AUBURN
M O N T G O M E R Y

AUM Library
Annual Report
June 1, 2020 – May 31, 2021

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Submitted by:
Phill Johnson, Dean of the AUM Library

This year proved to be a challenge for AUM due to the ongoing COVID-19 pandemic. Regardless, the Library faculty and staff continued to provide the highest possible level of service during what proved to be quite a demanding year. And they did so while suffering from the loss of two of our own: Tom Russell and TaCorey Williams.

On Monday, July 6th, 2020, part-time reference assistant and 2016 graduate of AUM, TaCorey Williams, passed away from complications related to COVID-19. TaCorey excelled in his studies and graduated with a bachelor's degree in Marketing. A well-respected member of the Library staff, and longtime Library employee, TaCorey was a familiar face to many of our faculty, staff, and students.

Just a few weeks later on Friday, July 17th, Library Associate Jesse Thomas Russell III (Tom), passed away from non-Covid health issues. A 36-year employee of the Access Services Department of the AUM Library, Tom was responsible for opening the Library each day. Because of this, Tom was quite well-known by everyone who worked in the building or visited the Library. Tom came to work at AUM after obtaining a Bachelor's Degree in Psychology with a Minor in English from the University of Alabama.

During the reporting year reference interactions decreased slightly despite the implementation of a number of new initiatives. 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 45 instructional sessions in 2020-2021, which constitutes a 64% decrease over the previous year. Finally, the number of students utilizing our physical study space began to climb once we returned to physical classroom instruction in the fall of 2021.

As the Library continued to deal with the effects of the pandemic on everything from our statistics to how we provide services, our faculty and staff once again rose to the challenge. One of the biggest tasks related to the changes to the university instruction model that resulted in more online students. Due to the closure of the Library and AUM's use of online courses and the new hyflex teaching mode during the fall semester, as well as the closure of the physical buildings to non-AUM people during the majority of the reporting year, our numbers remained low again this year. This especially impacted things like the circulation of our materials, reference transactions, library instruction sessions, interlibrary loan, and more. For example, our library instruction sessions were down from 124 last year to 45 during this reporting cycle. This decrease is directly related to the move to all online courses during the spring 2020 semester, and the move to the hyflex model in the fall of 2020 and spring of 2021. Despite the lower number of

sessions, we were still able to reach approximately 900 students via our instruction sessions. Another example involves our physical reference transactions, which decreased dramatically due to the university shutting down during the first part of the reporting period. And because all classes were online when we reopened, and also because community users were not allowed in the library until late spring 2021, it would be expected to see the type of decrease in questions that we experienced.

Other modifications were made to our operations as the pandemic continued to result in many changes across our campus. For instance, in response to classes going online in the spring and transitioning to the hyflex model in the fall/spring, we adjusted the operating hours for our physical building. At the same time, we continued to offer our virtual reference services, but instead offered them on an expanded schedule to better meet the needs of our users. We also transitioned our website to run under the HTTPS protocol, we developed staggered work schedules to best serve our users while keeping everyone safe, and we developed multiple tutorials via our new Camtasia subscription. And because UNIV classes were unable to come to the physical library for instruction, an online module was developed to teach those students about information literacy. We also used this time to update our LibAnswers FAQs. This project resulted in over 100 FAQs being updated and the addition of approximately 50 new FAQs. We were also able to increase the size of our collection, which we have been able to do every year since 2016. Furthermore, we increased our virtual reference transactions by 19%. Additionally, we provided controlled digital lending that included a JavaScript code that caused loaned digital documents to only open in Adobe PDF format, and to expire after two hours. This method of lending allowed us to lend print-like materials in a digital format while still complying with copyright law. Another instance of our team rising to the occasion involved the development of a credit-producing course for University Honors. The focus of the course is on research, the ability to identify mis-/disinformation, academic dishonesty/citations, and more.

Public Services 2020-2021 Annual Report

Submitted by Jessica Hayes, Head of Public Services

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.

During the first part of this reporting period, Auburn University at Montgomery transitioned to remote-only university classes and shutdown the campus from April 1- July 10, 2020. As discussed in the 2019-2020 Public Services Annual Report, 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.

These initiatives included:

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

Starting in mid-June 2020, the Public Services team dedicated themselves to establish reopening procedures and policies. As the pandemic evolved,

Access Services Unit

In 2020-2021, we circulated 1781 items, a 67.78% **decrease** over 2019-2020 in which we circulated 5528 items. Obviously, the pandemic and changes to instruction model caused the dramatic decrease in circulating statistics.

For 2020-2021, there were **383** items placed on Course Reserve (traditional), and these were used **229** times. The SGA Textbook Program continued to be one of our most popular circulating items as they were used **132** times; we did offer controlled digital lending service of the SGA textbooks which were used approximately **20** times.

In 2020-2021, in an effort to reduce the spread of COVID, we closed the group study rooms and saw no circulating numbers for these rooms.

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)
- Dr. Judith Patterson collection
- Tony Watkins Freedom Rider Collection – Oral History/Interviews & Pictures (partially processed)

The number of walk-in visitors to Archives and Special Collections during 2020-2021 was down from 2019-2020 in which there were **10** visitors

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

Library Instruction Unit
Apart from the regular one-shot library instruction sessions, in fall 2020-Spring 2021, the Public Services department developed a credit producing course for the University Honors. This course, HONR 1957, focuses on research, identifying misinformation/disinformation, academic dishonesty/citations, etc. It was accepted and approved as a course to be offered in fall 2021; the results from the actual teaching of this course will be included in the 2021-2022 Public Services Annual Report.

Like everything in Public Services, the COVID-19 pandemic affected the library instruction program. Where we have seen the program regularly increase instruction sessions over the last few years, in 2020-2021 we only taught **45** instruction sessions, a 63% decrease from the **124** sessions taught in 2020-2021. The reasons for this significant decrease include but are not limited to the following issues:

- There was general caution over gathering large group in enclosed and poor-ventilated areas like our computer lab.
- We restricted computer lab users to 15 students; classes that had a larger number of students could not schedule sessions in the lab.
- Faculty members were learning how to navigate the remote-only/hyflex instruction model; consequently, they tried to limit extraneous content that could cause problems in the instruction model.
- Finally, our two largest source of instruction sessions (UNIV and ENGL 1020) requested our Embedded Library Services instead of in-person instruction sessions. While this was excellent for our ELS, it greatly affected instruction numbers.

However, the decrease in instruction sessions did not mean the library instruction program was not busy. Instead of traditional instruction, we focused our energy on developing embedded library content for the ENGL 1020 courses that were then embedded into Blackboard courses. Additionally, the Teaching & Outreach Librarian worked with the UNIV program to develop an online library instruction/information literacy module ("Inform Your Thinking") that was embedded in the UNIV Blackboard shells. This then lead to work on other online modules like the Plagiarism module that the History Department faculty used in their classes.

Interlibrary Loan Unit

Interlibrary loan borrowing requests decreased **20%**, with **740 transactions** this year compared **930 transactions** in 2019-2020. Lending transactions decreased from **691 items** lent in 2019-2018 to **486 items** lent in 2020-2021, a decrease of 29%. 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, 26 borrowing requests were not filled.

In the past year, AUM filled **4** requests through UB. In addition, AUM patrons requested **47 items** via UB and checked out **106 items**. There were **10** requests that were unfilled, which means that there were around **69** items that AUM patrons checked out at another UB library. During this past reporting year, there continued to be software issues with the remaining UB libraries, which may explain why there were no requests filled from Jacksonville State.

AUM provided **68 copies** of articles to NAAL libraries last year and loaned **156 books**, for a total of **224 lending transactions**, a **43.15 percent decrease** from the previous year. Borrowing decreased with **171 original items** and **143 copies** from NAAL members totaling **314 borrowing transactions**, a decrease of 21.89 percent. AUM borrowed 41.08 percent of requested materials from NAAL members during 2020-2021, which is slightly less than the previous year. The percentage of materials loaned to NAAL **decreased**, with **46.09** percent of material being loaned to NAAL members.

Because of the work of our Interlibrary Loan Senior Library Associate, we qualified for the OCLC Express Library program, which is a collection of "high-performing libraries committed to delivering digital resources within 18 hours."

Reference Unit

Again, the COVID-19 pandemic affected the Reference unit as we saw a dramatic decrease in physical reference transactions, with **1043** questions answered during the year; a **decrease of 73%** from 2019-2020. This decrease was directly caused by the COVID-19 pandemic and the university's effort to reduce the potential spread. For the first part of this reporting period, the university was completely shut down and when we reopened, all classes were online so in-person users were minimal. Additionally, we were closed to the public until late spring 2021, which reduced the number of information requests from community users. Though in-person classes resumed in fall 2021, the hyflex model and general caution from the university community lead to reduce in-person usage; this lead to use reducing our operating hours and thus, our physical reference transactions.

