has become quite adept at managing the software and systems used by the Library. He was also instrumental in working with ITS during a campus-wide security audit, and helped correct deficiencies found as part of that audit.

Despite the pandemic, the Library continued its track record of formulating new efforts to better assist our users. An embedded librarian service was launched during the fall semester of 2019, and our Pop-Up information stations continued to rise in popularity. Several databases were added to our already expansive list: HeinOnline (Slavery in America, and Gun Regulation and Legislation in America); Pronunciator; JoVE Core Bio; Taylor and Francis Online; MSphere; BioRxiv; BiomedCentral; and Agricola. This year also saw the deployment of EBSCO Publication Finder, which replaced the SerialSolutions product we had previously used. This move saved the Library considerable money and many of the materials in Publication Finder were already listed as being subscribed to by the Library. Another change was the addition of GOBI, which is used by both our collection development and technical services people. Additionally, the Library worked with the university marketing department to bring a more cohesive look and feel throughout our website. Another project that directly impacted our students involved the addition of numerous anatomy models that students are able to check out from our reference desk. Because the Library has expansive hours, students are more readily able to access the models throughout the week.

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, as well as a decrease in the number of ILL transactions. The Library also experienced an increase in the number of users of our Archives & Special Collections. The instruction program in the Library held 124 instructional sessions in 2018-2019, which constitutes a 5% increase over the previous year. These sessions reached approximately 2,500 students throughout the reporting year. Finally, the number of students utilizing our physical study space was good during the times the library remained open, but the pandemic obviously caused a significant drop otherwise.

Public Services 2019-2020 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.

Because of the COVID-19 pandemic, Auburn University at Montgomery transitioned to remote-only university classes in mid-March and subsequently shutdown the campus starting April 1st. This affected a significant portion of the Public Services Department; however, it also provided an opportunity for the Public Services librarians and staff to develop creative solutions to serve library users remotely.

These initiatives included:

- 1) Library integration within the LMS
- 2) Addition of screen-sharing and webinar capabilities to Virtual Reference services
- 3) Involvement in Online-Only New Student Orientations
- 4) Development of controlled digital lending services
- 5) Library instruction sessions taught via Zoom/Blackboard Collaborate

Access Services Unit

In 2019-2020, we circulated 5528 items, a 24.97% **decrease** over 2018-2019 in which we circulated 7368 items. Obviously, the transition to online-only courses and the subsequent library closure on April 1st due to the COVID-19 pandemic was the cause for this decrease.

For 2019-2020, there were **378** items placed on Course Reserve (traditional), and these were used **901** times. The SGA Textbook Program continued to be one of our most popular circulating items as they were used **901** times; it is due to the popularity of the SGA Textbook Program, that we have attempted to develop a controlled digital lending service so we can offer SGA textbooks in the online environment.

In 2019-2020, our group study rooms circulated **678** times; a 10% decrease from 2018-2019 in which we only circulated study rooms **759** times. Again, due to the pandemic, we had to close these group study rooms, which reduced their circulating numbers.

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 **0 new titles**.

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

- Capri Files (annual accession)

The number of walk-in visitors to Archives and Special Collections during 2019-2020 was **10** up from 2018-2019 in which there were **8** 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.

In an effort to maximize space efficiency, the staff rearranged items and tried to find shelving for the materials. However, despite this, the Archives Department is still experiencing space issues and will require additional storage space in the future.

Library Instruction Unit

The library instruction program recorded **124** instruction sessions in 2018-2019, a 5% increase over the **117** sessions taught in 2018-2019

We also held **36** 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.

Interlibrary Loan Unit

Interlibrary loan borrowing requests decreased, with **930 transactions** this year compared **1370 transactions** in 2018-2019, a **32.12%**. Lending transactions decreased from 954 items lent in 2018-2019 to **691** items lent in 2019-2020, a decrease of 27.57%. In the past year, AUM filled **13** requests through UB and charged out approximately **INSERT** items to “walk-in” UB patrons. In addition, AUM patrons requested **53 items** via UB and checked out **110 items**. There were **8** requests that were unfilled, which means that there were around **37** 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, with 3856 questions answered during the year; a **decrease of 22%** from 2018-2019. This decrease was directly caused by the COVID-19 pandemic and campus shutdown. Our virtual reference transactions decreased from **913** in 2018-2019 to **757** in 2019-2020, a **17% decrease**. While our virtual reference services were not directly affected by the pandemic/shut-down, professors informed us that when they took classes to online-only delivery, significant assignments were altered. These assignments would traditionally have required extensive research or library materials; without these assignments, students did not have the typical need for library support. Additionally we experienced some technical issues with the virtual reference widget that caused

problems and likely caused some of the decrease. Since fixing the technical issues, we have seen a small increase in our virtual reference services.

Public Service Department - Future Goals (2019-2020)

Due to the leave of the Head of Public Services librarian and the subsequent pandemic/campus-closure, very little work on the 2019-2020 goals was completed. Because of this, the Head of Public Services librarian has decided that these goals will be focused on during the 2020-2021 year:

- 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.
 - Launch controlled digital lending.
 - Implement contactless pick-up services
- *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 2019-2020

Circulation/Reserves

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, 2019 and May 31, 2020 a total of 5528 materials were circulated. This is a 24.97% decrease from the previous year, when 7368 materials were circulated. (See Appendix A). The large decrease in the circulation of materials, along with the decrease in other statistics is due, in part, to the transition to online only classes in March and then the closure of the library building the first of April in an effort to decrease transmission of COVID-19.

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 901. There were 378 items placed on traditional reserve. SGA Textbooks were used 901 times. There was a signification drop in the amount of monies collected at the Circulation Desk this year. This is due to several factors. There were fewer guest cards sold this year, there was more use of Food for Fines and Fine Feathered friends, and we generated fewer fines first because we created a grace period for reserve items and then because we suspended all fines and fees in the wake of COVID-19. (See Appendix C and D)

The circulation of materials increased in the following user groups: Trenholm State users. All other user groups saw a decrease in circulation (See Appendix A).

Group study rooms were checked out a total of 678 times. The most popular times to check out the group study rooms were between the hours of 1:00 PM and 4:00 PM. (See Appendix F)

APPENDIX A

CIRCULATION DEPARTMENT STATISTICS FOR 2019-20

(Excludes ILL charges and universal borrowing charges)

Patron Group	2018-2019	2019-2020	% Change
AUM Alumni	24	12	-50.00%
BTW students	Not reported	2	N/a
Community Users	227	149	-34.36%
Consortia	116	35	-69.82%
Continuing Ed. Students	0	0	0
Emeriti	0	0	0
MFAC (AUM)	974	625	-35.83%
MGRAD (AUM)	458	323	-29.48%
MSTAF (AUM)	527	296	-43.83%
MUND (AUM)	5031	4056	-19.38%
Trenholm State	1	2	100.00%
Visiting Scholars	10	0	-100.00%
TOTAL	7368	5528	-24.97%

APPENDIX B Circulation Transactions by Library of Congress Classification (June 1, 2019 through May 31, 2020)

CLASS	#TRANS	CLASS	#TRANS	CLASS	#TRANS	CLASS	#TRANS
AM	1	HB	9	PE	19	UG	1
AS	1	HC	9	PF	3	V	1
B	16	HD	27	PG	12	VA	1
BD	3	HE	3	PJ	5	W	1
BF	112	HF	29	PL	16	Z	18
BJ	18	HG	7	PN	172	ZA	1
BL	45	HJ	7	PQ	13		
BM	3	HM	18	PR	276		
BP	2	HN	8	PS	206		
BR	38	HQ	43	PT	23		
BS	4	HT	8	Q	5		
BT	6	HV	73	QA	55		
BV	2	HX	4	QC	4		
BX	17	JA	8	QD	9		
CB	2	JC	21	QE	1		
CT	7	JF	14	QH	15		
D	40	JK	37	QL	3		
DA	10	JN	1	QM	24		
DB	1	JQ	1	QP	8		
DC	10	JS	3	QR	9		
DD	8	JZ	4	R	5		
DE	1	K	1	RA	5		
DF	6	KF	31	RB	1		
DG	7	LA	3	RC	22		
DJK	1	LB	171	RG	1		
DK	10	LC	27	RJ	1		
DL	3	M	2	RM	3		
DP	2	ML	26	RT	28		
DS	104	MT	2	SD	1		
DT	18	N	74	SK	1		
E	93	NA	8	TD	1		
F	56	NB	1	TH	1		
G	2	NC	7	TL	15		
GF	3	ND	37	TR	7		
GN	30	NE	4	TS	1		
GR	17	NK	3	TT	1		
GT	5	NX	3	TX	6		
GV	25	P	9	U	2		
H	8	PA	27	UA	3		
HA	7	PC	5	UB	2		
						TOTAL	2527

Appendix C Miscellaneous Statistics 6/1/2019-5/31/2020

	2018-2019	2019-2020	%Change
ALL print reserve charges	2430	1802	-25.84%
Guest cards purchased	18	6	-66.67%
K-12 Students*	3	3	N/c
Monies Collected**	\$1,298.25	\$185.50	-85.71%
Fines paid via Food for Fines	\$62.00	\$96.00	54.84%
Fines forgiven via Fine Feathered Friends	\$232.25	\$469.75	102.2%

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

Appendix D Reserve Statistics

INSTRUCTOR RESERVES

SEMESTER	# OF ITEMS	# OF CHECKOUTS
SUMMER 2019	80	91
FALL 2019	149	449
SPRING 2020*	149	361
TOTAL	378	901

SGA TEXTBOOKS

SEMESTER	# OF ITEMS	# OF CHECKOUTS
SUMMER 2019	71	126
FALL 2019	76	401
SPRING 2020*	76	374
TOTAL	223	901

Appendix E MONIES RECEIVED AT CIRCULATION

Category	Amount
Book and Material Replacement	0
Fines	\$155.50
Guest Card Purchased	\$30.00
ILL Charges	0
Other	0
Total	\$185.50

Appendix F Group Study Rooms Circulation by time of day

Time	# of Checkouts
7:30 am	0
8:00 am	13
9:00 am	55
10:00 am	60
11:00 am	57
12:00 pm	66
1:00 pm	67
2:00 pm	94
3:00 pm	67
4:00 pm	58
5:00 pm	51
6:00 pm	41
7:00 pm	31
8:00 pm	13
9:00 pm	5
10:00 pm	0
Total	678

Appendix G Question Statistics

SEMESTER	QUESTION TRANSACTIONS
SUMMER	
2018-2019	13
2019-2020	139
% Change	969.00%
FALL	
2018-2019	16
2019-2020	725
% Change	4431.00%
SPRING	
2018-2019 (3/17)	287
2019-2020* (3/17)	274*

% Change	-4.50%
TOTALS	
2018-2019	377
2019-2020	1319
% Change	249.90%

*Due to COVID-19, From March 18th to April 1st, the Circulation Desk was combined with the Reference Desk. After April 1st, the library was closed.

Appendix H Floor Count – Nights & Weekends

SUMMER	NIGHTS	WEEKENDS
2018-2019	583	357
2019-2020	485	157
% Change	-16.80%	-56.02%
FALL	NIGHTS	WEEKENDS
2018-2019	1955	1028
2019-2020	2011	413
% Change	2.86%	-59.82%
SPRING	NIGHTS	WEEKENDS
2018-2019 (3/18)	995	387
2019-2020* (3/18)	767*	286*
% Change	-22.91%	-26.10%

*Due to COVID-19, From March 18th to April 1st, the Circulation Desk was combined with the Reference Desk. After April 1st, the library was closed. 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.

Interlibrary Loan

Interlibrary loan annual report 2019-2020

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 2019-2020, the ILL unit was staffed by Karen Williams, and Tabitha Singleton. It should be noted that a major factor affecting statistics this year was the impact of COVID-19. The ILL unit went non-lending starting March 18th and also ceased borrowing returnable materials for our patrons on the same date.

This past year, interlibrary loan borrowing requests decreased, with 930 transactions this year compared to 1370 transactions in 2018-2019, a decrease of 32.12 percent. Lending transactions decreased from 954 items lent in 2018-2019 to 691 items lent in 2019-2020, a decrease of 27.57 percent. (See Appendix 1).

AUM provided 104 copies of articles to NAAL libraries last year and loaned 290 books, for a total of 394 lending transactions, a 25.24 percent decrease from the previous year. Borrowing decreased with 253 original items and 149 copies from NAAL members totaling 402 borrowing transactions, a decrease of 35.37 percent. AUM borrowed 43.23 percent of requested materials from NAAL members during 2019-2020, a decrease of 32.37 percent. The percentage of materials loaned to NAAL increased slightly, with 57.02 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. However, the percentage of unfilled lending transactions to total lending requests was 54.03 percent, which is an increase of 16.16 percent from the previous year. (See Appendix 4a).