While our physical reference transactions decreased, our virtual reference transactions increased **19% increase** with us answering **830** questions in 2020-2021. In addition to the change in the university instruction model that created more online students, we had fixed some technical issues with the virtual reference widget in April 2020 and that helped increase our usage.

Public Service Department - Future Goals (2020-2021)

As with everything, the COVID-19 pandemic affected our work in achieving various goals. However, the Head of Public Services librarian has decided that these goals will be focused on during the 2020-2021 year:

- Work with Library Dean to assess user satisfaction with the AUM Library public services, 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 professional development training on emotional intelligence, user services, etc. for those who provide public services to AUM users.

The following are some specific unit goals:

- *Access Services*

    o Revise and formally launch controlled digital lending.

- *Archives & Special Collections*

    o Continue adding to the Digital Archives Collection
    o Complete processing of Tony Watkins Oral History collection
    o Organize the physical collection and clean the archives storage space

- *Interlibrary Loan*

    o Develop Interlibrary Loan training sessions for faculty/staff, graduate students, and undergraduates.

    o Increase marketing of Interlibrary Loan/Universal Borrowing

- *Library Instruction*

    o Increase instruction opportunities to the Medical and Clinical Laboratory Sciences department and Communication Disorders department.

    o Formalize an embedded library program for the graduate nursing degree programs.

    o Increase instruction in upper level courses.

- *Reference*

    o Based on collection assessment and space usage, begin researching options or ideas for space reutilization projects.

    o Continue developing the Check-Out-The-Librarian service

Access Services Annual Report
(June 1, 2020-May 31, 2021)

Submitted by: Karen Williams, Access Services Librarian

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

Between June 1, 2020 and May 31, 2021 a total of 1781 materials were circulated. This is a 67.78% decrease from the previous year, when 5528 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 closure of the library during the summer and the use of online/hyflex classes during Fall Semester and the closure of the library non-AUM persons during most of reporting year. All of the efforts were to reduce the spread of COVID. 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 229 checkouts. There were 383 items placed on traditional reserve. SGA Textbooks were used 132 times. There was a signification drop in the amount of monies collected at the Circulation Desk this year. This is due to several factors. Since the AUM Library was closed to the public for most of the reporting period, we sold fewer guest cards. Additionally, due to the pandemic, we generated fewer fines because overdue fines were suspended for the entire reporting period. For the fines that were generated, we used Food for Fines and Fine Feathered Friends monies (See Appendix C and D).

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

APPENDIX A

CIRCULATION DEPARTMENT STATISTICS FOR 2020-21

(excludes ILL charges and universal borrowing charges)

Patron Group	2019-2020	2020-2021	% Change
AUM Alumni*	12	5	-58.33%
BTW students*	2	0	-100%
Community Users*	149	0	-100%
Consortia*	35	3	-91.14%
Continuing Ed. Students	0	0	n/a
Emeriti	0	4	400%
MFAC (AUM)	625	512	-18.08%
MGRAD (AUM)	323	126	-60.99%
MSTAF (AUM)	296	150	-49.32%
MUND (AUM)	4056	981	-75.63%
Trenholm State*	2	0	-100%
Visiting Scholars	0	0	n/a
TOTAL	**5528**	**1781**	**-67.78%**

APPENDIX B Circulation Transactions by Library of Congress Classification
(June 1, 2020 through May 31, 2021)

CLASS	#TRANS	CLASS	#TRANS	CLASS	#TRANS
AM	2	HM	22	Q	4
AZ	2	HN	5	QA	18
B	5	HQ	29	QB	5
BD	1	HS	2	QD	4
BF	69	HT	8	QH	6
BJ	2	HV	13	QL	3
BL	50	HX	2	QM	2
BM	2	JA	3	QP	2
BP	1	JC	3	QR	1
BQ	1	JF	13	R	6
BR	10	JK	52	RA	7
BS	9	JN	2	RB	1
BT	2	JQ	1	RC	26
BX	7	JX	2	RD	1
CB	3	JZ	4	RF	2
CT	2	K	1	RG	3
D	33	KF	16	RJ	6
DA	8	KJV	1	RS	2
DC	4	KLB	1	RT	15
DD	1	L	6	S	1
DE	4	LA	3	TJ	1
DF	1	LB	35	TK	2
DG	9	LC	15	TL	1
DJK	2	ML	11	TN	1
DK	8	N	35	TR	3
DS	39	NA	2	UB	2
DT	12	NB	5	UH	1
E	161	NC	9	VA	1
F	21	ND	19	Z	8
GN	6	NK	1	ZA	1
GR	35	NX	2		
GT	3	P	12		
GV	15	PA	20		
H	5	PC	11		
HA	2	PE	13		
HB	5	PL	7		
HC	7	PN	132		
HD	13	PQ	11		
HF	9	PR	116		
HG	6	PS	79		
HJ	3	PT	10		

		TOTAL	1345

Appendix C Miscellaneous Statistics
(June 1, 2020 – Mat 31, 2021)

	2019-2020	2020-2021	%Change
ALL print reserve charges	1802	399	-77.86%
Guest cards purchased	6	0	-100%
K-12 Students*	3	0	-100%
Monies Collected**	$185.50	0	-100%
Fines paid via Food for Fines	$96.00	0	-100%
Fines forgiven via Fine Feathered Friends	$469.75	0	-100%

*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 2020*	149	1
FALL 2020	120	155
FALL 2020 Electronic	10	7
SPRING 2021	114	73
TOTAL	393	236

SGA TEXTBOOKS

SEMESTER	# OF ITEMS	# OF CHECKOUTS
SUMMER 2020*	58	0
FALL 2020	58	64
SPRING 2021	70	68
TOTAL	186	132

Library Instruction Annual Report
June 1, 2020- May 31ˢᵗ 2021
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 45 library instruction sessions taught either in the library computer lab, via ZOOM, or in classrooms across campus reaching approx. 900 students (average class size of 20). This is down from 124 last year. The drastic drop in library instruction session is directly related to the pandemic and the move to all online classes in spring 2020 and hyflex model in fall 2020/Spring 2021.

The Embedded Library Services service was also very heavily used with many of the ENGL 1020 instructors choosing to embed library LibGuides into their Blackboard courses.

Several LibGuides were created this year for the ENGL 1020 classes. Other LibGuides were monitored and updated as needed, such as the library's COVID 19 response, IDSC 4000, BIOL 1010 and 1011; COMM 1010; HIST 4690; SOCI 2000; NURS 3150, and Library Virtual Services LibGuide, as well as the library's COVID19 information LibGuide. In addition, two database tutorial videos with our new Camtasia subscription were created, as was the Plagiarism tutorial that was used by faculty in the History Dept. in their classes.

Previously, through a joint effort with the UNIV 1000 Program Manager I 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. Due to the pandemic and the new hyflex teaching mode, UNIV classes did not come to the library for instruction, instead we developed and implemented a new library instruction online module on information literacy called Inform Your Thinking that was embedded in the UNIV BB shells.

Library Instruction Sessions

Compared with 2017-2018, 2018-2019, 2019-2020

Month	Instruction Sessions 2017-2018	Instruction Sessions 2018-2019	Instruction Sessions 2019-2020	Instruction Sessions 2020-2021
June	5	7	6	2
July	0	1	0	0
August	11	6	6	5
September	40	42	36	7
October	3	9	17	6
November	3	1	4	0
December	0	0	0	0
January	10	12	10	0
February	37	32	29	16
March	1	5	12	7
April	2	2	4	1
May	0	0	0	1
Totals	112	117	124	45

Top 20 Libguides

101 guides, **14257** views, **12** months

	Guide Name	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	Total
1	Guide Name	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05	Total
2	BIOL/ENSC 4925: Capstone	0	0	0	0	17	6	5	389	1220	1378	1119	169	4303
3	BIOL 1010: Cells, Molecules, and Life	92	33	261	86	40	171	53	60	35	13	8	5	857
4	AUM Library Support for Remote Instruction and Research	144	96	113	42	73	39	27	87	31	25	30	6	713
5	AUM Library Research Help	49	24	24	142	53	35	15	12	128	78	22	20	602
6	Achieving Academic Honesty: Avoiding Plagiarism	33	31	9	27	31	146	38	28	14	168	38	32	595
7	AUM Records Management	55	43	67	43	47	39	25	38	27	49	36	41	510
8	Audacity	56	46	44	47	57	53	53	34	33	20	27	26	496
9	How to Create a Research Poster	1	0	1	1	2	4	3	8	1	243	16	6	286
10	ENGL 1020: Fake News (Shifferd)	81	12	2	18	2	18	13	85	19	12	10	1	273
11	CMDS 3500 Research Help	4	0	1	2	1	2	2	0	213	12	13	2	252
12	Writing Annotated Bibliographies & Literature Reviews	44	25	18	36	51	21	10	11	10	12	4	6	248
13	ENGL 6100:Graduate Communication Skills (Harrison)	0	0	9	6	1	0	2	0	14	167	22	2	223
14	HIST3940: Historical Methods (Dr. Severance)	32	37	54	44	8	10	3	2	3	15	10	4	222
15	ENGL1020: Heroes & Villains (Elizabeth Kent-Burrows)	37	7	6	6	23	6	7	5	9	62	29	18	215
16	ENGL1020: Locklear	7	3	21	3	3	1	5	3	22	137	5	0	210
17	AUM Library Virtual Assistance	14	4	15	24	16	10	4	25	29	33	10	19	203
18	ENGL1020: Monsters (Wedgeworth)	44	9	7	22	30	4	2	16	7	29	22	3	195

Archives & Special Collections Annual Report
(June 1, 2020-May 31, 2021)
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 and one student worker.