202 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, 60 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 194; History 154; Library 79; and Biology 76; and Nursing 63. (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 13 requests through UB. In addition, AUM patrons requested 53 items via UB and checked out 110 items. There were 8 requests that were unfilled, which means that there were around 37 items that AUM patrons checked out at another UB library. (See appendix 6)

Appendix 1:

ILL STATISTICS
FOR JUNE 2019 TO MAY 2020

****	LENDING		BORROWING	
****	BOOKS	COPIES	BOOKS	COPIES
June	40	19	54	33
July	40	17	42	43
Aug.	48	22	34	39
Sept.	80	31	38	61
Oct.	65	27	54	67
Nov.	44	21	36	31
Dec.	23	8	31	12
Jan.	62	11	57	54
Feb.	53	17	71	46
March*	39	24	41	42
April*	0	0	2	28
May*	0	0	1	13
	494	197	461	469

TOTAL				
L				

TOTAL INTERLIBRARY LOAN (all) 1621

Appendix 2

ILL NAAL STATISTICS

FOR JUNE 2019 TO MAY 2020

****	BORROWING		LENDING	
****	COPIES	BOOKS	COPIES	BOOKS
June	13	26	6	26
July	9	18	10	21
Aug.	11	22	11	20
Sept.	30	21	17	51
Oct.	30	33	12	41
Nov.	10	17	10	33
Dec.	5	14	5	15
Jan.	20	35	8	29
Feb.	8	43	12	32
March*	6	22	13	22
	5	2	0	0

April*				
May*	2	0	0	0
TOTAL	149	253	104	290

TOTAL NAAL INTERLIBRARY LOAN 796

Appendix 3: Percentages of ILL transactions filled through NAAL libraries

6/1/19-5/31/20

Lending: Total originals loaned, all libraries 494
Total originals loaned, NAAL libraries 290

Percentage NAAL originals loaned 58.7 %

Total copies loaned, all libraries 197
Total copies loaned, NAAL libraries 104

Percentage NAAL copies loaned 52.8%

Percentage NAAL transactions of all loans 57 %

Borrowing: Total originals borrowed, all libraries 461 Total
originals borrowed, NAAL libraries 253

Percentage NAAL originals borrowed 54.9 %

Total copies borrowed, all libraries 469
Total copies borrowed, NAAL libraries 149

Percentage NAAL copies borrowed 31.8%

Percentage NAAL transactions of all borrowed items 43.2%

Total percentage of ILL transactions made through NAAL libraries 49.1%

Appendix 4A: Statistics for unfilled or canceled transactions (lending), 6/1/19-5/31/20

Unfilled Lending Transactions- Reason for Cancellation

Aged to Expired	2
Aged to Next Lender	8
Auto-Deflection: Format Type	53
Auto-Deflection: Multiple Reasons	60
Auto-Deflection: Request Type	20
Borrower Refused Conditions	23
Deflection- Local Holdings	2
Deflection-Not Currently a Supplier	22
In Use On Loan	92
Lacking*	239
Non-circulating	50
Not found as cited	1
Not on Shelf	168
Not Owned*	9
Offsite	1
On Order	4
Policy Problem	24
Preferred Delivery time not possible	7
Unspecified/Other	27
Total Lending Unfilled	812

*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), 6/1/19-5/31/20

Requests Cancelled 60

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

Month	Number of Requests
June	24
July	17
August	16
September	21
October	43
November	4
December	9
January	24
February	21
March	11
April	8
May	4
TOTAL	202

Appendix 5: Borrowing Requests by Department*

Patron Department	Number of Requests
ACCOUTING	5
ADMINISTRATION	5
BIOLOGY	76
BUSINESS	8
CHEMISTRY	35
CIT	7
COMMUNICATION AND THEATRE	33

COMMUNICATION DISORDERS	1
COMPUTER SCIENCE	19
COUNSELING AND HEALTH PROMOTION SERVICES	11
CRIMINAL JUSTICE/ LEGAL STUDIES	18
ECONOMICS	13
EDUCATION	39
ENGLISH AND PHILOSOPHY	194
ESL	1
EXERCISE SCIENCE	2
FINE ARTS/ ART HISTORY	30
GIS	1
HISTORY	154
KINESIOLOGY	6
LEARNING CENTER	3
LIBERAL ARTS	46
LIBRARY	79
MARKETING	2
MATHEMATICS	3
NURSING	63
POLITICAL SCIENCE	9
PSYCHOLOGY	28
SOCIOLOGY, ANTHROPOLOGY AND GEOGRAPHY	2
SPORTS MANAGEMENT	4
UNIV	9
UNIVERSITY COMMUNICATIONS	1
TOTAL	930

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

Appendix 6 UB/ALLIES

Lending Requests Filled/Unfilled 6/1/2019-5/31/2020

Status	Requests
Filled	14
Unfilled: Not found	1
Total	15

Lending Statistics by Patrons' Home Library 6/1/2019-5/31/2020

Library	Checkouts	Requests
Auburn	13	14
JSU	0	1
Total	13	15

Borrowing Statistics by Holding Library 6/1/2019-5/31/2020

Library	Checkouts	Requests	Walk-in Checkouts (est)	Unfilled Requests (est)
Auburn	101	46	37	No data
Jacksonville State	9	17	No data	8
Total	110	63	37	8

Library Instruction Annual Report
June 1, 2019- May 31st 2020

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.

The instruction librarian collaborated with other faculty to integrate library services and resources, and information literacy instruction into courses. Specifically working with the English Composition Dept. on updating their course redesign to incorporate information literacy skills in their course work and assignments. The librarian also worked with the English Composition department on integrating the Information Cycle tool into their courses.

Over the past year, there have been 124 library instruction sessions taught either in the library computer lab or in classrooms across campus reaching approx. 2500 students (average class size of 20). This is up from 117 last year and during the pandemic when the library was closed beginning in April.

The Embedded Library Services service was also launched to faculty in the Fall/Spring semester—many of the ENGL 1020 instructors chose to embed library LibGuides into their Blackboard courses.

Library instruction has continued to see an increase in non-traditional library instruction sessions as well--GEOG, BIOL, ACCT, POLS, CMDS, etc.

Several LibGuides were created or updated this year for the ENGL 1020 classes, as well as created new guides for the library's COVID 19 response, BIOL 1010 and 1011; COMM 1010; HIST 4690; SOCI 2000; IDSC 4000; NURS 3150, and Library Virtual Services Libguide, as well as the library's COVID19 information Libguide.

Previously, through a joint effort with the UNIV 1000 Program Manager the librarian created a library assignment to be included in the UNIV curriculum. Last year we discussed revising the assignment and instruction session to review information that is included in their new UNIV textbook. The librarian also developed and implemented a new library instruction session and UNIV instructor lesson plan for the fall 2019 semester.

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

Month	Instruction Sessions 2016-2017	Instruction Sessions 2017-2018	Instruction Sessions 2018-2019	Instruction Sessions 2019-2020
June	5	5	7	6
July	0	0	1	0
August	4	11	6	6
September	50	40	42	36
October	8	3	9	17
November	4	3	1	4
December	0	0	0	0
January	20	10	12	10
February	40	37	32	29
March	12	1	5	12
April	3	2	2	4
May	0	0	0	0
Totals	146	112	117	124

Top 15 Libguides

93 guides, 10381 views, 12 months

Export All Records

Guide ID	Guide Name	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	Total Views
1016583	AUM Library Support for Remote Instruction and Research	0	0	0	0	0	0	0	0	0	460	214	96	770
521211	AUM Records Management	98	80	94	79	67	39	37	59	69	62	34	39	757
802475	ENGL1020: English Composition II (Amy Locklear)	6	10	1	4	6	9	0	110	330	96	17	8	597
637570	AUM Library Research Help	49	10	42	22	47	10	8	44	179	67	85	23	586
51489	ENGL1020: Heroes & Villains (Elizabeth Kent-Burrows)	222	20	55	44	121	13	8	10	14	10	1	6	524
997494	ENGL 1020: Culture (Harrison)	0	0	0	0	0	0	0	9	317	96	51	5	478
776925	NURS 3150: Evidence Based Practice in Nursing	41	14	6	24	14	7	10	13	189	13	16	10	357
809268	BIOL 1010: Cells, Molecules, and Life	44	10	24	58	92	8	16	24	9	19	12	32	348
612838	MKTG 4360: Marketing Research	4	5	8	59	9	3	2	27	181	4	3	9	314
628948	Writing Annotated Bibliographies & Literature Reviews	17	18	10	30	26	30	5	6	18	23	29	35	247
670496	Achieving Academic Honesty: Avoiding Plagiarism	16	18	18	55	34	8	9	18	10	12	24	20	242
905713	ENGL1020: Technology (A. Fowler)	17	5	1	98	99	7	2	1	3	2	0	0	235
990546	Praxis Workshops	0	0	0	0	0	0	13	137	36	5	15	21	227
1002231	ENGL 1020: Food (Sims)	0	0	0	0	0	0	0	0	159	32	6	2	199
561461	AUM Library Course Reserves	18	11	30	6	5	2	5	8	1	14	35	36	171

**Archives & Special Collections Annual Report
June 1, 2019- May 31, 2020**

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 no 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 Department 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.

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

- Total number of Records Disposition forms approved: 30
- Volume of records approved for destruction: 160 cu. ft.

Projects and Accomplishments:

- Processing: the following collections were processed to some degree during the past year:
 - Capri Files (annual accession)
 - Coordinated with the Emerging Technologies Librarian to establish the AUM Digital Collections, and coordinate digitization projects.

- Facilitated the inclusion of digitized theses in AUM repository

Usage Statistics:

The number of walk-in visitors to Archives and Special Collections during 2018-2019 was 10. This figure is up from 2018-2019 during which there were 8 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.

**Reference Annual Report
June 1, 2019-May 31, 2020**

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 seven library faculty members, three full-time public services employees, one part-time public service employee, and a combination of student workers/work study students.

Periodical Space Project

We removed the empty shelving (previously housing periodicals) and created a large soft-seating area in front of the Systems librarian's office and the Senior Library Associate in Reference's office.

Pop-Up Information Stations

Because of the popularity of this activity during the 2018-2019 Weeks of Welcome/Flight Week, we offered it again during the 2019 Fall Flight Week and 2020 Spring Flight Week. It greatly enhanced our statistics and continued to provide assistance to our AUM community.

Reference Services & COVID-19

As with other Library public services, reference was affected by the COVID-19 pandemic, transition to online-only classes, and subsequent campus shutdown. While in-person service was still provided during the early days of the online-only transition, it was suspended from April 1st until the end of this reporting cycle. However, we continued to provide virtual assistance; in fact, we enhanced our virtual reference services with addition of screensharing function to LibChat and created a Virtual Help Desk (a LibGuide that linked to our chat, FAQs, etc.) We also obtained the ability to have faculty integrate a generic Library page directly into the LMS, which puts our services at the students' point of need.

Goals for 2020-2021

- Update and improve FAQs

- Get signage for Reference Desk to encourage users to stop and ask questions.
- Enhance marketing and promotional information about reference services to faculty, staff, and students.

TABLE 1: PHYSICAL ASSISTANCE STATISTICS

SEMESTER	REFERENCE TRANSACTIONS¹	MATERIALS RESHELVED²
SUMMER		
2018-2019	548	119
2019-2020	426	201
% Change	-22%	68%
FALL		
2018-2019	2,596	378
2019-2020	2,172	273
% Change	-16%	-28%
SPRING		
2018-2019	1,079	364
2019-2020	806 ³	315
% Change	-25%	-13%
TOTALS		
2018-2019	4,223	881
2019-2020	3,404	789
% Change	-19%	-10%

TABLE 2: VIRTUAL ASSISTANCE STATISTICS

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

² Includes Reference, Periodicals, Media, and Browsing Collection.

³ Physical Reference Transactions Suspended on April 1, 2020 due to COVID-19.

SEMESTER	VIRTUAL TRANSACTIONS
SUMMER	
2018-2019	107
2019-2020	138
% Change	29%
FALL	
2018-2019	449
2019-2020	322
% Change	-28%⁴
SPRING	
2018-2019	357
2019-2020	239 ⁵
% Change	-33%
TOTALS	
2018-2019	913
2019-2020	699
% Change	-23%

TABLE 3: COMBINED TRANSACTIONS STATISTICS

SEMESTER <i>Current Year</i> <i>Previous Year</i>	*REFERENCE TRANSACTIONS	**MATERIALS RESHELVED
SUMMER		
2018-2019	655	139
2019-2020	564	139

⁴ Changed the layout of the chat widget which directly impacted the users interactions

⁵ Continued the new layout of chat widget (changed to previous format in late April); teaching faculty said that due to the COVID-19 pandemic, they had changed assignments that would have traditionally been library and/or research heavy assignments.