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
- Dr. Judith Patterson collection
- Tony Watkins Freedom Riders collection

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

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: 11
- Volume of records approved for destruction: 20 cu. ft.

Projects and Accomplishments:
- Processing: the following collections were processed to some degree during the past year:
  o Capri Files (annual accession)
  o Facilitated the inclusion of digitized theses in AUM repository
  o Acquisition of the Dr. Judith Patterson and Tony Watkins Freedom Rider collection

Usage Statistics:
The number of walk-in visitors to Archives and Special Collections during 2020-2021 was 8. This figure is down from 2019-2020 during which there were 10 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 the pandemic and 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, 2020 – May 31, 2021)
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.

Pandemic Reopening Project
Together, we developed procedures and policies to ensure we resumed our normal services in a safe manner. We requested necessary physical items (a gate for the desk, Plexiglas barrier, etc.); we devised practices to ensure in-person reference was done safely. As a team, Maranda and I conducted training with those who work at the Reference desk, and addressed concerns as they arose.

Staffing Model Change
To better serve our users, we reviewed usage data and decided to change our operating hours; while we closed our in-person services at 8 pm, we continued offering virtual services until 11:00 p.m. Additionally, we altered our nights, weekends and Fridays staffing model to maximize our staff usage. Starting in fall 2020, we would have only one part-time employee and two student workers; the student workers would cover the Circulation and Reference desk, while the part-time employee was responsible for supervising and managing any issues that occurred. We also had our Reference Library Assistant providing virtual reference services. This allowed us to use our part-time employees more judiciously, and ensure our full-time employees were available during the more busy weekdays.

FAQ Project
Our Reference Library Assistant spent the entire reporting period working on our LibAnswers FAQs. She updated over a hundred FAQs and added approximately fifty new FAQs. This has ensured that our users receive the most up-to-date information.

TABLE 1: PHYSICAL ASSISTANCE STATISTICS

SEMESTER	REFERENCE TRANSACTIONS[1]	MATERIALS RESHELVED[2]
SUMMER		
2019-2020	426	201
2020-2021	103	20
% Change	**-75%**	**-90%**
FALL		
2019-2020	2,172	273
2020-2021	554	108
% Change	**-74%**	**-60%**
SPRING		
2019-2020	806	315
2020-2021	386	53
% Change	**-52%**	**-83%**
TOTALS		
2019-2020	3,404	789
2020-2021	1,043	181
% Change	**-69%**	**-77%**

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[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.

TABLE 2: VIRTUAL ASSISTANCE STATISTICS

SEMESTER	VIRTUAL TRANSACTIONS
SUMMER	
2019-2020	138
2020-2021	137
% Change	**-0.7%**
FALL	
2019-2020	322
2020-2021	337
% Change	**4.6%**
SPRING	
2019-2020	239
2020-2021	356
% Change	**49%**
TOTALS	
2019-2020	699
2020-2021	830
% Change	**19%**

TABLE 3: COMBINED TRANSACTIONS STATISTICS*

SEMESTER *Current Year* *Previous Year*	REFERENCE TRANSACTIONS	**MATERIALS RESHELVED
SUMMER		
2019-2020	564	201
2020-2021	240	20
% Change	**-57%**	**-90%**
FALL		
2019-2020	2,494	273
2020-2021	891	108
% Change	**-64%**	**-60%**
SPRING		
2019-2020	1,045	315
2020-2021	742	53
% Change	**-29%**	**-83%**
TOTALS		
2019-2020	4,103	789
2020-2021	1,873	181
% Change	**-54%**	**-77%**

TABLE 4: FLOOR COUNT STATISTICS

SEMESTER *Current Year* *Previous Year*	SEMESTER TOTAL
SUMMER	
2019-2020	3,073
2020-2021**	71
% Change	**-98%**
FALL	
2019-2020	15,922
2020-2021	12,610
% Change	**-21%**
SPRING	
2019-2020	9,695
2020-2021	4,313
% Change	**-55%**
TOTALS	
2019-2020	28,690
2020-2021	16,994
% Change	**-41%**

* All statistics are **"best estimates only" and tend to be under-recorded** due to difficulty in recording all reference transactions and materials reshelved.

** COVID-19 Pandemic – Campus shutdown and transition to remote-only classes

Interlibrary Loan Annual Report
(June 1, 2020-May 31, 2021)

Submitted by: Karen Williams, Access Services Librarian

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 2020-2021, 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 was non-lending from the beginning of June and did not start fully lending again until October. In addition, the borrowing of returnable items was not fully restarted until August.

This past year, interlibrary loan borrowing requests decreased, with 740 transactions this year compared to 930 transactions in 2019-2020, a decrease of 20.4 percent. Lending transactions decreased from 691 items lent in 2019-2020 to 486 items lent in 2020-2021, a decrease of 29.7 percent. (See Appendix 1).

AUM provided 68 copies of articles to NAAL libraries last year and loaned 156 books, for a total of 224 lending transactions, a 43.15 percent decrease from the previous year. Borrowing decreased with 171 original items and 143 copies from NAAL members totaling 314 borrowing transactions, a decrease of 21.89 percent. AUM borrowed 41.08 percent of requested materials from NAAL members during 2020-2021, which is slightly less than the previous year. The percentage of materials loaned to NAAL decreased, with 46.09 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) dropped by 26 percent. However, the percentage of unfilled lending transactions to total lending requests was 55.25 percent, which is nearly the same as last 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, 26 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: History 325; English 133; Sociology 55; Biology 50; and Nursing 30.

(See Appendix 5).

Universal Borrowing/ALLIES

During this past reporting year, there continued to be software issues with the remaining UB libraries, which may explain why there were no requests filled from Jacksonville State. In the

past year, AUM filled 4 requests through UB and checked out 54 items to UB patrons. In addition, AUM patrons requested 47 items via UB and checked out 106 items. There were 10 requests that were unfilled, which means that there were around 69 items that AUM patrons checked out at another UB library. (See appendix 6)

Appendix 1:

ILL STATISTICS

FOR JUNE 2020 TO MAY 2021

****	LENDING		BORROWING	
****	BOOKS	COPIES	BOOKS	COPIES
June*	0	0	1	24
July*	1	1	3	13
Aug.*	1	0	12	10
Sept.*	1	1	11	20
Oct.*	23	12	21	31
Nov.	35	39	45	30
Dec.	10	10	8	16
Jan.	57	35	46	17
Feb.	35	32	39	53
March	42	40	48	73
April	33	25	64	56
	37	16	38	61

May			
TOTAL	275	211	336	404

TOTAL INTERLIBRARY LOAN (all)   1226

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Appendix 2

ILL NAAL STATISTICS

FOR JUNE 2020 TO MAY 2021

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****	BORROWING		LENDING	
****	COPIES	BOOKS	COPIES	BOOKS
June*	0	0	0	0
July*	3	1	1	1
Aug.*	3	3	0	1
Sept.*	4	5	1	1
Oct.	8	22	2	16
Nov.	13	14	8	18
Dec.	5	10	5	5
Jan.	7	21	14	30
	21	27	11	15

Feb.				
March	30	23	15	25
April	23	28	8	12
May	26	17	3	16

TOTAL	143	171	68	156

TOTAL NAAL INTERLIBRARY LOAN   538

Appendix 3: Percentages of ILL transactions filled through NAAL libraries

6/1/20-5/31/21

Lending: Total originals loaned, all libraries   275

          Total originals loaned, NAAL libraries   156

               Percentage NAAL originals loaned   56.73%

          Total copies loaned, all libraries   211

          Total copies loaned, NAAL libraries   68

               Percentage NAAL copies loaned   33.65%

Percentage NAAL transactions of all loans   46.09%

Borrowing: Total originals borrowed, all libraries   336

Total originals borrowed, NAAL libraries   171

    Percentage NAAL originals borrowed   50.89%

    Total copies borrowed, all libraries   404

    Total copies borrowed, NAAL libraries   143

    Percentage NAAL copies borrowed   35.4%

Percentage NAAL transactions of all borrowed items   41.08%

Total percentage of ILL transactions made through NAAL libraries 43.88%

Appendix 4A: Statistics for unfilled or canceled transactions (lending), 6/1/20-5/31/21

Unfilled Lending Transactions- Reason for Cancellation

Aged to Unfilled	2
Aged to Next Lender	7
Auto-Deflection: Format Type	39
Auto-Deflection: Multiple Reasons	247
Borrower Refused Conditions	11
Cost Exceeds Limit	1
Deflection-Not Currently a Supplier	4
In Use On Loan	4
Lacking*	75
Non-circulating	50
Not found as cited	25
Not on Shelf	55
Not Owned*	21
Policy Problem	33
Poor Condition	1
System Checked Availability**	15
Unspecified/Other	10
Total Lending Unfilled	600

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

**New category. This includes In Use on Loan, Lost, etc.

Appendix 4B: Statistics for unfilled or cancelled transactions (borrowing), 6/1/20-5/31/21

Requests Cancelled   26

Appendix 4C: Items filled "In House" by Month

Month	Number of Requests
June	8
July	19
August	9
September	5
October	24
November	12
December	14
January	17
February	21
March	42
April	31
May	37
TOTAL	**239**

Appendix 5: Borrowing Requests by Department*

Patron Department	Number of Requests
ACCOUTING	3
ADMINISTRATION/OTHER	29

BIOLOGY AND ENVIRONMENTAL SCIENCE	50
BUSINESS	7
CHEMISTRY	3
COMMUNICATION AND THEATRE	23
COMMUNICATION DISORDERS	2
COMPUTER SCIENCE	5
COUNSELING AND HEALTH PROMOTION SERVICES	7
CRIMINAL JUSTICE/ LEGAL STUDIES	12
ECONOMICS	16
EDUCATION	16
ENGLISH AND PHILOSOPHY	133
FINE ARTS/ ART HISTORY	24
HISTORY AND WORLD LANGUAGES AND CULTURE	325
INTERDISCIPLINARY STUDIES	2
KINESIOLOGY	21
LIBRARY	16
MATHEMATICS	9
NURSING	30
POLITICAL SCIENCE & PUBLIC ADMINISTRATION	11
PSYCHOLOGY	29
SOCIOLOGY, ANTHROPOLOGY, & SOCIAL WORK	55
TOTAL	**828**

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

Appendix 6 UB/ALLIES

Lending Requests Filled/Unfilled 6/1/2020-5/31/2021

Status	Requests
Filled	4
Total	4

Lending Statistics by Patrons' Home Library 6/1/2020-5/31/2021

Library	Checkouts	Requests
Auburn	54	3
JSU	0	1
Total	54	4

Borrowing Statistics by Holding Library 6/1/2020-5/31/2021

Library	Checkouts	Requests	Walk-in Checkouts (est)	Unfilled Requests (est)
Auburn	106	37	69	No data
Jacksonville State	0	10	No data	10
Total	106	47	69	10

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Government Information Services
Annual Report

June 2020 – May 2021

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

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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 5 titles were selected.

As indicated by the statistics in table one below, onsite usage of the physical documents collection has decreased 61.10% from last year.

Table 1: Documents Reference Transactions

Year	Documents	Legal	Telephone	Total
2019-2020	13	21	2	36
2020-2021	9	3	2	14
% Change	**-<30.70%>**	**-<85.70%>**	**0.00**	**-<61.10%>**

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 decrease in the number of paper documents, fiche usage, and legal materials. Overall, there was a decline of 92.30% in the types of items utilized. The decline in usage of legal materials is a result of the availability of case law in the Westlaw database.

Year	Paper	Fiche	Legal	Total
2019-2020	62	1	80	143
2020-2021	7	0	4	11
% Change	-<88.70%>	-<100.00%>	-<95.00%>	-<92.30%>

While last year showed a total of 168 e-documents viewed by linking through the library OPAC, using a purl link in the bibliographic record, this year only saw 30 e-documents accessed through the OPAC. This represents a decrease of 82.10%.

Table 3: e-Document Usage by Purls

Month	2020-2021	2019-2020	Percentage Change
June	3	12	-<75.00%>
July	0	14	-<100.00%>
August	5	5	0.00%
September	0	19	-<100.00%>
October	0	26	-<100.00%>
November	0	22	-<100.00%>
December	0	0	0.00%
January	0	9	-<100.00%>
February	2	28	-<92.80%>
March	16	15	106.60%
April	4	15	-<73.33%>
May	0	3	-<100.00%>
Total	**30**	**168**	**-<82.10%>**

Table 4 shows decrease in the total number of items added of 28.50% this year, in spite of the COVID-19 impact. The amount of microfiche received was actually up by 105.80%, in spite of GPO's efforts to move away from microfiche distribution.

Table 4: Documents Received by Type

Year	Paper	Fiche	Electronic	Total
2019-2020	3,319	1,118	32	4,469
2020-2021	2,009	1,183	0	3,192
% Change	**-<39.40%>**	**105.80%**	**-<100.00%?**	**-<28.50%>**

This year saw a significant increase in the number of materials discarded by type, though fiche had the fewest discards. Overall, discards increased by 342.30%.

Table 5: Items Discarded by Type

Year	Paper	Fiche	Maps	Electronics	Total
2019-2020	564	0	0	0	564
2020-2021	1,928	3	0	0	1,931
% Change	**341.80%**	**Infinity**	**0.00%**	**0.00%**	**342.30%**

Table 6 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 0.18% in the number of bibliographic records loaded from MARCIVE.

Table 6 Marcive Records Loaded into OPAC

Month	Records Loaded 2020/2021	Records Loaded 2019/2000	% Change
June	1,702	1,475	115.30%
July	1,582	1,719	-<0.79%>
August	1,650	1,392	118.50%
September	1,666	1,579	105.50%
October	1,278	1,454	-<12.10%>
November	1,184	1,525	-<22.30%>

December	5,213	1,735	300.40%
January	1,518	1,783	-<14.80%>
February	1,107	1,675	-<33.90%>
March	1,328	1,480	-<10.20%>
April	1,395	4,116	-<66.10%>
May	1,354	1,445	-<0.62%>
Total	**20,977**	**21,378**	**-<0.18%>**

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Library Technology and Systems
June 1, 2020 – May 31, 2021

Submitted by:
Tim Bailey, Head, Library Technology and Systems

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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 COID-19 pandemic and its effects on user interaction, library use, and requirements for mitigating COVID-19 and keeping patrons and staff healthy and safe.

During the 2020-2021 period, much of the work was done from off campus, with alternating days on and off campus so as to lower exposure and ensure social distancing. In March, 2021, with the return to campus, activities began to return to normal, but the impact on work done and tasks accomplished was profound.

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 921,351 unsuppressed bibliographic records and 75,152 suppressed bibliographic records in Voyager as of 6/1/2021 (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 2019-2020 there was 894,421 unsuppressed bibliographic records and 75,052 suppressed bibliographic records. 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.

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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 70,328 searches run against Voyager in 202-2021. In 2019-2020 there were 74983 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. This continues what appears to be a decline in searching of the OPAC.

Title holdings continued to be added to Voyager at a much lower than pace than has historically been the case – just 27,523 bibs were added to Voyager in 2020-2021. 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 178 suppressed records created during the 2020-2021 time period. This can only be put down as due to the unprecedented effects of the continuing COVID-19 pandemic.

Updates continued to existing collections, such as the Ambrose Video Collection; Films On Demand; the ACLS Humanities E-book Collection. Additionally, the R2 Library has been added as a patron Driven Acquisition plan, similar to the EBL program.

Finally, the decline in removing items from the collection continued, also reflecting the continuing pandemic. In the 2020-2021 period 288 items were removed from the online catalog. This is a drastic drop from the 2019-2020 period when 1836 items were removed from Voyager (Table 4). In 2018-2019, a total of 4025 item records were deleted from Voyager this year. In 2017-2018, 1451 items were deleted and 4411 items were deleted in the 2016-17 time period.

The most items were removed from the Government Documents locations. This was followed by deletions from circ and reserves. State approved Textbooks (sat) and cdrom were the locations with the fewest deletions, owing to the fact that state approved textbooks and cdrom are, in fact, defunct as locations.

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 2020-2021 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 collection added the R2 Library, a patron-driven acquisition program, concentrating in the nursing, health, and kinesiology disciplines for our needs. Early on there was difficulty with getting notifications of titles being added, but that was worked out.

The number of databases listed on the Library's databases remained little changed, with 11 dropped and a similar number added.

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 UpToDate, an evidence based medical practice resource; Chadwyck-Healey Literature Online; OVID Visible Body; ArtStor; Black Thought and Culture; Historical Newspapers, a Chadwyck publication; Oxford Scholarly Editions Online; and ProQuest Business One.

EZProxy

EZProxy database stanzas were modified as soon as possible after receiving notification from OCLC. OCLC has begun providing these updates via a dedicated RSS feed, so that these changes can be made easily. Working with Adair Stallworth, Mr. Bailey makes the configuration changes, which are then applied by Mr. Stallworth and verified as working by Mr. Bailey.

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.