% Change	-14%	-43%
FALL		
2018-2019	3,045	420
2019-2020	2,494	378
% Change	-18%	-10%
SPRING		
2018-2019	1,436	512
2019-2020	1,045	364
% Change	-27%	-29%
TOTALS		
2018-2019	5,890	1175
2019-2020	4,103	881
% Change	-30%	-25%

TABLE 4: FLOOR COUNT STATISTICS

SEMESTER <i>Current Year</i> <i>Previous Year</i>	*SEMESTER TOTAL
SUMMER	
2018-2019	2,595
2019-2020	3,073
% Change	18%

FALL	
2018-2019	13,369
2019-2020	15,922
% Change	19%
SPRING	
2018-2019*	3,399
2019-2020	9,695
% Change	185%
TOTALS	
2018-2019	19,363
2019-2020	28,690
% Change	48%

* 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 reference transactions and materials reshelved.

Government Information Services
Annual Report

June 2019 – May 2020

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 2 titles were selected.

As indicated by the statistics in table one below, on site usage of the physical documents collection has decreased 48% from last year. While last year showed a total of 116 e-documents viewed by linking through the library OPAC, using a purl link in the bibliographic record, this year saw 168 e-documents accessed through the OPAC. This represents an increase of 144.83%. The figures for access are different than what was reported last year. The Government Printing Office discovered a bug in the PURL reports during the middle of the year and re-ran the reports to provide accurate usage statistics.

Table 1: Documents Reference Transactions

Year	Documents	Legal	Telephone	Total
2019-2020	13	21	2	36
2018-2019	25	12	N/A	37
% Change	-<48.00%>	175.00%	N/A	-<2.70%>

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 36 responses for the date period June 1, 2019 – May 31, 2020. These included 13 documents questions, and 21 legal research questions. Of the 13 documents questions, 3 were made by community users, 7 by undergraduate students, 1 by graduate students, and 2 by a faculty member. Of the 21 legal questions, 1 were by community users, 1 by undergraduates, and 0 by a graduate student.

Table 2: In-House Documents & Legal Usage

Table 2 shows a significant increase in the number of paper documents used, a slight increase in fiche usage, and a decline in legal documents. Overall, there was a decline of 13.69% in the types of items utilized.

Year	Paper	Fiche	Legal	Total
2019-2020	62	1	80	143
2018-2019	58	9	101	168
% Change	106.90%	<-88.89%>	<-20.79%>	<-14.88%>

Table 3 shows an increase in the total number of items added of 175.86% this year, in spite of the COVID-19 impact. The amount of microfiche received was down 50.55%, indicating GPO's efforts to move away from microfiche distribution.

Table 3: Documents Received by Type

Year	Paper	Fiche	Electronic	Total
2019-2020	3,319	1,118	32	4,469
2018-2019	2,811	2,261	106	5,178
% Change	118.07%	<-50.55%>	<-69.81%>	<-13.69%>

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

Year	Paper	Fiche	Maps	Electronics	Total
2019-2020	564	0	0	0	564
2018-2019	433	4	0	36	473
% Change	130.25%	<-100.00%>	0.00%	<-100.00%>	119.24%

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 a decrease of 21.31% in the number of bibliographic records loaded from MARCIVE.

Table 5 Marcive Records Loaded into OPAC

Month	Records Loaded 2018/19	Records Loaded 2019/20	% Change
June	1,475	1,567	106.24%
July	1,719	1,208	-<29.73%>
August	1,392	1,324	-<4.89%>
September	1,579	1,295	-<17.99%>
October	1,454	1,361	-<6.40%>
November	1,525	1,367	-<10.36%>
December	1,735	1,359	-<21.67%>
January	1,783	1,194	-<33.03%>
February	1,675	1,326	-<20.84%>
March	1,480	1,207	-<18.45%>
April	4,116	1,633	-<60.33%>
May	1,445	1,981	137.09%
Total	21,378	16,822	-<21.31%>

Library Technology and Systems
June 1, 2019 – May 31, 2020

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. This past year has been made quite difficult due to the spring 2020 COVID-19 pandemic and its effects on user interaction, library use, and requirements for mitigating COVID-19 and keeping patrons and staff healthy and safe

Personnel changes occurred with the hiring of Adair Stallworth in fall 2019 as Senior User Services Technician for the Library. Mr. Stallworth has provided a very high degree of customer service, and has shown a great ability to adapt to new situations and expand his knowledge.

During the 2019-20 year, new services were implemented in response to the University, State, and Federal COVID guidelines, while other services, such as lending models, headphones, and games essentially came to a halt. Existing services were upgraded, primarily in response to these guidelines/requirements as well.

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 894,421 unsuppressed bibliographic records and 75,052 suppressed bibliographic records in Voyager as of 6/1/2020 (Table 1).

This continues the year-over-year trend of growth of the collection. Beginning each year with 2016, the collection holdings have increased in size. In 2018-19 there were 868,225 unsuppressed bibliographic records and 74,864 suppressed records in Voyager. In 2017-18 there were 837,020 unsuppressed bibliographic records and 74,077 suppressed bibliographic records in Voyager compared to 2016-17, with 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 74,983 searches run, which is similar to the 2018-19 numbers, when 74,112 searches were run against Voyager. There were 84,392 searches run in the same time period of 2017-18.

Title holdings continued to be added to Voyager, though at a lesser pace than previously. This is likely due to the COVID pandemic restrictions, coinciding with a drop in cataloging activity. In 2019-2020, there were 27,357 records added, compared to 33,582 bibliographic records added during the 2018-2019 year (Table 3). There were 248 suppressed records created during the 2019-2020 time period.

Updates continued to existing collections, such as the Ambrose Video Collection; Films On Demand; the ACLS Humanities E-book Collection. The EBL DDA collection has been suppressed in the OPAC, due to budget constraints. With the monthly updating for Films On Demand, processing these records and deleting materials no longer available has been made much more efficient, even as the number of titles added and removed increased. There were 7,335 records added to Films On Demand and 1,042 records removed in 2019-2020. In 2018-2019 there were 3,455 records added and 573 records deleted.

Consistent with a drop in activity during the pandemic, there was a drop in number of item records removed from Voyager. IN the 2019-2020 time period, there were 1,836 items removed from Voyager (Table 4). In 2018-2019, a total of 4,025 item records were deleted from Voyager this year. In 2017-2018, 1,451 items were deleted and 4,411 items were deleted in the 2016-17 time period.

The most items were removed from the main circulating collection, followed by Government Documents. This was followed by deletions from the second offsite storage site. Reference, reserves, and video collections were the areas with the fewest deletions. This drop in deletions reflects the effects of the COVID pandemic, with both vendors ceasing production of records and the University transitioning to an off campus work model in spring 2020.

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 successfully for the 2019-2020 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.

The number of databases listed on the Library's databases by alphabetic order page is now at 158, a slight increase from 2018-2019's 148 databases. In 2017-2018 there were 147 databases listed, with 151 in 2016-17 and 174 in 2015-16. Among the databases added was HeinOnline (both Slavery in America and Gun Regulation and Legislation in America); Pronunciator; JoVE Core Bio; Taylor and Francis Online; MSphere; BioRxiv; BiomedCentral; and Agricola. Several of these are open and semi-open source resources, adding reputable and reliable resource at little or no cost.

Additionally, there were additional resources opened up to AUM and the Library at no cost, as part of publisher's response to the COVID pandemic. ProQuest, Elsevier, Springer, Wiley, the National Library of Medicine, The Lancet, and the New England Journal of Medicine were among the publishers opening up coverage specific to the COVID-19 pandemic. Samantha McNeilly took charge of setting up a Libguide, providing information on the pandemic, state, local, and University responses, and the above resources were included.

Database trials, both through the auspices of NAAL and working directly with the vendors continued, though at a greatly reduced rate compared with previous years. 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. Among the products on trial were GIDEON, a product from OVID; Literature Reference Center; BizMiner; Pronunciator; Columbia Granger's World of Poetry; R2 Digital Library; and AccessPortal Nursing Resources.

EZProxy

Security and auditing features of EZProxy continue to be monitored. The EZProxy "blacklist" continued to be updated as part of ongoing security measures. Suspicious IP addresses are blocked automatically using the IP blacklist.

EZProxy database stanzas were modified as soon as possible after receiving notification from OCLC. Increasingly, resources moved to https (secure http) from http, part of a years-long trend toward greater security. Browsers routinely notify users when a non-secured site is reached.

During fall 2019 and spring 2020, the Library participated in a campus-wide security audit. A seldom used login page on libproxy.aum.edu, giving standard users only access to a menu of databases, was found to be running under http, rather than https. The page was secured as soon as the issue was found.

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 LibWizard, a forms and survey builder.

LibChat was deployed to the EBSCO Discovery layer during the 2019-2020 year. Issues were encountered making the two systems (EBSCO and SpringShare) operate together which slowed efforts down.

Updates to the LibCal hours were made. In spring 2020, due to the COVID pandemic, the hours were drastically modified, and library patrons were limited to only students, staff, and faculty. A template was developed for these emergency hours, along with a message about limited user access to the physical facility. This was deployed to the hours schedule in LibCal.

EBSCO Discovery Service

EBSCO Discovery continued as our primary search platform. New databases continued to be added as acquired. Holdings were expanded to include several open source resources.

EBSCO Publication Finder was deployed, replacing the SerialsSolutions product. This product will save the Library a considerable amount of money in subscription costs, as it is included with our Discovery subscription. Much of the materials listed in Publication Finder are “managed” by EBSCO, meaning that these resources were already listed as being subscribed to by AUM. Unfortunately, the EBSCO holdings are comprehensive, meaning that resources we no longer subscribe to were also listed as available; this was corrected during setup. Additionally, while used primarily for journal searching, Publication Finder has a much larger pool of resources to connect users. Holdings were pulled from Voyager for our physical periodicals collection for inclusion and online resources, both managed by EBSCO and from other vendors, were added to Publication Finder.

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. With the departure of Larry Brumby, Tim Bailey began attending the weekly ITS departmental meetings. In fall 2019, Adair Stallworth was hired and he assumed that duty. He has been principle in getting upgrades made to the network in the Library, particularly at Reference and in the Lab.

Windows 10 migration was completed in spring 2020, just prior to the COVID shutdown. ITS worked to upgrade computers used for our scanners and faculty/staff computers.

Daniel Moody worked with ITS to resolve issues of printing, particularly with the coin operated system. With the closure of campus to the public, the expired licensing for that print station became much less pressing. Given that student already get printing in Pharos, and the public is not allowed in at this time, the printer has been allowed to run without requiring coins.

Work with Technical Services and Public Services

GOBI was deployed as a new purchasing option for Collection Development and Technical Services. Work was coordinated with Diane Westfall being the primary user. As we purchase electronic materials, GOBI provides an update to Ms. Westfall and Tim Bailey, including the URL for the materials. In spring 2020, Diane began encountering connection issues for these URLs, due to the cookie retention on her computer in Technical Services. URLs have been being verified by Tim Bailey since that point, as the cookie issue continues to recur.

Global Data Change continued to be used by Mr. Bailey to update, suppress, and move locations for records en masse.

Desktop/Network IT Support

Much of the first part of the 2019-2020 reporting year was tied up with hiring the replacement for Larry Brumby. After a successful search, Mr. Adair Stallworth was brought aboard in late 2019. He attended weekly meetings of the ITS department, began training in the various systems he manages, and quickly became familiar with the software and systems deployed in the Library.

In late 2019, IT Services began a campus-wide security audit. Mr. Stallworth coordinated with them, and worked closely with Payton Mars and Garrick Whitehead to help correct deficiencies detected. Among these were the servers running unsecured (http vs https); computer logins that were configured incorrectly, giving users access to portions of the computer and drives normally off limits in a public setting; unsecured USB ports on publically accessible computers; and administrative privileges extended to users whom IT Services judged should not have them. These have been corrected, along with other issues found in the audit.

Adair also successfully updated the software in the lab and at reference and is working with DeepFreeze management software to schedule these updates regularly.

Working with IT Services, Adair diagnosed and had replaced the projector in the lab, resolving the ongoing issue of image resolution (lines appearing on screen). Prior to this all other avenues had been explored, and it was seen that the projector was at the end of its usable life.

In spring of 2019 with the COVID outbreak, Adair worked to apply the social distancing guidelines in issued by the University in the 2nd floor lab and at reference. He removed 2/3rds of the computers from user accessing these locations, and is storing them in his office until we complete the return to campus process.