No issues or problems were encountered with the SpringShare platform. Of great help was the inherent flexibility of the LibCal product, which allowed changes to the hours and operating times to be made quickly and easily. Templates for pre- and post-COVID hours were developed and used. These continue to be available should we need to revisit these emergency hours.

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.

Resources continued to be updated across the EBSCO Discovery and Publication Finder platforms.

Work with IT Services

Coordination with AUM's IT Services department continued. Adair Stallworth continued to meet through the pandemic with IT Services, reporting back events and developments on campus as needed.

Work with Technical Services and Public Services

With the closing of campus, work with public services work involved coordinating changes and updates to hours and notifications on the website. With our return in March 2021, many of these changes had to be revisited and modified or removed.

There was not much work with Technical Services, due to a slowdown in the amount of materials coming in.

Desktop/Network IT Support

Below is a summary of work done by Adair Stallworth, Senior User Services Technician
Note: The following summary details IT work and related projects conducted from June 2020 to August 2021.

Public Facing Student Support - Ref Area, 2nd Floor Lab & Hallway Area, Circulation, Gov Docs

The academic school year which primarily encompassed fall 2020 to the end of summer 2021 was greatly impacted by the Covid-19 pandemic. The pandemic prevented in-person classes and most AUM Students relied on virtual instruction for their various courses. In-person service requests from students such a Respondus Lockdown Browser, Blackboard, printing, copying, scanning, and computer hardware issues were approximately forty (40) during the previous fourteen (14) months for the five (5) primary areas that directly service students within the Library.

Faculty and Staff Support - Library Administration, Archives, Circulation, Collections, Emerging Technologies, Gov Docs, Reference Desk, Systems Librarian Technical Services

Library Faculty and Staff play important roles in delivering services to AUM Students, AUM Faculty, Library Guests, and Patrons of the Library. During the previous fourteen (14) months approximately One Hundred Sixty-Eight (168) requests for service were received by my office.

These requests included issues with, UPS Battery Backup units, printing, Scanning, Wi-Fi Connectivity, Desktop Internet Connectivity, Network Shared Drives, Software Installations, Generic Email Accounts, and 2nd Floor Lab Instructional Support, etc.

Assistance Given To AUM Departments Outside Of The Library

Support of other department's Information Technology needs has allowed me the opportunity to expand my knowledge of IT, and more efficiently resolve issues when ITS Client Services (Desktop Support) was experiencing increased workloads. My office received approximately sixty-eighty (68) requests for service from the W.A.S.C/Learning Center, one (1) request from Human Resources, and one (1) Instructional Support request from Central Advising (Julie Valdez) during Advising & Registration for undeclared students.

Library Information Technology Projects

The Library provides vital services to the AUM Campus Community. It has been my goal to elevate the quality of technology that we provide to our end users. During the previous fourteen (14) months my office has successfully achieved the following projects in support of the Library: removing all handmade cabling from the 2nd Floor and replacing it with manufactured cabling, working with ITS Network Support to successfully configure a new Library Guest Wi-Fi___33 Account, working with ITS Application Support to create new Network Shared Drives for the Archives Department, and working with ITS Client Services to purchase/ install new Dell Computers/Monitors in our 2nd Floor Lab

Collaborative Relationships and Training

It has been my goal to be a team player, and work with AUM Information Technology Stake Holders as often as possible to elevate the Information Technology statue of the Library. During the previous fourteen (14) months I have attended approximately forty (40) ITS Coordinator's & All Staff Meetings, helped with two (2) Computer Lab Refreshes, viewed approximately thirty (30) Desktop Administration (Window 10) training videos, and received a number of hands on training sessions from ITS team members.

Emerging Technology/Webmaster

Below is a summary of work provided by Daniel Moody, Emerging Technology Librarian.

My major responsibility is the library website and I performed site maintenance both in terms of general security updates to the underlying CMS and extracting unused modules and surface-level updates such as restructuring the display in the collection development policies listing. A major software upgrade to the CMS is coming late in fall 2021 which will involve a site rebuild and I have been planning for how to best handle that with minimal disruption. Over the course of the year, I also handled more urgent tasks related to the library site, such as dealing with unexpected,

intermittent server crashes as well as keeping the website updated about changes to services during disruptions caused by the pandemic. I was also able to work with Marketing. There have been plans for a while for a new university site. Before and after it launched, I worked with them on what this would mean for the library's site and made plans to eventually have the library site conform to the new color scheme.

Aside from maintaining the website, in my role as the Emerging Technologies Librarian I often serve as *ad hoc* tech support. In doing this I often teamed up with the Senior User Services Technician for quick tasks, ranging from printer issues to network connections. I also worked with the Senior User Services Technician and the university's ITS department to shut down the library's old blog site and modify the server for the library website to run under the HTTPS protocol.

With regards to collection development, I regularly reviewed new titles in my areas (religion and Mathematics/Computer Science) and recommended additions to the collection.

One of the bigger projects was the Controlled Digital Lending project with Access services, where my role was to create JavaScript code that would cause PDFs to only open in Acrobat and expire after 2 hours. This involved research Adobe's API for working with PDFs and required multiple test runs and modifications to the code.

I also worked with the Outreach librarian and a local author on a digital Black History Month project, which involved re-recording audio from old digital recorders and modifying the CSS for a LibGuides-based site. During this I worked with one of our student workers to clean up the extracted audio for presentation.

My research output increased, with one article being published *The Alabama Librarian* and another being submitted to *Information Technology & Libraries* for review. Additionally, I had a presentation about the university's architectural style accepted for the annual PCA/ACA conference.

Outside of the university, I was a member of NAAL's online content committee (my role there ended late 2020) and was and am currently serving as the representative for the MHEC research forum planning group. In the university I continued to serve as a library representative on faculty senate and the Lectures committee and represented the library on OLAT.

Data/Tables

Table 1

Number of records in Voyager

Bibliographic count
- 921,351 Unsuppressed records
- 75,152 Suppressed records

Item Count
- 380,242 Unsuppressed records

Holdings Count
- 1,018,189 Unsuppressed records
- 40,181 Suppressed records

Table 2

Searches in Voyager

70,328 searches run between June 1, 2020 and May 31, 2021

- 74,983 Searches 2019-2020
- 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: 27,523
Total Unsuppressed Added: 27,345
Total Suppressed Added: 178

Unsuppressed records--
- 1 added to ref,resv
- 2 added to juv

- 4 added to main,os
- 5 added to ref,leg3
- 6 added to gpo,maps
- 6 added to ref
- 7 added to video
- 29 added to resv
- 35 added to gpo,ref
- 48 added to main,bc
- 703 added to main
- 6224 added to internet
- 20274 added to gpo

Suppressed records
- 1 added to ref,resv
- 1 added to main
- 1 added to ref,leg3
- 71 added to gpo
- 104 added to internet

Table 4

Items deleted by location

 288 items deleted in total from all locations, including reserves

- o 2 Deleted from cdrom
- o 49 deleted from circ
- o 29 deleted from gpo,fiche
- o 59 deleted from gpo,web
- o 16 deleted from ref,leg3
- o 1 deleted from sat
- o 71 deleted from gpo
- o 1 deleted from gpo,maps
- o 4 deleted from main
- o 45 deleted from resv
- o 4 deleted from video

Technical Services Department Annual Report
June 1, 2020—May 31, 2021
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 2020-2021.

III. Statistical highlights

Acquisitions (New and Gift Materials): Compared to last year, AY 2020-2021 saw a relatively modest drop in titles ordered, which could arguably be seen as a commendable result, given the challenges posed by the coronavirus pandemic over the course of the year. Acquisitions staff ordered 604 new titles in AY 2020-2021. This figure represents a decrease of 180 titles, or approximately 23% fewer than last year's total of 784. On the positive side, and to put things in a bit of perspective, this number is still higher than the 534 new titles ordered three years back, i.e., in AY 2017-2018. Although it is likely that tight fiscal constraints will continue into this year and next year, we are optimistic that we will be able to continue to build our collection going forward. Following are our statistics for gifts added to the collection this year by category: 117 hardback books; 131 paperback books; 0 miscellaneous-format items and 302 periodical issues, for a total of 550 items. This total reflects an increase of 35 gift items, or about 6.8% more than we added last year (515). The increase in gifts added must be credited to the great and ongoing generosity of our donors, including a number of substantial collections from AUM faculty. Our figures for gift periodical issues also revealed a modest increase over last year, thanks to the dedicated efforts of our serials team, and in particular the work of our serials assistant, Anita. Overall, due to the aforementioned gifts of high-quality materials, along with well-selected new materials purchased to support the University's curricular needs, we were able once again to enhance the Library's collection in spite of a difficult year.