Emerging Technology/Webmaster

Mr. Daniel Moody continued his work as Emerging Technology Librarian.

The website was maintained and changes were made to more closely match the design of the AUM website. The Library logo was deprecated and replaced with more mascot-centric images. Daniel also worked with Marketing and University Relations as a member of the university website redesign task force.

The DRUPAL software on the Aumnicat server which powers our website was updated. Additionally, Daniel worked on customizing scripts and pages in the Springshare products.

Prior to the hiring of Adair Stallworth in fall 2019, Daniel worked with IT Services to resolve network and printing issues, primarily involving the print servers and the coin operated printer. He also worked with Samantha McNeilly to report and diagnose issues with the Lab projector, which were causing lines to appear in the projected images. He completed the cataloging of equipment in the Library's IT office and arranged with IT Services to remove and store or surplus extraneous software and equipment. He also served on the committee which hired Mr. Stallworth.

During the COVID outbreak, Mr. Moody worked with Mr. Stallworth to help pack up and store library computers. He maintained the Library website, putting notices of closure, hours, and user restrictions on the site.

The prior year has been one of unexpected opportunity and limitation. With the hiring of Adair Stallworth, the Library Systems and Technology unit has reached full staffing once again. The Library has worked with IT Services to secure our servers, networks, personal computers, and user accounts. Unfortunately the COVID pandemic cut short many of the planned activities in spring 2020. However, it is expected that these plans and priorities will be revisited once the return to campus has completed.

Data/Tables

Table 1

Number of records in Voyager

Bibliographic count

- 894,421 Unsuppressed records
- 75,052 Suppressed records

Item Count

- 331,719 Unsuppressed records
- 40,193 Suppressed records

Holdings Count

- 990,842 Unsuppressed records
- 40,866 Suppressed records

Table 2

Searches in Voyager

74983 searches run between June 1, 2019 and May 31, 2020

- 74,112 searches 2018-2019
- 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: 27357

Total Unsuppressed Added: 27,109

Total Suppressed Added: 248

Unsuppressed records--

- 18 added to video
- 36 added to spec
- 69 added to resv
- 48 added to ref,resv

- 4 added toref,leg
- 14 added to ref
- A4 added to pic
- 1 added to per
- 4 added to main,os
- 1534 added to main
- 8 added to juv
- 10458 added to internet
- 3 added ti gpo,web
- 254 added to gpo,ref
- 39 added to gpo, maps
- 30107 added to gpo
- 36 added to circ
- 1 added to Off Site Storage

Suppressed records—

- 2 added to ref,resv
- 9 added to main
- 264 added to gpo
- 19 added to internet

Table 4

Items deleted by location

1836 items deleted in total from all locations, including reserves

- 2 Deleted from res,sem
- 49 Deleted from gpo
- 4 deleted from gpo,fiche
- 10 from gpo,maps
- 1 from gpo, paper
- 14 from gpo,web
- 1579 from main
- 96 from main,bc
- 3 from main,os
- 35 from offsite2
- 2 from per,res
- 10 from ref
- 7 from ref,cdr
- 7 from ref,leg3
- 2 from ref,resv
- 14 from resv
- 1 from video

Technical Services Department Annual Report
June 1, 2019—May 31, 2020
Submitted by John Gantt, Head of Technical Services

Staff

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

There were no staff changes in the Technical Services Department over the course of AY 2019-2020.

III. Statistical highlights

Acquisitions (New and Gift Materials): After last year's substantial increase, more than doubling the previous year's number of new titles ordered, this academic year saw a notable fall-off for a number of reasons, including a tight books budget to begin with, coupled with the challenges of dealing with the coronavirus pandemic in the last months of the year. Acquisitions staff ordered 784 new titles in AY 2019-2020. This figure represents a decrease of 345 titles, or approximately 30% fewer than last year's total of 1,129. On the positive side, this number is still higher than the 534 new titles ordered two years ago, i.e., in AY 2017-2018. However, it is anticipated that the coming year (and perhaps the next few) will continue to impose tight fiscal constraints, as a result of the ongoing economic effects of the pandemic. Following are our statistics for gifts added to the collection this year by category: 133 hardback books; 94 paperback books; 9 miscellaneous-format items and 279 periodical issues, for a total of 515 items. This total reflects a decrease of 74 gift items, or about 12.6% fewer than we added last year (589). The decline in gifts added was more modest than the decline in titles ordered, due in part to the generosity of our donors and a number of larger gifts from the collections of faculty members. Our figures for gift periodical issues were down in part due to the pandemic, which meant that one of our more significant titles in terms of number of issues typically received, the Chinese publication *Jen*, arrived at a markedly reduced rate of frequency. Nonetheless, due to the aforementioned gifts from faculty members, and well-selected new materials purchased for the collection and

supporting, among other curricular areas, the social work program, we were able to enhance the Library's collection significantly this year in spite of the challenges we faced.

The Acquisitions unit received 760 volumes/items (primarily print books, but also videos, e-titles, and items of other types), or 574 fewer items than last year's total of 1,334, which represents a decrease of about 43%. Some of this fall-off can be attributed to the slowdown in activity that occurred when campus went to remote operations in March. We do strive to add high quality materials to the collection to the greatest extent that the budget allows, but for a bit of perspective, it may be helpful to note that 760 volumes is more than we received year before last. As noted earlier, for the coming year, we anticipate a tight budget for books, but we look forward to facing the challenge to continue to provide high quality materials for the use of the University in an efficient way that gets the most of the purchasing power that we do have. Thanks 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, we do get a great deal of value for the University's money. While print is still a vital part of our collection, we should note that our future collection development priorities are likely 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 have come to expect it. Publishers and other content providers are continuing to push the trend ever more in the direction of electronic materials, and in many cases, those resources are more cost-effective. It goes without saying in these difficult fiscal times, we must take care to spend our acquisitions funds wisely.

Acquisitions staff also completed the physical processing/labeling of 552 items over the course of the year.

Cataloging: Cataloging staff added 1,002 new titles to the catalog, which represents a decrease of 22.6% from last year's total of 1,295 titles. This figure includes print materials (both gifts and purchased items) as well as audio-visual materials. Once again, as noted above, considering the challenges posed by the pandemic, a bit of a decline was to be expected, but I believe that we did a very good job in a difficult year. The number of volumes added to the collection (for titles already held) was 53, which represents a drop of about 41.7% compared to last year's count of 91. These 53 volumes include multi-part monographs (both gifts and purchased items), annuals and other continuations. Thirteen 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 1,068 volumes over the course of AY 2019-2020, or about 24.5% fewer than last year's total of 1,414.

Our statistics for items withdrawn from the collection in AY 2019-2020 were higher than last year's, due primarily to the magnitude of the latter stages of the 4th floor withdrawal project as well as the surplus microfilm withdrawal project. Taking into account all items weeded from all locations, we withdrew 1,635 titles, 1,203 added volumes, and 4 added copies/items, for a total of 2,842 volumes/items withdrawn, or about 28.2% more than last year's total of 2,217. AY 2019-2020 marks our second consecutive year with substantial withdrawal projects completed, all of which were executed with an eye to maximizing the currency and usefulness of our collection as well as optimizing our ability to use our available physical space to serve the needs

of our patrons. Although we did withdraw substantial numbers of periodical microfilm holdings, the great majority of the withdrawn content remains available to our users electronically by way of our databases and title-level e-journal subscriptions.

IV. Projects:

4th floor withdrawal project: The most time-consuming project of the year for us in Technical Services was the continuation and completion of a withdrawal project that began in the latter months of AY 2018-2019, 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 4th floor for the convenience and comfort of our students. By the end of November 2019, we had withdrawn nearly 1,600 volumes, or a total of over 2,000 when counting items withdrawn as part of the same project toward the end of last year. All of these withdrawals required painstaking attention to and careful editing of records in both the Voyager catalog and the OCLC WorldCat database, as well as labor-intensive physical processing of individual items withdrawn. As has been the case with successful withdrawal projects in past years, Technical Services team members came together in collaborative fashion, working smoothly and effectively as a team to complete a substantial amount of highly detailed work in a relatively short period of time.

Surplus microfilm withdrawal project: As briefly mentioned above, our 2nd-largest withdrawal project of the year focused on periodical titles on microfilm that had been housed in our offsite surplus location. The great majority of withdrawn microfilm items were deselected because we have access to the same periodical content electronically through our database subscriptions, most notably including but not limited to JSTOR. By the end of AY 2019-2020, a total of 1,236 microfilm reels were withdrawn from the collection. Many of the periodical titles in question required time-consuming research and correction of errors in order to ensure the accuracy of our holdings information in Voyager and OCLC WorldCat. Once again, the expertise and the well-oiled collaboration of the Technical Services team proved instrumental in completing the tasks associated with this project efficiently and accurately. In particular, the diligent assistance of our serials assistant Anita Griffith in compiling information on the titles in question was absolutely indispensable with respect to what we were able to accomplish.

Anatomy models project: One of the year's more interesting and unusual projects stemmed from a gift of anatomy models that the Library received with the intention of making them available for students to use for study purposes, outside of the hours that any similar materials are otherwise available for student use in Goodwyn Hall. This project required collaboration between Technical Services, Public Services and Systems in deciding how to circulate the items, in what sorts of containers to store them, how to keep access to the [expensive] models secure, and numerous other questions, in addition to the questions facing Technical Services, which revolved primarily around how best to catalog the models and physically process them. Finding answers to all these questions involved a good deal of collaboration, some brainstorming, and a bit of trial and error. So far, nine records have been added to the catalog, including records for models of an arm, a leg and a skull, to name just a few, and with more to come in the future, as we anticipate that we will be receiving additional anatomy model gifts. Although the COVID-19 pandemic struck at about the time that we were about to begin allowing the items to circulate, we look forward to continuing the project for the benefit of our students.

Games project: The other newer item type that was a focus of our cataloging in AY 2019-2020 was the relatively new board and card games collection on 2nd floor, which was started last year and expanded this year. The games collection has proven highly popular with our patrons, and has helped give a boost to our well-attended Game Nights each semester. The cataloging and processing of these items also required some collaborative work, as well as some creativity in cataloging and physical processing.

Serial cleanup project: Over the course of AY 2019-2020, the Technical Services team continued to work tirelessly on cleaning up our Voyager serial records with respect to both accuracy and completeness of holdings. 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 watchful and highly detail-oriented eye over our serials holdings. Problems included issues such as incorrect or incomplete holdings information, broken links to electronic content, and title changes either not dealt with or incorrectly dealt with, to name just a few. Correcting these issues required team effort as well as expertise with our systems, but all the effort expended was well worth it, as it served to further our ongoing goal of improving the quality of our serial records, in terms of both accuracy and completeness. As Head of Technical Services, I continue to be proud of our team's work on serials this year and the progress that we continue to make in this area.

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 2019-2020. 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 continued to volunteer to assist with Library projects whenever asked to do so. As in previous years, she assisted on a regular basis with Library events that are open to the campus and well-attended by students, including popping and serving popcorn for Warhawk Weeks of Welcome, serving beverages at the Halloween Open House, and other events. She consistently displayed the highest standards of respect, courtesy and professionalism in the course of working with others to help accomplish the goals of the Department and the Library. Anne continued to be a highly committed team member who brings to the Technical Services Department a contagiously positive attitude and a willingness to go out of her way to be of assistance to colleagues and to other members of the AUM community. She is an integral part of our team, and we continue to be fortunate to have her.

- Diane Westfall continued to do an excellent job of overseeing the day-to-day aspects of our monographic acquisitions in AY 2019-2020. Once again as in previous years, she took the initiative in seeking out opportunities for training relevant to her work in cataloging and acquisitions. Over the course of the year, she completed at least three self-paced WebJunction courses in the technical services and collection development tracks. She continued to attend

training sessions offered to staff members by Human Resources, including an informational session on major changes in the performance review process. In addition to maintaining a commendable standard of work with regard to her primary job duties, Diane pitched in gladly 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, and this proved particularly helpful given the challenges we faced in AY 2019-2020, with the prolonged absence of a staff member in Circulation. Once again this year, Diane's service record demonstrated the strength of her commitment to being of service to the Library and to the wider University community. To give just a few examples, she assisted with Weeks of Welcome (WoW) events, including but not limited to staffing the popcorn station, and she helped out the Halloween Open House, including set-up, assistance with food serving, and clean-up. Diane continued to assist capably and diligently with other projects, most notably this year including the 4th floor withdrawal project. Her strong expertise with our technical systems, her sharp eye for detail, her work ethic and her spirit of teamwork all combined to make her an absolutely crucial element in the successes that we were able to achieve as a Department over the course of the year.

- 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 2019-2020, in addition to completing her primary job duties in Serials with aplomb (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 primarily but not exclusively 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. In August, she suppressed microfilm titles that were completely withdrawn from the surplus (offsite2) location. She went through a self-compiled list of serial titles, checked to see that links to content in the OPAC were still working, and reported problems with links so that they could be corrected. For microfilm titles for which holdings were being reduced, she created a spreadsheet detailing corrections to be made to accurately reflect our holdings. She also undertook a project to identify problems with serial titles held in our "main" location, worked on it diligently over the course of the fall, and reported problems in serial holdings and/or links so that they could be corrected. Through all of this process, Anita's accuracy and thoroughness was outstanding, and her work made a big difference in our ability to improve the accuracy and completeness of our serial records. Later in the year, she took on a project to examine a self-compiled list of 140+ electronic serial records in our online catalog, checking to make sure that links were working properly and compiling a detailed list of problems that she sent to the Head of Technical Services for further examination and correction. To name just one other project among many that she undertook over the course of the year, in February she identified and detailed another set of items in the catalog that were no longer in the Library, primarily miscellaneous-type items such as CD-ROMs and micro-text items. Once again this year, Anita's dedication and diligence in improving the quality of our catalog records, particularly with respect to serial materials, was superlative. Her attention to detail, work ethic, team spirit, and positive energy all contributed significantly to the success of the Department.

• John Gantt fulfilled numerous service commitments over the course of AY 2019-2020 at the Library and University levels. He served on the Library's Collection Development Committee. He continued to represent the Library on the Faculty Welfare Committee as well as the University Committee on Diversity, Equity and Inclusion (DEI), which is the standing committee that was convened to include participation from a wider variety of campus units in addressing diversity-related issues, rather than faculty only. In the fall, the DEI Committee began intensive work on formulating questions to be asked in campus diversity climate conversations; however, in the spring semester, due to the pandemic, it was unfortunately necessary to put that project on pause. At the professional service level, John once again served on the Continuing Education Committee of the Network of Alabama Academic Libraries (NAAL). He attended University-wide Department Head meetings/trainings on topics related to financial affairs and budgeting as well as presentations from AUM leaders a variety of critically important topics, including but not limited to enrollment and retention. With respect to Library-related training, he attended an EBSCOnet training session in June, reference training and LibChat refreshers given by Jessica Hayes in July and August, a Joanna Briggs Institute (JBI) database training session in September, and a vendor demonstration of Adam Matthew Digital's e-products in May, to name just a few. He also attended webinars given by OCLC, the American Library Association and the Association of College & Research Libraries (ACRL) on topics pertaining to academic libraries, notably including OCLC's session on the WorldShare Management system in August, and ACRL/Choice's webinar entitled "Impacts and consequences of the coronavirus pandemic: OECD's data, analysis and recommendations" in May. He assisted with staffing the Library's table at a number of 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 Games Night, where he assisted with prepping the 2nd floor for the event, and the Halloween Open House, where he staffed the beverages table. He assisted with staffing Pop-Up Information Stations in August and January. 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 4th floor and microfilm, 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 anatomy models project and the games project; he participated in hands-on fashion in both of these, working collaboratively with librarian colleagues as necessary regarding the processing and cataloging of board games, and making decisions regarding the anatomy models with respect to questions of their physical processing and how best to catalog them to serve the needs of our patrons. With respect to the serials cleanup project, in addition to overseeing the department's efforts, he contributed in hands-on fashion by researching and correcting problematic records in the Voyager database and by correcting holdings information in OCLC WorldCat as needed. Given the considerable challenges of the year, including most notably the coronavirus pandemic, we accomplished a great deal as a Department, and for that reason, as Head of the Department, I am extremely proud of the Technical Services team.

Collection Development Annual Report

June 1, 2019 – May 31, 2020

Submitted by Rickey Best, Collection Development Librarian

Introduction

During this reporting year, the library received 434 hardbacks as gifts, an increase of 143 over last year; 622 paperbacks, a decrease of 35 from the previous year, 387 periodical issues, a decrease of 303, and 784 DVDs, VHS tapes, cd's, slides, and projections, an increase of 743 from last year. Of this total, the library added 213 hardbacks, 245 paperbacks, 52 periodicals, and 124 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

Database	Cost per Full-Text Retrieved 2018-2019	Cost per Full-Text Retrieved 2017-2018	Change from Previous Year
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 th 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 th 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
Average Cost Per Full-Text Retrieved	\$25.17	\$31.17	-\$6.00

* 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

Database	Cost
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 th Century	-\$8.34
BioOne	-\$6.95
American Chemical Society Legacy Archives	-\$4.71
Literature Criticism Contemporary	-\$2.85
American Council of Learned Societies 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

Database	Cost
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 th 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 2019 – Spring 2020

Academic OneFile (Gale) – Subscription cost = \$2,052.41

Month	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change for FT Retrieved
June	138	161	-<14.29%>
July	106	210	-<49.52%>
August	43	48	-<10.42%>
September	305	182	167.58%
October	507	248	204.44%
November	282	297	-<5.05%>
December	117	72	162.50%
January	113	101	111.88%
February	333	505	-<34.06%>
March	261	352	-<25.85%>
April	458	473	-<3.17%>
May	66	134	-<50.07%>
Total	2,729	2,783	-<1.94%>

Average cost per full-text retrieved = \$1.33

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 2018 are as follows:

Subscription Cost: \$4,453.64

Category	FY 2019-2020	FY 2018-2019	Percentage Change
Users	3	94	-<96.81%>
Sessions	38	4,772	-<99.20%>
Documents Viewed	2	7,719	-<99.97%?>

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

**Users 3
Sessions 38**

Documents Viewed 2

August-Sept. 2019

**Users 0
Sessions 0
Documents Viewed 0**

October-November 2019

**Users 0
Sessions 0
Documents Viewed 0**

Dec. 19 – Jan. 2020

**Users 0
Sessions 0
Documents Viewed 0**

Feb. -March 2020

**Users 0
Sessions 0
Documents Viewed 0**

April -May 2020

**Users 0
Sessions 0
Documents Viewed 0**

Cost per User: \$1,484.55

Cost per Session: \$117.20

Cost per Document Viewed: \$2,226.82

ACLS E-book – Subscription cost = \$1,462

Month	Views 2019-2020	Views 2018-2019	% Change for FT Retrieved
June	14	0	Infinity
July	12	41	-<70.73%>
August	11	10	10.00%
September	17	32	-<46.88%>
October	8	20	-<60.00%>

November	21	17	123.53%
December	0	4	-<100.00%>
January	3	0	Infinity
February	12	5	240.00%
March	10	19	-<47.36%>
April	0	8	-<100.00%>
May	26	2	1,300.00%
Total	134	158	-<15.19%>

Average cost - PDF full-text retrieved = \$10.91

Ambrose Video – Original cost = \$461.00

Month	# Sessions Viewed FY 2019-2020	# Sessions Viewed FY 2018-2019	% Change for FT Retrieved
June	0	0	0.00%
July	0	0	0.00%
August	0	0	0.00%
September	32	0	Infinity
October	39	0	Infinity
November	20	0	Infinity
December	7	0	Infinity
January	23	0	Infinity
February	58	0	Infinity
March	17	3	566.66%
April	11	2	550.00%

May	1	0	Infinity
Total	208	5	41,600.00%

Average cost per video viewed = \$2.21

America: History & Life – Subscription Cost = \$4,652.00

Month	Searches FY 2019- 2020	Searches FY 2018- 2019	% Change for Searches
June	6,246	7,447	-<16.13%>
July	5,199	7,727	-<32.27%>
August	3,057	2,790	109.57%
September	11,408	12,767	-<10.65%>
October	16,620	15,794	105.23%
November	10,178	10,882	-<6.47%>
December	2,593	3,809	-<31.92%>
January	4,157	5,134	-<19.03%>
February	13,856	19,248	-<28.01%>
March	9,404	12,215	-<23.01%>
April	7,941	12,246	-<35.15%>
May	1,835	1,323	138.69%
Total	92,494	111,382	-<16.96%>

Avg. Cost per search = \$0.05

America: History & Life – Subscription Cost = \$4,652.00

Month	Abstracts Viewed FY 2019-2020	Abstracts Viewed FY 2018-2019	% Change for Abstracts Viewed
June	9	17	-<47.06%>
July	15	40	-<62.50%>
August	20	16	125.00%
September	52	129	-<59.69%>
October	40	66	-<39.39%>
November	40	56	-<28.57%>
December	112	87	128.74%
January	5	20	-<25.00%>
February	26	67	-<61.19%>
March	32	38	-<15.79%>
April	29	28	103.57%
May	69	12	575.00%
Total	449	576	-<22.04%>

Avg. Cost per abstract viewed = \$10.36

American Chemical Society Legacy Archives – Subscription cost = \$13,362.30

Month	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change for FT Retrieved
June	2	2	100.00%
July	3	4	-<25.00%>
August	7	6	116.67%
September	18	32	-<43.75%>
October	22	11	200.00%

November	14	21	-<33.33%>
December	4	3	133.33%
January	13	15	-<13.33%>
February	13	54	-<75.93%>
March	12	6	200.00%
April	3	12	-<75.00%>
May	0	13	-<100.00%>
Total	119	179	-<33.52%>

Cost per full-text retrieved = \$112.28

Biological Abstracts (ISI Web of Knowledge) - Subscription Cost = \$4,792.71

Month	Record Views FY 2019-2020	Record Views FY 2018-2019	% Change for Items Requested
June	15	0	Infinity
July	5	0	Infinity
August	72	26	276.92%
September	27	53	-<49.06%>
October	31	27	114.81%
November	3	7	-<57.14%>
December	0	12	-<100.00%>
January	1	0	Infinity
February	4	2	200.00%
March	8	9	-<11.11%>
April	0	12	-<100.00%>
May	1	18	-<94.44%>
Total	167	166	100.60%

Average cost per record views = \$29.77

BioOne – Subscription Cost = \$6,363.93

Month	Articles Retrieved FY 2019-2020	Articles Retrieved FY 2018-2019	% Change for Searches
June	19	9	211.11%
July	1	7	-<85.71%>
August	19	26	-<26.92%>
September	36	29	124.14%
October	57	12	475.00%
November	7	8	-<12.50%>
December	5	58	-<91.38%>
January	25	9	277.78%
February	6	9	-<33.33%>
March	16	10	160.00%
April	12	34	-<64.70%>
May	5	2	250.00%
Total	215	213	100.93%

Average cost per article retrieved = \$29.60

Chronicle of Higher Education – Subscription Cost = \$3,527.40

Month	Visitors FY 2019-2020	Visitors FY 2018-2019	% Change in Visitors	Searches FY 2019-2020	Searches FY 2018-2019	% Change in Searches	Page Views FY 2019-2020	Page Views FY 2018-2019	% Change in Page Views
June	56	52	107.69%	27	37	-<27.03%>	183	281	-<34.88%>

July	48	65	- <26.15%>	2	9	- <77.78%>	265	231	114.72%
August	8	36	- <77.78%>	67	7	957.14%	270	220	122.73%
September	59	36	163.89%	21	4	525.00%	315	177	177.97%
October	55	52	105.77%	11	13	- <15.38%>	281	226	124.34%
November	66	37	178.38%	9	8	112.50%	219	132	165.91%
December	40	40	0.00%	0	7	- <100.00% >	250	118	211.86%
January	55	43	127.91%	18	9	200.00%	332	189	175.66%
February	73	48	152.08%	18	2	900.00%	386	134	288.06%
March	72	67	107.46%	4	7	<42.86%> -	277	201	137.81%
April	14	62	- <77.42%>	0	0	0.00%	69	178	- <61.24%>
May	23	57	- <59.64%>	0	0	0.00%	73	186	- <60.75%>
Total	569	595	-<4.36%>	177	103	171.85%	2,920	2,273	128.47%

Average cost per visitor = \$6.19

Average cost per search = \$19.93

Average cost per page views = \$1.21

CINAHL Plus Full-Text – Subscription Cost = \$4,948.00

Month	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change for FT Retrieved
June	812	904	-<10.18%>
July	515	761	-<32.33%>
August	143	182	-<21.43%>

September	684	894	-<23.49%>
October	641	976	-<34.23%>
November	345	699	-<50.64%>
December	108	135	-<20.00%>
January	258	464	-<44.40%>
February	658	1,589	-<58.59%>
March	367	959	-<61.73%>
April	286	825	-<65.33%>
May	54	82	-<34.14%>
Total	4,871	8,470	-<42.49%>

Average cost per full-text retrieved = \$1.02

Cochrane Library- Subscription Cost = \$3,595.00

Month	Full-Text Retrieved FY 2019-2020	Full-Text Retrieved FY 2018-2019	% Change for Records Retrieved
June	0	0	0.00%
July	0	1	-<100.00%>
August	4	0	Infinity
September	1	0	Infinity
October	5	2	250.00%
November	4	0	Infinity
December	4	0	Infinity
January	1	37	-<97.30%>
February	0	81	-<100.00%>
March	2	47	-<95.74%>
April	0	0	0.00%

May	3	0	Infinity
Total	24	168	-<84.52%>

* NOTE: Cochrane is now providing data – however, the data they are providing is extremely low. I am working with our representative to try to discover if the data is accurate...