The Acquisitions unit received 603 volumes/items (primarily print books, but also videos, e-titles, and items of other types), or 157 fewer items than last year's total of 760, which represents a decrease of about 20.7%. Given the challenges of the past year, a moderate drop was to be expected. For the first months of the academic year, the University and Library were still in remote operations, and when we brought some employees back to campus in summer of 2020, it was with staggered scheduling, which meant that we each had reduced hours of physical presence on campus. Despite this, we managed to adjust our workflows as necessary and to collaborate effectively to get our jobs done. We continue to strive to add high-quality materials to the collection to support the research and curricular needs of the University, to the greatest extent that the budget allows. As noted earlier, we anticipate that the budget for books will remain tight, but we look forward to facing the challenge of making the most of what we 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 continue to get excellent value for the University's money. While print remains a vital part of our collection and will be for the foreseeable future, 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 most 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, which is always a plus in these times of fiscal restraint.

Acquisitions staff also completed the physical processing/labeling of 521 items over the course of the year.

Cataloging: Cataloging staff added 746 new titles to the catalog, which represents a decrease of 25.5% from last year's total of 1,002 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 57, which represents a slight increase compared to last year's count of 53. These 57 volumes include multi-part monographs (both gifts and purchased items), annuals and other continuations. Forty-two 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 845 volumes over the course of AY 2020-2021, or about 20.9% fewer than last year's total of 1,068. In the context of the coronavirus pandemic, it is understandable that our numbers would be down; indeed, I believe we did a fantastic job, given the limitations of the year that were out of our control.

Our statistics for items withdrawn from the collection in AY 2020-2021 were far lower than last year's, in large measure due to the pandemic, which made weeding of the collection a lower priority, given that we were focused on providing the best services we could to our patrons, and all the while working remotely for a substantial proportion of that time. In AY 2019-2020, we had been extremely busy with withdrawals; with a number of major withdrawal projects, we withdrew 2,842 items that year, whereas in AY 2020-2021, we withdrew only 4 titles and 11

added volumes, for a total of 15 items withdrawn from the collection. For a significant portion of this academic year, we were either working from home and carrying out our duties remotely, or working staggered schedules which meant that we were only on campus for part of each week. It was therefore necessary to focus on taking care of our patrons' primary informational needs. We anticipate that we will have more time and opportunity for weeding in the 2021-2022 cycle.

IV. Projects:

Catalog clean-up (ongoing): Numerous projects undertaken over the course of the 2020-2021 cycle entailed a significant amount of cataloging work on our Voyager records (as well as associated work in OCLC, in some cases), including (but not limited to) the LHR project (correcting incomplete and/or inaccurate OCLC Local Holdings Records for some of our more frequently requested serial titles), the finding aids broken links project, and the on-the-fly record clean-up project, to name just a few. All of these projects required a strong grasp of the principles of cataloging as well as of our systems, along with a high degree of accuracy, attention to detail, and a strong dedication to improving the quality of our catalog.

Serial cleanup project: Over the course of AY 2020-2021, the Technical Services team continued to work diligently on cleaning up our Voyager serial records with respect to both accuracy and completeness of our holdings records. Each year, our serials assistant Anita has cast a watchful eye over our catalog in search of errors or omissions in our serial records, and this year was no exception, as she identified a number of records in need of attention. 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 am proud of our team's work on serials this year and the progress that we continue to make in this area.

Adjusting to COVID and remote operations / staggered schedules: Although it was not a project in the traditional sense of the term, the most important work of the year centered around our finding a way to adjust our workflow and procedures to ensure that we accomplished our most important work duties within the strictures of remote operations (for a couple of months) and then staggered work schedules across the department for most of the year. For much of the year, employees in Technical Services were working two days a week in person at the Library and then remotely (from home) the rest of the week. Both Diane and Anne were working more on-site days than many other employees across campus for a significant portion of that time. (Of course, the Dean led the way in terms of attendance and stalwart presence, being here on-site every day for the duration.) The purpose of staggering work schedules was to ensure that employees were less likely to come into close contact (and potential infection, in theory) with other employees. This shift did require us to alter our normal work processes and to sharpen our communication with each other, making it closer than ever, and required us to maintain a laser-like focus on accomplishing key tasks while we were here on site. In my opinion as the Department Head, I believe that we all did an excellent job of keeping serials, acquisitions and cataloging going strong through a very difficult and stressful year.

V. Staff Activities

• Anne Mulder continued to do a commendable job with the day-to-day running of our serials unit over the course of AY 2020-2021. She paid invoices for databases, e-journal subscriptions and print serials, 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 in order 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 she updated and corrected records, in consultation with the Department Head when necessary and with the assistance of Anita Griffith. She continued to demonstrate her team spirit, among other ways by working on campus for at least two days per week during the period of remote operations, in order to carry out all of her essential job duties effectively. She continued to demonstrate the highest degree of respect, courtesy and professionalism in the course of working with others to help accomplish the goals of the Department and the Library. Year after year, Anne continues to be a highly committed team member who brings with her 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 Technical Services team, and we are fortunate to have her.

• Diane Westfall continued to do an outstanding job with overseeing the day-to-day aspects of our monographic acquisitions in AY 2020-2021. She took the initiative to seek out opportunities for training relevant to her work in cataloging and acquisitions as well as training in diversity, equity and inclusion, online safety, and a webinar entitled "Ways to fill your shelves without draining your budget", to name just a few. In addition to maintaining a commendable standard of work with regard to her primary job responsibilities, Diane readily agreed to work in person two days a week in order to get her key work tasks accomplished, and this at a time when many other employees across campus were working entirely remotely. 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 2020-2021, with the prolonged situation of short-staffing in the Circulation Department until we were able to get a new full-time staff member hired in 2021. Diane continued to assist capably and diligently with other projects as requested. Her strong expertise with our technical systems, her sharp eye for detail, her admirable work ethic and her spirit of teamwork all combined to make her a vitally important element in the successes that we were able to achieve as a Department over the course of a very difficult 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 include her each year in this report, but I am focusing on activities that pertain to her work with us in Technical Services. Over the course of AY 2020-2021, in addition to fulfilling her primary job duties in Serials with a high degree of expertise, accuracy and efficiency (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. She continued her quest to improve our catalog by ensuring that our holdings are as accurate and up-to-date as possible. She systematically checked records to see that links to serial content in the OPAC were still working, and reported problems with links so that they could be corrected. In all these endeavors, Anita's accuracy and thoroughness continued to be outstanding, and her work made a tremendous difference in the accuracy and completeness of our serial records. Anita's exemplary work ethic, attention to detail, team spirit and positive energy all contributed greatly to the success of the Department. Her coverage of chat reference in the evenings over the course of the year, though not a part of her work in Technical Services, played a key role in the Library's efforts to support the needs of our students through the course of the pandemic. In addition, she won the Betty J. Tims Award for library service in December, a richly deserved honor that rightly reflects her spirit of service and dedication.

• John Gantt fulfilled numerous service commitments over the course of AY 2020-2021. At the level of service to the profession of librarianship, he continued to serve on the Continuing Education Committee of the Network of Alabama Academic Libraries (NAAL). At the University level, he served on the new university-wide DEISJ Committee (Diversity, Equity, Inclusion, and Social Justice), which is the standing committee that was convened to include the participation of a wider array of campus units in addressing diversity-related issues, along with the Intercollegiate Athletics Committee, which has also been reconfigured as a university-wide committee. He served on the Library's Collection Development Committee, and he also served on the Circulation Associate Search Committee. That entailed working closely with fellow committee members to help craft a job announcement, brainstorming with them to come up with questions for our interviews, creating a rubric for scoring interviewees' responses, and later participating in telephone interviews and then on-campus interviews for finalists. Finally, he participated in committee discussions to arrive at a recommendation for the Dean, and he also completed the required reference checks via telephone for the chosen candidate. He continued to attend 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. He attended several supervisor training opportunities over the course of the year. It was the year of Zoom, and there were numerous training sessions offered via Zoom over the course of the year. To name just a few, there was a session on 6/18, "Examining our Lenses/ Mitigating Bias"; on 7/29, "Good Trouble: The Legacy and Impact of John Lewis"; on 8/4, "Getting Ready for fall using Hyflex Models"; on 10/28, "NCAA Rules & Reminders for Faculty & Staff"; and on 2/26, "SafeZone training". In addition, there were several Zoom sessions for supervisors made available on Fridays by staff in Human Resources. With respect to Library-related training, he maintained subject knowledge by pursuing training opportunities in cataloging and Technical Services as they were available and by monitoring posts on AUTOCAT, the listserv for catalogers. He also took advantage of cataloging and Technical Services-related webinars over the course of the year that were made available by organizations such as OCLC and the Association for Library Collections & Technical Services (ALCTS). He continued to strive to be active in participating in and assisting with Library events, although, due to the pandemic, we were unfortunately not able to have nearly as many in-person events as we would in a typical

year. To give one example, he attended and participated in the Library's Meet and Greet on the Quad in October.

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 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. He actively led the efforts of the Department with respect to other catalog clean-up projects as well. And he continued to demonstrate the flexibility necessary to adjust workflows to adapt the operations of the Department, first to entirely remote operations, and then to staggered schedules with reduced on-campus staff presence. This required a great deal of work on communication, collaboration, and cooperation in order to come together to fulfill our job responsibilities thoroughly and well. Given the considerable challenges of the year (the most notable of which obviously stemmed from the coronavirus pandemic), we accomplished a great deal as a Department, and as Head of the Department, I would commend our team for a job exceedingly well done.