Average cost per full-text retrieved = \$149.79

Communication & Mass Media Complete- Subscription cost = \$5,429.00

Month	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change for FT Retrieved
June	58	45	128.89%
July	85	57	149.12%
August	24	12	200.00%
September	145	113	128.32%
October	193	147	131.29%
November	119	74	160.81%
December	62	61	101.64%
January	64	35	182.86%
February	213	273	-<21.98%>
March	180	257	-<29.96%>
April	137	370	-<62.97%>
May	46	14	328.57%
Total	1,326	1,458	-<9.05%>

Average cost per full-text retrieved = \$4.09

CQ Researcher – Subscription Cost = \$823.00

Month	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change for FT Retrieved
June	0	8	-<100.00%>
July	2	2	100.00%
August	10	1	1,000.00%
September	11	7	157.14%
October	6	1	6,000.00%
November	21	3	700.00%
December	0	2	-<100.00%>
January	0	4	-<100.00%>
February	109	180	-<39.44%>
March	32	239	-<86.61%>
April	8	160	-<95.00%>
May	0	0	0.00%
Total	199	607	-<67.21%>

Average cost per full-text retrieved = \$4.14

EconLit - Subscription cost = \$3,423.00

Month	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change for FT Retrieved
June	0	0	0.00%
July	0	0	0.00%
August	0	0	0.00%
September	2	0	Infinity
October	2	0	Infinity

November	0	0	0.00%
December	0	0	0.00%
January	1	0	Infinity
February	2	0	Infinity
March	0	0	0.00%
April	0	0	0.00%
May	0	0	0.00%
Total	7	0	Infinity

Average cost per full-text retrieved = \$489.00

EconLit – Subscription Cost = \$3,423.00

Month	Searches FY 2019- 2020	Searches FY 2018- 2019	% Change for Searches
June	6,246	7,427	-<15.90%>
July	5,189	7,706	-<32.66%>
August	3,013	2,809	107.26%
September	11,337	12,636	-<10.28%>
October	16,527	15,719	105.14%
November	10,141	10,868	-<6.69%>
December	2,484	3,790	-<34.46%>
January	4,222	5,197	-<18.76%>
February	14,146	19,196	-<26.31%>
March	9,348	12,298	-<23.98%>
April	7,915	12,228	-<35.27%>
May	1,815	1,310	138.54%
Total	92,383	111,184	-<16.91%>

Average cost per search = \$0.03

EconLit = \$3,423.00

Month	Abstracts Viewed FY 2019-2020	Abstracts Viewed FY 2018-2019	% Change for Abstracts Viewed
June	28	11	254.55%
July	10	15	-<33.33%>
August	13	64	-<79.69%>
September	70	40	175.00%
October	54	39	138.46%
November	23	53	-<56.60%>
December	2	14	-<85.71%>
January	80	27	296.30%
February	613	110	557.27%
March	16	120	-<86.66%>
April	21	46	-<54.37%>
May	6	23	-<73.91%>
Total	936	562	166.54%

Average cost per abstracts viewed = \$3.66

Eighteenth Century Collections (Gale) – Subscription cost = \$1,105.06

Month	Searches FY 2019-2020	Searches FY 2018-2019	% Change Searches	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change FT Retrieved
June	2	102	-<98.04%>	2	88	-<97.73%>

July	73	105	-<30.48%>	41	57	-<28.07%>
August	1	15	-<93.33%>	1	10	-<90.00%>
September	117	25	468.00%	87	21	414.29%
October	592	13	45,538.46%	333	10	3,330.00%
November	95	47	202.13%	72	26	276.92%
December	1	90	-<98.89%>	1	83	-<98.80%>
January	12	78	-<84.16%>	11	41	-<73.17%>
February	103	472	-<78.18%>	59	334	-<82.34%>
March	20	38	-<47.36%>	23	23	0.00%
April	23	32	-<28.13%>	13	27	-<51.85%>
May	23	1	2,300.00%	13	0	Infinity
TOTAL	1,062	1,018	104.32%	656	720	-<8.88%>

Average cost per searches = \$1.04

Average cost per full-text retrieved = \$1.68

Historical Abstracts – Subscription cost = \$4,652.00

Month	Searches FY 2019- 2020	Searches FY 2018- 2019	% Change for Sessions
June	6,239	7,438	-<16.12%>
July	5,194	7,743	-<32.92%>
August	3,023	2,779	108.78%
September	11,366	12,696	-<10.48%>
October	16,598	15,768	105.26%
November	10,158	10,891	-<6.73%>
December	2,490	3,802	-<35.51%>
January	4,155	5,163	-<19.52%>
February	13,890	19,263	-<27.89%>
March	9,400	12,211	-<23.02%>

April	7,911	12,250	-<35.42%>
May	1,814	1,307	138.79%
Total	92,238	111,311	-<17.13%>

Average cost per search = \$0.05

Historical Abstracts Subscription cost = \$4,652.00

Month	Abstracts Viewed FY 2019-2020	Abstracts Viewed FY 2018-2019	% Change for Abstracts Viewed
June	7	9	-<22.22%>
July	17	36	-<52.78%>
August	2	6	-<66.67%>
September	21	32	-<34.38%>
October	23	37	-<37.83%>
November	29	41	-<29.27%>
December	3	11	-<72.73%>
January	7	15	-<53.33%>
February	44	47	-<6.38%>
March	20	22	-<9.09%>
April	12	29	-<58.62%>
May	3	1	300.00%
Total	188	286	-<34.26%>

Average cost per abstracts viewed = \$24.74

LearnTechLib- Subscription cost = \$2,295.00

Month	Searches FY 2019-2020	Searches FY 2018-2019	% Change in Searches	FT Articles FY 2019-2020	FT Articles 2018-2019	% Change in FT Retrieved
June	0	1	<-100.00%>	0	2	<-100.00%>
July	0	3	<-100.00%>	0	0	0.00%
August	0	1	<-100.00%>	0	0	0.00%
September	0	21	<-100.00%>	0	15	<-100.00%>
October	43	11	390.91%	0	4	<-100.00%>
November	3	0	Infinity	0	0	0.00%
December	0	10	<-100.00%>	0	2	<-100.00%>
January	0	4	<-100.00%>	0	1	<-100.00%>
February	1	5	<-80.00%>	0	0	0.00%
March	2	22	<-90.90%>	0	4	<-100.00%>
April	0	1	<-100.00%>	.0	1	<-100.00%>
May	0	0	0.00%	,0	0	0.00%
Total	49	79	<-37.98%>	0	29	<-100.00%>

Average cost per search: \$46.84

Average cost per Full-text articles retrieved: \$0.00

Joanna Briggs Institute- Subscription Cost \$3,916.00

Month	Searches FY '19—'20	Searches FY '18-'19	% Change	Record Views FY '19-'20	Record Views FY '18-'19	% Change	Result Clicks FY '19-'20	Result Clicks FY '18-'19	% Change
June	14	39	<-38.46%>	0	17	<-100.00%>	0	28	<-100.00%>
July	8	31	<-74.19%>	0	0	0.00%	0	0	0.00%

August	1	44	- <97.73%>	0	5	- <100.00%>	0	13	- <100.00%>
September	250	70	357.15%	62	25	248.00%	66	6	1,100.00%
October	85	57	149.12%	12	7	171.43%	24	5	480.00%
November	26	22	118.18%	3	5	-<40.00%>	2	10	-<80.00%>
December	4	0	Infinity	3	0	Infinity	1	0	Infinity
January	19	135	- <85.93%>	0	23	- <100.00%>	0	32	- <100.00%>
February	124	54	229.63%	21	2	105.00%	34	3	1,133.33%
March	9	58	- <84.48%>	0	12	- <100.00%>	0	20	- <100.00%>
April	10	23	- <56.52%>	0	5	- <100.00%>	0	7	- <100.00%>
May	2	2	0.00%	0	0	0.00%	0	0	0.00%
Total	552	535	103.18%	101	101	0.00%	127	124	102.41%

Cost per Search: \$7.09

Cost per Record View: \$38.77

Cost per Results Clicked: \$30.83

JSTOR – Maintenance costs for all JSTOR collections = \$35,500.00

Month	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change for FT Retrieved
June	675	631	106.97%
July	1,195	972	122.94%
August	728	657	110.81%
September	2,133	1,718	124.16%
October	2,584	2,980	-<13.29%>

November	2,673	2,591	103.16%
December	1,156	1,359	<14.94%>
January	1,002	1,138	<11.95%>
February	2,974	2,966	100.27%
March	2,443	1,791	136.40%
April	2,417	2,728	<11.40%>
May	903	504	179.17%
Total	20,883	20,035	104.23%

Average cost per full-text retrieved = \$1.70

Library Literature = \$2,696.00

Month	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change for FT Retrieved
June	18	0	Infinity
July	31	31	0.00%
August	4	16	<75.00%>
September	27	54	<50.00%>
October	24	37	<35.13%>
November	45	16	281.25%
December	20	7	285.71%
January	13	22	<69.23%>
February	26	52	<50.00%>
March	45	33	136.36%
April	25	52	<51.92%>
May	2	8	<75.00%>
Total	280	328	<14.63%>

Average cost per full-text = \$9.63

MLA Subscription Cost = \$10,185.00

Month	MLA FT Retrieved FY 2019-2020)	MLA FT Retrieved FY 2018-2019	MLA % Change for FT Retrieved
June	68	N/A	N/A
July	234	N/A	N/A
August	91	N/A	N/A
September	188	N/A	N/A
October	287	107	268.22%
November	312	109	286.24%
December	119	32	371.88%
January	100	80	125.00%
February	363	467	-<22.27%>
March	251	279	-<10.03%>
April	315	374	-<15.77%>
May	94	48	195.83%
Total	2,422	1,496	161.89%

Cost Per Full-Text Retrieved = \$4.20

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

19th Century Literary Criticism - Purchase cost: \$6,033.09

20th Century Literary Criticism - Purchase cost: \$5,490.90

Table Twenty-Three

19th Century Lit. Crit.	Searches FY 2019- 2020	Searches FY 2018- 2019	% Change	Full-Text Viewed FY 2019-2020	Full-Text Viewed FY 2018-2019	% Change
June	11	3	366.67%	0	1	-<100.00%>
July	25	161	-<84.47%>	20	198	-<89.90%>
August	0	2	- <100.00%>	0	0	0.00%
September	21	8	262.50%	0	0	0.00%
October	21	32	-<34.38%>	20	28	-<28.57%>
November	11	90	-<87.78%>	2	27	-<92.59%>
December	85	1	8,500.00%	15	0	Infinity
January	8	8	0.00%	0	5	-<100.00%>
February	20	29	-<31.03%>	10	1	1,000.00%
March	26	36	-<27.77%>	4	18	-<77.77%>
April	10	3	333.33%	0	0	0.00%
May	1	11	-<90.90%>	0	0	0.00%
Total	239	384	-<37.76%>	71	278	-<74.46%>

19th Century Literary Criticism cost per search = \$6,033.09 / 239 = \$25.24

19th Century Literary Criticism cost per full text retrieved = \$6,033.09 / 71 = \$84.97

20th Century Lit. Crit.	Searches FY 2019- 2020	Searches FY 2018- 2019	% Change	Full-Text Viewed FY 2019-2020	Full-Text Viewed FY 2018-2019	% Change
June	11	3	366.67%	0	2	-<100.00%>
July	25	161	-<84.47%>	5	145	-<96.55%>
August	0	2	-<100.00%>	0	1	-<100.00%>
September	21	8	262.50%	0	6	-<100.00%>
October	21	32	-<34.38%>	1	4	-<75.00%>
November	11	90	-<87.78%>	2	24	-<91.67%>

December	85	1	8,500.00%	8	0	Infinity
January	8	8	0.00%	0	0	0.00%
February	20	29	-<31.03%>	0	9	-<100.00%>
March	26	36	-<27.77%>	2	3	-<33.33%>
April	10	3	333.33%	31	2	1,555.00%
May	1	11	-<90.90%>	0	0	0.00%
Total	239	384	-<37.76%>	49	196	-<75.00%>

20th Century Literary Criticism cost per search = \$5,490.90 / 239 = \$22.97

20th Century Literary Criticism cost per full text retrieved = \$5,490.90 / 49 = \$112.05

Contemporary Lit. Crit.	Searches FY 2019-2020	Searches FY 2018-2019	% Change	Full-Text Viewed FY 2019-2020	Full-Text Viewed FY 2018-2019	% Change
June	11	3	366.67%	6	0	Infinity
July	25	161	-<84.47%>	8	140	-<94.29%>
August	0	2	-<100.00%>	0	0	0.00%
September	21	8	262.50%	118	6	1,966.67%
October	21	32	-<34.38%>	2	58	-<96.55%>
November	11	90	-<87.78%>	0	90	-<100.00%>
December	85	1	8,500.00%	69	0	Infinity
January	8	8	0.00%	1	14	-<92.86%>
February	20	29	-<31.03%>	0	11	-<100.00%>
March	26	36	-<27.77%>	0	3	-<100.00%>
April	10	3	333.33%	9	0	Infinity
May	1	11	-<90.90%>	0	6	-<100.00%>
Total	239	384	-<37.76%>	213	328	-<35.06%>

CLC cost per search: $\$8,667.66 / 239 = \36.26

CLC cost per full-text retrieved: $\$8,667.66 / 213 = \40.69

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

Month	Pages Viewed FY 2019-2020	Pages Viewed FY 2018-2019	% Change in Pages Viewed
June	3	0	Infinity
July	32	34	-<5.88%>
August	1	51	-<98.04%>
September	130	117	111.11%
October	338	663	-<49.02%>
November	152	172	-<11.63%>
December	55	72	-<23.61%>
January	118	169	-<30.18%>
February	259	419	-<38.19%>
March	0	141	-<100.00%>
April	152	117	129.91%
May	56	84	-<33.33%>
Total	1,296	2,868	-<54.81%>

Market Research Academic cost per pages viewed = **\$2.35**

MathSciNet – Subscription Cost = **\$680.39**

Month	Searches FY 2019-2020	Searches FY 2018-2019	% Change for Searches	Records Viewed FY 2019-2020	Records Viewed FY 2018-2019	% Change
June	10	4	250.00%	4	0	Infinity

July	25	0	Infinity	8	0	Infinity
August	3	37	<91.89%>	0	11	<100.00%>
September	13	11	118.18%	2	2	0.00%
October	31	41	<24.39%>	8	25	<68.00%>
November	19	19	100.00%	12	13	<7.69%>
December	12	1	1,200.00%	2	1	200.00%
January	4	18	<77.78%>	0	8	<100.00%>
February	8	21	<61.90%>	0	12	<100.00%>
March	5	44	<88.63%>	0	27	<100.00%>
April	0	2	<100.00%>	0	2	<100.00%>
May	25	89	<71.91%>	2	40	<95.00%>
Total	155	287	<45.99%>	38	141	<73.04%>

Average cost per searches: \$4.39

Average cost per records viewed: \$17.90

Mergent: Subscription cost = \$8,135.00

Month	Pages Viewed FY 2019-2020	Pages Viewed FY 2018-2019	% Change in Pages Viewed
June	11	39	<71.79%>
July	176	5	3,520.00%
August	1	55	<98.18%>
September	130	1,571	<91.73%>
October	53	51	103.92%
November	42	103	<59.23%>
December	24	216	<88.89%>
January	12	364	<96.70%>

February	19	29	-<34.48%>
March	4	4	0.00%
April	0	93	-<100.00%>
May	3	48	-<93.75%>
Total	475	2,578	-<81.57%>

*Note: Searches are no longer provided by Mergent, only Page Views are shown.

Average subscription cost per page view: \$17.12

Morningstar – Subscription cost: \$3,508.00

Month	Searches FY 2019- 2020	Searches FY 2018- 2019	% Change for Searches	Pages Viewed FY 2019- 2020	Pages Viewed FY 2018- 2019	% Change in Pages Viewed
June	16	31	-<48.39%>	21	18	116.67%
July	403	48	839.58%	279	18	1,550.00%
August	523	94	556.38%	356	23	1,547.83%
September	726	129	562.79%	462	93	496.77%
October	841	153	549.67%	675	77	876.62%
November	214	668	-<67.96%>	92	250	-<63.20%>
December	12	639	-<98.12%>	6	272	-<97.79%>
January	15	89	-<83.15%>	18	55	-<67.27%>
February	40	402	-<90.05%>	29	156	-<81.41%>
March	46	536	-<91.47%>	35	435	-<91.95%>
April	28	1,730	-<98.38%>	22	869	-<97.46%>
May	30	34	-<11.76%>	29	25	116.00%
Total	2,894	4,553	-<36.43%>	2,024	2,291	-<11.65%>

Note: In Spring of 2019, the Library increased the number of available seats from 3 to unlimited simultaneous users.

Average cost per search: \$1.21

Average cost per page view: \$1.73

Ovid Nursing Journals – Subscription Cost: \$13,930.00

Month	FT Retrieved FY 2019- 2020	FT Retrieved FY 2018- 2019	% Change for FT Retrieved
June	46	29	158.62%
July	73	58	125.86%
August	37	82	-<54.88%>
September	161	102	157.84%
October	127	79	160.76%
November	56	69	-<18.84%>
December	15	21	-<28.57%>
January	98	49	200.00%
February	138	114	121.05%
March	39	108	-<63.88%>
April	35	107	-<67.28%>
May	4	6	-<33.33%>
Total	829	824	100.60%

Average cost per full-text retrieved: \$16.80

Oxford Journals – Subscription cost = \$12,475.66

Month	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change for FT Retrieved
June	36	19	189.47%
July	39	73	-<46.58%>
August	71	65	109.23%
September	104	100	104.00%
October	159	105	151.43%
November	103	88	117.05%
December	23	48	-<52.08%>
January	80	108	-<25.93%>
February	110	99	111.11%
March	57	104	-<45.19%>
April	44	240	-<81.67%>
May	24	56	-<57.14%>
Total	850	1,105	-<23.07%>

Average cost per full text retrieved = \$14.67

PAIS –Subscription cost = \$2,899.52

Month	Searches FY 2019-2020	Searches FY 2018-2019	% Change for Searches	Full-Text Retrieved FY 2018-2019	Full-Text Retrieved 2018-2019	% Change Full-Text Retrieved
June	26	44	-<40.91%>	0	0	0.00%
July	30	78	-<61.54%>	0	0	0.00%
August	15	48	-<68.75%>	0	0	0.00%
September	94	349	-<73.06%>	0	0	0.00%

October	96	77	124.68%	1	3	<66.67%>
November	22	27	<18.52%>	0	0	0.00%
December	0	8	<100.00%>	0	0	0.00%
January	40	35	114.29%	6	0	Infinity
February	65	162	<59.88%>	0	0	0.00%
March	30	65	<53.84%>	0	0	0.00%
April	6	46	<86.95%>	0	0	0.00%
May	9	16	<43.75%>	0	0	0.00%
Total	433	955	<54.66%>	7	3	233.33%

Average cost per search: = \$6.69

Average cost per full-text retrieved = \$414.21

PAIS – Subscription Cost - \$2,899.52

Month	Abstracts Viewed FY 2019-2020	Abstracts Viewed FY 2018-2019	% Change for Abstracts Viewed
June	0	0	0.00%
July	1	0	Infinity
August	0	1	<100.00%>
September	0	24	<100.00%>
October	10	2	500.00%
November	3	0	Infinity
December	0	0	0.00%
January	21	0	Infinity
February	20	18	111.11%
March	7	4	175.00%
April	6	0	Infinity
May	1	0	Infinity

Total	69	49	140.81%
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Average cost per abstract viewed = \$42.02

PQ Databases General

CJPI – Subscription cost = \$1,899.32

Month	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change for FT Retrieved
June	9	23	-<60.87%>
July	11	9	122.22%
August	6	4	150.00%
September	57	136	-<58.08%>
October	65	49	132.65%
November	23	24	-<4.17%>
December	7	1	700.00%
January	12	2	600.00%
February	21	71	-<70.42%>
March	30	53	-<43.39%>
April	16	107	-<85.04%>
May	2	98	-<97.95%>
Total	259	577	-<55.11%>

Average cost per full text retrieved = \$7.33

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

Month	FT Retrieved FY 2019- 2020	FT Retrieved FY 2018- 2019	% Change for FT Retrieved
June	0	1	-<100.00%>
July	0	0	0.00%
August	0	1	-<100.00%>
September	2	1	200.00%
October	0	0	0.00%
November	0	0	0.00%
December	1	0	Infinity
January	0	0	0.00%
February	1	0	Infinity
March	0	0	0.00%
April	0	0	0.00%
May	0	0	0.00%
Total	4	3	133.33%

No cost per retrieval

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

Month	FT Retrieved FY 2019- 2020	FT Retrieved FY 2018- 2019	% Change for FT Retrieved
June	0	0	0.00%
July	0	0	0.00%
August	0	6	-<100.00%>
September	0	27	-<100.00%>
October	0	0	0.00%

November	0	1	<100.00%>
December	1	0	Infinity
January	0	0	0.00%
February	1	0	Infinity
March	0	1	<100.00%>
April	0	0	0.00%
May	0	0	0.00%
Total	2	35	<94.28%>

Average cost per full text retrieval = \$250.00

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

Month	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change for Retrieved
June	0	0	0.00%
July	0	0	0.00%
August	0	0	<100.00%>
September	0	2	<100.00%>
October	1	31	<96.77%>
November	0	17	<100.00%>
December	1	0	Infinity
January	0	0	0.00%
February	1	0	Infinity
March	0	0	0.00%
April	0	0	0.00%
May	0	0	0.00%

Total	3	50	-<94.00%>
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Average cost per full-text retrieval = \$166.67

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

Month	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change for FT Retrieved
June	0	0	0.00%
July	0	0	0.00%
August	0	0	-<100.00%>
September	1	0	Infinity
October	6	0	Infinity
November	0	0	0.00%
December	1	0	Infinity
January	0	1	-<100.00%>
February	1	0	Infinity
March	0	0	0.00%
April	0	0	0.00%
May	0	0	0.00%
Total	9	1	900.00%

Average subscription cost per full text retrieved = \$55.56

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

Month	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change for FT Retrieved
June	273	268	101.87%

July	325	374	-<13.10%>
August	125	145	-<13.79%>
September	249	292	-<14.72%>
October	267	334	-<20.06%>
November	176	233	-<24.46%>
December	124	176	-<29.55%>
January	159	294	-<45.92%>
February	218	233	-<6.44%>
March	134	188	-<28.72%>
April	6	268	-<97.76%>
May	9	57	-<84.21%>
Total	2,065	2,862	-<27.84%>

Average cost per full text retrieved = \$2.37

PQ Newsstream- Subscription cost = \$3,496.85

Month	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change for FT Retrieved
June	13	50	-<74.00%>
July	17	34	-<50.00%>
August	90	121	-<25.62%>
September	72	215	-<66.52%>
October	207	185	111.89%
November	75	79	-<5.06%>
December	22	10	220.00%
January	39	15	260.00%
February	60	102	-<41.18%>

March	1	73	-<98.63%>
April	171	30	570.00%
May	2	22	-<90.90%>
Total	769	936	-<17.84%>

Average cost per full text retrieved = \$4.54

PQ Nursing & Allied Health- Subscription cost = \$3,930.63

Month	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change for FT Retrieved
June	152	339	-<55.16%>
July	78	699	-<88.84%>
August	52	272	-<80.88%>
September	280	1,002	-<72.06%>
October	160	685	-<76.64%>
November	64	421	-<84.80%>
December	5	43	-<88.37%>
January	161	468	-<65.60%>
February	212	605	-<64.96%>
March	144	370	-<61.08%>
April	113	195	-<42.05%>
May	14	9	155.55%
Total	1,435	5,108	-<71.90%>

Average cost per full text retrieved = \$2.73

PrepStep

PrepStep– Subscription cost = \$4,373.00

Month	2019-2020 # Tests	2018-2019 # Tests	% Change in Tests	2019-2020 # Tutorials	2018-2019 # Tutorials	% Change for Tutorials
June	60	N/A	N/A	0	0	N/A
July	51	N/A	N/A	7	0	N/A
August	11	N/A	N/A	2	0	N/A
September	30	N/A	N/A	4	0	N/A
October	17	12	141.67%	4	3	133.33%
November	20	9	222.22%	1	2	<-50.00%>
December	7	4	175.00%	2	20	<-90.00%>
January	3	7	- <57.14%>	0	5	- <100.00%>
February	58	9	644.44%>	1	5	<-80.00%>
March	16	1	1,600.00%	0	1	- <100.00%>
April	8	17	- <52.94%>	0	3	- <100.00%>
May	4	36	- <88.88%>	0	6	- <100.00%>
Total	285	95	300.00%	21	45	- <53.33%>