Collection Development Annual Report

June 1, 2020 – May 31, 2021

Submitted by Rickey Best, Collection Development Librarian

Introduction

During this reporting year, the library received 714 hardbacks as gifts, an increase of 280 over last year; 1,165 paperbacks, an increase of 543 from the previous year, 134 periodical issues, a decrease of 253, and 24 DVDs, VHS tapes, cd's, slides, and projections, a decrease of 760 from last year. Of this total, the library added 146 hardbacks, 93 paperbacks, 40 periodicals, and 0 DVDs.

This year saw an increase in the number of titles ordered. During 2020-2021, of a total of 604 monographs were ordered and received, down from the previous year's 784. This year 8 videos were ordered, up 1 over last year's total. A total of $41,550.59 was spent, compared to $67,358.36 last year in purchasing materials. The Library began a DDA project with R2 for nursing and healthcare titles, but so far there has not been an item triggered for purchase. This project allows the library to reject titles that meet the trigger limit.

During this year, we dropped one database (ProQuest Congressional) and added one (PrepStep). For the 49 databases which provide usage statistics, costs rose from $262,967.81 to $382,675.49, an increase of 4.55%.

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 2020-2021	Cost per Full-Text Retrieved 2019-2020	Change from Previous Year
Cinahl Plus Text	$1.46	$0.55	+0.91
Academic OneFile	$0.66	$0.72	-$0.06
America's Historical Newspapers	$1.04	$0.70	+$0.34
PQ Nursing & Allied Health	$2.62	$0.72	+$1.90
PsycArticles	$1.87	$0.97	+$0.90
MarketResearch.com	$2.29	$1.49	+$0.80
Morningstar	$15.37	$0.74	+$14.63
CQ Researcher	$1.72	$1.29	+$0.43

Eighteenth Century Collections	$10.23	$1.40	+$8.83
Chronicle of Higher Education	$1.53	$1.52	+$0.01
SportDiscus	$2.99	$1.68	+$1.31
SocIndex w/Full-Text	$2.29	$1.70	+$0.59
New York Times	$38.69	$1.72	+$36.97
JSTOR	$2.30	$0.81	+$1.49
Science Direct	$3.37	$2.83	+$0.54
S&P's Net Advantage	$2.73	$2.88	-$0.15
Criminal Justice Periodical Index	$5.84	$3.20	+$2.64
Mergent	$189.19	$3.16	+$186.03
Sage Premier	$8.76	$3.59	+$5.17
MLA International Bibliography	$5.07	$4.21	+$0.86
Communication & Mass Media Complete	$5.45	$3.55	+$1.90
MathSciNet	$21.95	$4.51	+$17.44
Westlaw Campus	$6.66	$5.30	+$1.36
Oxford Journals	$23.35	$9.84	+$13.51
Library Literature	$10.47	$7.82	+$2.65
History Vault: Black Freedom II	$16.13	$10.00	+$6.13
History Vault: Black Freedom I	$500.00	$14.29	+485.71
Ovid Nursing Journals	$37.22	$16.26	+$20.96

American Chemical Society Legacy Archives	$241.40	$72.48	+$168.92
Cochrane Library	$19.02	$21.40	-$2.38
Literature Criticism: 19th Century Online	$21.70	$21.70	$0.00
Readex: Archives of Americana	$422.00	$23.35	+$398.65
Literature Criticism: Contemporary	$63.27	$26.43	+$36.84
Literature Criticism: 20th Century Online	$171.59	$28.01	+$143.58
BioOne	$34.97	$28.97	+$6.00
Joanna Briggs Institute*	$979.00	$30.66	+$948.34
ACLS E-Books	7.61	$32.25	-<$24.64>
Ambrose Video	$153.67	$92.20	+$61.47
History Vault: Vietnam & American Foreign Policy	$500.00	$500.00	+$0.00
Cabell's Directory	$14.14	N/A	+$0.00
Average Cost Per Full-Text Retrieved	**$66.24**	**$25.17**	**+$41.07**

This year saw a $41.07 increase per full-text retrieval, a 163.10% increase over the previous year.

Among the biggest decreases in cost are the following.

Table 2 Cost Reductions Per Full Text Retrieved

Database	Cost
American Council of Learned Societies Humanities E-Books	-<$24.64>

Database	Cost
Cochrane Library	-<$2.38>
Standard & Poor's Net Advantage	-<$0.15>
Academic OneFile	-<$0.06>

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

Table 3 Cost Increases Per Full-Text Retrieved

Database	Cost
Joanna Briggs Institute	+$979.00
History Vault: Vietnam and American Foreign Policy	+$500.00
History Vault: Black Freedom I	+$500.00
Readex: Archives of Americana	+$422.00
American Chemical Society Legacy Archives	+$241.40
Mergent	+$189.19
20th Century Literary Criticism	+$171.59
Ambrose Video	+$153.67
PAIS	+$82.84
Contemporary Literary Criticism	+$63.27
PrepStep	+$58.10
New York Times	+$38.69
Ovid Nursing Journals	+$37.22
BioOne	+$34.97
Social Work Reference Center	+$26.24
Oxford Journals	+$23.35
MathSciNet	+$21.95
19th Century Literary Criticism	+$21.70
Cochrane Library	+$19.02
History Vault Black Freedom Collection II	+$16.13

Morningstar	+$15.37
Cabell's	+$14.14
Library Literature	+$10.47
18th Century Literary Criticism	+$10.23
Sage Premier	+$8.76
ACLS Humanities E-Book Collection	+$7.61
Westlaw Campus	+$6.66
Criminal Justice Periodicals Index	+$5.84
Communication and Mass Media	+$5.45
MLA International with Full-Text	+$5.07
Wiley's Nursing Journals	+$4.77
Kanopy	+$4.50
Science Direct	+$3.37
SportDiscus	+$2.99
Standard and Poor's Net Advantage	+$2.73
Nursing and Allied Health	+$2.62
JSTOR	+$2.30
Sociology Index with Full-Text	+$2.29
Market Research	+$2.29
PsycArticles	+$1.87
CQ Researcher	+$1.72
Chronicle of Higher Education	+$1.53
CINAHL Plus Full-Text	+$1.46
Readex: America's Historical Newspapers	+$1.04
Academic OneFile	+$0.66

Usage Statistics Fall 2020 – Spring 2021

Academic OneFile (Gale) – Subscription cost = $2,052.40

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved
June	145	138	105.07%
July	165	106	155.66%
August	72	43	167.44%
September	264	305	-<13.44%>
October	416	507	-<17.94%>
November	255	282	-<9.57%>
December	68	117	-<41.88%>
January	166	113	146.90%
February	362	333	108.70%
March	745	261	285.40%
April	354	458	-<22.70%>
May	109	66	-<96.90%>
Total	**3,121**	**2,729**	**223.72%**

Average cost per full-text retrieved = $0.66

ACLS E-book – Subscription cost = $1,506.00

Month	Views 2020-2021	Views 2019-2020	% Change for FT Retrieved
June	39	14	278.57%
July	39	12	325.00%
August	2	11	-<81.82%>
September	6	17	-<64.71%>

October	19	8	237.50%
November	38	21	180.95%
December	13	0	Infinity
January	0	3	-<100.00%>
February	8	12	-<33.33%>
March	20	10	200.00%
April	14	0	Infinity
May	0	26	-<100.00%>
Total	**198**	**133**	**148.80%**

Average cost - PDF full-text retrieved = $7.61

Ambrose Video – Original cost = $461.00

Month	# Sessions Viewed FY 2020-2021	# Sessions Viewed FY 2019-2020	% Change for FT Retrieved
June	0	0	0.00%
July	0	0	0.00%
August	0	0	0.00%
September	1	32	-<96.88%>
October	0	39	-<100.00%>
November	0	20	-<100.00%>
December	0	7	-<100.00%>
January	0	23	-<100.00%>
February	0	58	-<100.00%>
March	2	17	-<88.20%>
April	0	11	-<100.00%>

May	0	1	-<100.00%>
Total	**3**	**208**	**-<98.50%>**

Average cost per video viewed = $153.67

America: History & Life – Subscription Cost = $4,768.00

Month	Searches FY 2020-2021	Searches FY 2019-2020	% Change for Searches
June	4,945	6,246	-<20.82%>
July	5,324	5,199	102.40%
August	3,434	3,057	112.33%
September	10,453	11,408	-<8.37>
October	10,297	16,620	-<38.04%>
November	7,198	10,178	-<29.27%>
December	2,496	2,593	-<3.74%>
January	2,153	4,157	-<48.20%>
February	7,227	13,856	-<47.80%>
March	10,367	9,404	110.20%
April	7,238	7,941	-<8.80%>
May	1,633	1,835	-<11.00%>
Total	**72,765**	**92,494**	**-<21.30%>**