Cost per tutorial used: \$208.24

Cost per test used: \$15.34

PsycArticles – Subscription cost = \$4,373.00

Month	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change for FT Retrieved
June	295	340	<-13.24%>
July	353	253	139.53%

August	338	238	142.02%
September	663	878	-<24.49%>
October	809	1,093	-<25.98%>
November	501	834	-<39.93%>
December	138	197	-<29.95%>
January	144	271	-<46.86%>
February	796	1,250	-<36.32%>
March	620	1,299	-<52.27%>
April	493	1,199	-<58.88%>
May	131	105	124.76%
Total	5,281	7,957	-<33.63%>

Average cost per full-text retrieved = \$0.82

PsycInfo. – Subscription cost = \$8,551.64

Month	Searches FY 2019- 2020	Searches FY 2018- 2019	% Change for Searches
June	6,555	7,711	-<14.99%>
July	5,515	8,094	-<31.86%>
August	3,373	3,113	108.35%
September	12,461	14,190	-<12.18%>
October	17,547	17,608	-<0.003%>
November	10,945	11,724	-<6.64%>
December	2,547	3,882	-<34.39%>
January	4,299	5,524	-<22.18%>
February	15,547	20,831	-<25.37%>
March	10,268	13,713	-<25.12%>
April	8,483	13,242	-<35.93%>

May	1,891	1,490	126.91%
Total	99,431	121,122	-<17.90%>

Average cost per search = \$0.08

PsycInfo – Subscription Cost = \$8,551.64

Month	Abstracts Viewed FY 2019-2020	Abstracts Viewed FY 2018-2019	% Change for Abstracts Viewed
June	527	638	-<17.40%>
July	371	472	-<21.40%>
August	774	629	123.05%
September	1,548	1,740	-<11.04%>
October	1,294	2,583	-<49.90%>
November	848	1,064	-<20.30%>
December	335	202	165.84%
January	207	494	-<58.10%>
February	1,728	2,157	-<19.89%>
March	1,267	1,874	-<32.39%>
April	688	1,155	-<40.43%>
May	108	289	-<62.63%>
Total	9,695	13,297	-<27.09%>

Average cost per abstracts viewed = \$0.88

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 \$4,111.00

Month	FY 2019-2020 Searches	FY 2018-2019 Searches	% Change in Searches	Documents Viewed FY 2019-2020	Documents Viewed FY 2018-2019	% Change in Docs Viewed
June	3	811	<-99.63%>	13	1,661	<-99.22%>
July	13	8	162.50%	2	17	<-88.24%>
August	2	2	0.00%	0	2	<-100.00%>
September	735	816	<-9.93%>	1,004	1,260	<-20.04%>
October	27	35	<-22.86%>	21	33	<-36.36%>
%	33	1	3,300.00%	8	0	Infinity
December	2	7	<-71.43%>	86	5	1,720.00%
January	40	536	<-92.54%>	1,393	868	160.48%
February	1,097	1,338	<-18.01%>	1,484	1,667	<-10.98%>
March	4	0	Infinity	1	1	0.00%
April	6	1	600.00%	0	0	0.00%
May	0	0	0.00%	0	0	0.00%
Total	1,962	3,555	<-44.81%>	4,012	5,514	<-27.23%>

Average cost per searches = \$2.09

Average cost per documents viewed = \$1.03

America's Historical Periodicals – no cost assigned

Month	FY 2019-2020 Searches	FY 2018-2019 Searches	% Change in Searches	Documents Viewed FY 2019-2020	Documents Viewed FY 2018-2019	% Change in Docs Viewed
June	0	4	<-100.00%>	0	20	<-100.00%>
July	0	18	<-100.00%>	0	29	<-100.00%>
August	0	93	<-100.00%>	0	71	<-100.00%>
September	11	23	<-52.18%>	20	51	<-60.78%>

October	20	6	333.33%	22	1	2,200.00%
November	5	4	125.00%	4	0	Infinity
December	0	2	-<100.00%>	0	2	-<100.00%>
January	1	29	-<96.55%>	0	47	-<100.00%>
February	3	16	-<81.25%>	0	109	-<100.00%>
March	0	1	-<100.00%>	0	0	0.00%
April	26	0	Infinity	12	0	Infinity
May	0	11	-<100.00%>	0	21	-<100.00%>
Total	66	207	-<68.11%>	58	351	-<83.48%>

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

Month	FY 2019-2020 Searches	FY 2017-2018 Searches	% Change in Searches	Documents Viewed FY 2019-2020	Documents Viewed FY 2018-2019	% Change in Docs Viewed
June	0	0	0.00%	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	2	0	Infinity	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%	1	0	Infinity
March	0	0	0.00%	0	0	0.00%
April	35	0	Infinity	51	0	Infinity
May	0	3	-<100.00%>	0	0	0.00%

Total	37	3	1,233.33%	52	0	Infinity
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**Archives of Americana (African-American Periodicals) - Subscription cost = Note:
Bundled in with Historical American Newspapers**

Month	FY 2019-2020 Searches	FY 2018-2019 Searches	% Change in Searches	Documents Viewed FY 2019-2020	Documents Viewed FY 2018-2019	% Change in Docs Viewed
June	0	0	0.00%	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	6	0	Infinity	135	0	Infinity
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	9	<-100.00%>	0	11	<-100.00%>
May	0	12	<-100.00%>	0	6	<-100.00%>
Total	6	21	<-71.43%>	135	17	794.11%

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

Month	FY 2019-2020 Searches	FY 2018-2019 Searches	% Change in Searches	Documents Viewed FY 2019-2020	Documents Viewed FY 2018-2019	% Change in Docs Viewed
June	4	0	Infinity	23	9	255.56%

July	0	0	0.00%	0	0	0.00%
August	0	0	0.00%	17	0	Infinity
September	0	0	0.00%	0	0	0.00%
October	0	0	0.00%	0	0	0.00%
November	2	0	Infinity	0	0	0.00%
December	175	0	Infinity	251	0	Infinity
January	0	0	0.00%	19	0	Infinity
February	4	0	Infinity	5	5	0.00%
March	3	0	Infinity	0	1	<100.00%>
April	1	5	<80.00%>	45	0	Infinity
May	0	3	<100.00%>	0	1	<100.00%>
Total	189	8	2,362.50%	360	16	2,250.00%

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

Month	FY 2019-2020 Searches	FY 2018-2019 Searches	% Change in Searches	Documents Viewed FY 2019-2020	Documents Viewed FY 2018-2019	% Change in Docs Viewed
June	0	0	0.00%	1	1	0.00%
July	0	0	0.00%	1	1	0.00%
August	0	0	0.00%	0	0	0.00%
September	0	0	0.00%	12	4	300.00%
October	0	0	0.00%	3	0	Infinity
November	0	0	0.00%	0	11	<100.00%>
December	0	0	0.00%	87	7	1,242.86%
January	0	0	0.00%	7	7	100.00%
February	0	0	0.00%	9	0	Infinity
March	0	0	0.00%	0	0	0.00%

April	0	0	0.00%	0	2	-<100.00%>
May	0	0	0.00%	0	10	-<100.00%>
Total	0	0	0.00%	120	43	279.07%

Sage Premier – Subscription cost = \$5,314.31 Note: Upgrade from Sage Education to Sage Premier = \$18,000.00

Month	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change for FT Retrieved
June	71	67	105.97%
July	59	67	-<11.94%>
August	143	59	242.37%
September	275	131	209.92%
October	243	294	-<17.34%>
November	115	155	-<25.81%>
December	49	42	116.67%
January	122	87	140.23%
February	386	187	206.42%
March	596	174	342.52%
April	138	182	-<24.17%>
May	49	34	141.12%
Total	2,246	1,479	151.85%

Average cost per full text retrieved = \$8.01

Science Direct – Subscription cost = \$48,912.68

Month	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change for FT Retrieved
June	763	1,654	-<53.87%>
July	725	1,902	-<61.88%>
August	623	611	101.96%
September	2,263	2,636	-<14.15%>
October	1,943	2,701	-<28.06%>
November	1,661	1,951	-<14.86%>
December	575	574	100.17%
January	1,055	1,048	100.67%
February	2,799	901	310.65%
March	1,352	959	140.98%
April	1,446	779	185.63%
May	556	359	154.87%
Total	15,761	16,075	-<1.95%>

Average cost per full-text retrieved = \$3.10

SciFinder Scholar – Subscription Cost = \$4,115.00

Month	Searches FY 2019-2020	Searches FY 2017-2018	% Change for Searches	Full-Text Request FY 2019-2020	Full-Text Requests FY 2018-2019	% Change for Full Text Requests
June	0	0	0.00%	0	0	0.00%
July	0	0	0.00%	0	0	0.00%
August	16	32	-<50.00%>	11	5	220.00%

September	94	180	<-47.48%>	66	90	<-26.67%>
October	59	12	491.67%	37	5	740.00%
November	24	28	<-14.29%>	13	3	433.33%
December	15	17	<-11.76%>	4	0	Infinity
January	14	46	<-69.57%>	3	11	<-72.73%>
February	47	32	146.88%	0	0	0.00%
March	0	5	- <100.00%>	0	1	- <100.00%>
April	0	10	- <100.00%>	0	1	- <100.00%>
May	0	26	- <100.00%>	0	7	- <100.00%>
Total	259	388	- <33.24%>	134	123	108.94%

NOTE: SciFinder has changed platforms and no longer maintains usage data. They may in the future, but have no time from for that, according Joe Elson, CAS Technical Customer Support

Average cost per Full-Text Request: \$30.70

SocIndex – Subscription cost = \$6,256.00

Month	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change for FT Retrieved
June	137	116	118.10%
July	174	151	115.23%
August	87	57	152.63%
September	362	316	114.56%
October	525	615	<-14.63%>
November	495	350	141.43%

December	97	102	-<4.90%>
January	177	167	105.99%
February	593	563	105.33%
March	370	446	-<17.04%>
April	251	579	-<56.64%>
May	181	54	335.18%
Total	3,449	3,516	-<1.90%>

Average cost per full-text retrieved = \$1.81

Sport Discus - Subscription cost = \$4,451.00

Month	FT Retrieved FY 2019-2020	FT Retrieved FY 2018-2019	% Change for FT Retrieved
June	94	120	-<21.67%>
July	81	88	-<7.95%>
August	27	33	-<18.18%>
September	186	229	-<18.78%>
October	287	387	-<25.83%>
November	205	247	-<17.00%>
December	43	79	-<45.57%>
January	86	72	119.44%
February	409	477	-<14.26%>
March	272	347	-<21.61%>
April	173	420	-<58.80%>
May	38	25	152.00%
Total	1,901	2,524	-<24.68%>

Average cost per full-text retrieved = \$2.34

Standard & Poor's Net Advantage – Subscription cost = \$9,838.00

Month	Total usage FY 2019-2020	Total usage FY 2018-2019	% Change in Total Usage
June	101	84	120.24%
July	64	65	-<1.54%>
August	100	79	126.58%
September	223	188	118.62%
October	511	644	-<20.65%>
November	59	232	-<74.57%>
December	399	89	448.31%
January	118	390	-<69.74%>
February	813	1,069	-<23.95%>
March	102	97	105.15%
April	172	100	172.00%
May	32	5	640.00%
Total	2,694	3,042	-<11.43%>

***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 = \$3.65

Westlaw Campus - The subscription cost for this database is \$10,055.89

Month	Transactions FY 2019-2020	Transactions FY 2018-2019	% Change for Transactions	Doc Displays FY 2019-2020	Doc Displays FY 2018-2019	% Change Docs / Lines
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June	80	160	-<50.00%>	32	145	-<77.93%>
July	89	57	156.14%	102	60	170.00%
August	358	27	1,325.93%	107	47	227.66%
September	261	250	104.40%	170	204	-<16.67%>
October	292	236	123.73%	190	206	-<7.77%>
November	92	132	-<30.30%>	74	96	-<22.92%>
December	496	131	378.63%	275	183	150.27%
January	1,552	11	14,109.09%	55	19	289.47%
February	286	278	102.88%	301	155	194.19%
March	161	245	-<34.28%>	147	214	-<31.30%>
April	150	262	-<42.78%>	76	262	-<70.99%>
May	99	65	152.31%	44	65	-<32.31%>
Total*	3,916	1,854	211.22%	1,573	1,656	-<5.01%>

*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 = \$2.57

Average cost per document displays = \$6.39