Avg. Cost per search = $0.07

America: History & Life – Subscription Cost = $4,768.00

Month	Abstracts Viewed FY 2020-2021	Abstracts Viewed FY 2019-2020	% Change for Abstracts Viewed
June	10	9	111.11%
July	16	15	106.67%
August	21	20	105.00%
September	121	52	232.69%
October	60	40	150.00%
November	47	40	117.50%
December	6	112	-<94.64%>
January	10	5	200.00%
February	172	26	661.50%
March	49	32	153.10%
April	19	29	-<34.40%>
May	6	69	-<91.30%>
Total	**537**	**449**	**119.50%**

Avg. Cost per abstract viewed = $8.79

American Chemical Society Legacy Archives – Subscription cost = $13,759.99

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved
June	0	2	-<100.00%>
July	1	3	-<66.67%>
August	0	7	-<100.00%>
September	15	18	-<16.67%>
October	6	22	-<72.72%>

Month			
November	7	14	-<50.00%>
December	2	4	-<50.00%>
January	1	13	-<92.30%>
February	6	13	-<53.80%>
March	7	12	-<41.60%>
April	11	3	366.66%
May	1	0	Infinity
Total	**57**	**119**	**-<43.60%>**

Cost per full-text retrieved = $241.40

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

Month	Record Views FY 2020-2021	Record Views FY 2019-2020	% Change for Items Requested
June	0	15	-<100.00%>
July	0	5	-<100.00%>
August	25	72	-<51.39%>
September	19	27	-<29.63%>
October	1	31	-<96.77%>
November	0	3	-<100.00%>
December	0	0	0.00%
January	0	1	-<100.00%>
February	1	4	-<75.00%>
March	0	8	-<100.00%>
April	7	0	Infinity
May	2	1	200.00%
Total	**55**	**167**	**-<67.00%>**

Average cost per record views = $87.14

BioOne – Subscription Cost = $6,363.93

Month	Articles Retrieved FY 2020-2021	Articles Retrieved FY 2019-2020	% Change for Searches
June	5	19	-<73.68%>
July	1	1	0.00%
August	6	19	-<68.42%>
September	28	36	-<22.22%>
October	22	57	-<61.40%>
November	27	7	385.71%
December	24	5	480.00%
January	16	25	-<36.00%>
February	9	6	150.00%
March	22	16	137.50%
April	15	12	125.00%
May	7	5	140.00%
Total	**182**	**215**	**-<15.30%>**

Average cost per article retrieved = $34.97

Chronicle of Higher Education – Subscription Cost = $3,472.00

Month	Visitors FY 2020-2021	Visitors FY 2019-2020	% Change in Visitors	Searches FY 2020-2021	Searches FY 2019-2020	% Change in Searches	Page Views FY 2020-2021	Page Views FY 2019-2020	% Change in Page Views
June	1	56	-<98.21%>	34	27	125.92%	81	183	-<55.74%>

Month									
July	62	48	129.17%	12	2	600.00%	278	265	104.91%
August	52	8	650.00%	1	67	-<98.51%>	146	270	-<45.93%>
September	56	59	-<5.08%>	8	21	-<61.90%>	157	315	-<50.16%>
October	56	55	101.81%	0	11	-<100.00%>	158	281	-<43.77%>
November	34	66	-<48.48%>	1	9	-<88.88%>	148	219	-<32.42%>
December	22	40	-<45.00%>	0	0	0.00%	70	250	-<72.00%>
January	38	55	-<30.90%>	1	18	-<94.40%>	89	332	-<73.31%>
February	45	73	-<38.30%>	3	18	-<83.30%>	179	386	-<53.60%>
March	56	72	-<22.20%>	6	4	150.00%	246	277	-<11.10%>
April	48	14	342.80%	5	0	Infinity	492	69	713.00%
May	31	23	134.70%	4	0	Infinity	229	73	313.60%
Total	**501**	**569**	**-<11.90%>**	**75**	**177**	**-<57.60%>**	**2,273**	**2,920**	**-<22.10%>**

Average cost per visitor = $6.93
Average cost per search = $46.29
Average cost per page views = $1.53

CINAHL Plus Full-Text – Subscription Cost = $5,455.00

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved
June	486	812	-<40.15%>

July	329	515	-<36.12%>
August	214	143	149.65%
September	536	684	-<21.64%>
October	570	641	-<11.07%>
November	323	345	-<6.37%>
December	77	108	-<28.70%>
January	119	258	-<53.80%>
February	366	658	-<44.30%>
March	340	367	-<7.30%>
April	321	286	112.20%
May	64	54	118.50%
Total	**3,745**	**4,871**	**-<23.10%>**

Average cost per full-text retrieved = $1.46

Cochrane Library- Subscription Cost = $3,595.00

Month	Full-Text Retrieved FY 2020-2021	Full-Text Retrieved FY 2019-2020	% Change for Records Retrieved
June	3	0	Infinity
July	4	0	Infinity
August	45	4	1,125.00%
September	58	1	5,800.00%
October	53	5	1,060.00%
November	18	4	450.00%
December	0	4	-<100.00%>
January	4	1	400.00%
February	1	0	Infinity

March	2	2	0.00%
April	1	0	Infinity
May	0	3	-<100.00%>
Total	**189**	**24**	**787.50%**

Average cost per full-text retrieved = $19.02

Communication & Mass Media Complete- Subscription cost = $5,565.00

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved
June	22	58	-<62.07%>
July	64	85	-<24.71%>
August	38	24	158.33%
September	94	145	-<35.17%>
October	79	193	-<59.06%>
November	87	119	-<26.89%>
December	32	62	-<48.38%>
January	58	64	-<9.30%>
February	205	213	-<3.70%>
March	220	180	122.20%
April	105	137	-<23.30%>
May	18	46	-<60.80%>
Total	**1,022**	**1,326**	**-<22.90%>**

Average cost per full-text retrieved = $5.45

CQ Researcher – Subscription Cost = $840.00

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved
June	0	0	0.00%
July	0	2	-<100.00%>
August	0	10	-<100.00%>
September	16	11	145.45%
October	23	6	383.30%
November	1	21	-<95.23%>
December	0	0	0.00%
January	0	0	0.00%
February	39	109	-<64.20%>
March	345	32	1,078.10%
April	63	8	787.50%
May	1	0	Infinity
Total	**488**	**199**	**245.20%**

Average cost per full-text retrieved = $1.72

EconLit - Subscription cost = $3,423.00

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved
June	0	0	0.00%
July	0	0	0.00%
August	0	0	0.00%
September	1	2	-<50.00%>

Month			
October	0	2	-<100.00%>
November	0	0	0.00%
December	0	0	0.00%
January	0	1	-<100.00%>
February	0	2	-<100.00%>
March	0	0	0.00%
April	0	0	0.00%
May	1	0	Infinity
Total	**2**	**7**	**-<71.40%>**

Average cost per full-text retrieved = $1,712.00

EconLit – Subscription Cost = $3,423.00

Month	Searches FY 2020-2021	Searches FY 2019-2020	% Change for Searches
June	4,940	6,246	-<20.90%>
July	5,313	5,189	102.39%
August	3,428	3,013	113.77%
September	10,409	11,337	-<8.19%>
October	10,247	16,527	-<37.99%>
November	7,164	10,141	-<29.35%>
December	2,489	2,484	100.20%
January	2,172	4,222	-<48.50%>
February	7,072	14,146	-<50.00%>
March	10,374	9,348	110.90%
April	7,257	7,915	-<8.30%>
May	1,630	1,815	-<10.10%>

	Total	72,495	92,383	-<21.50%>

Average cost per search = $0.05

EconLit = $3,423.00

Month	Abstracts Viewed FY 2020-2021	Abstracts Viewed FY 2019-2020	% Change for Abstracts Viewed
June	14	28	-<50.00%>
July	7	10	-<30.00%>
August	22	13	169.23%
September	73	70	104.29%
October	47	54	-<12.96%>
November	28	23	121.73%
December	20	2	1,000.00%
January	16	80	-<80.00%>
February	50	613	-<91.80%>
March	97	16	606.20%
April	70	21	333.33%
May	11	6	183.30%
Total	**455**	**936**	**-<51.30%>**

Average cost per abstracts viewed = $7.52

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

Month	Searches FY 2020-2021	Searches FY 2019-2020	% Change Searches	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change FT Retrieved

June	8	2	400.00%	6	2	300.00%
July	0	73	-<100.00%>	0	41	-<100.00%>
August	33	1	33,000.00%	29	1	29,000.00%
September	23	117	-<80.34%>	18	87	-<79.30%>
October	38	592	-<93.58%>	22	333	-<93.39%>
November	13	95	-<86.31%>	8	72	-<88.88%>
December	0	1	-<100.00%>	0	1	-<100.00%>
January	0	12	-<100.00%>	0	11	-<100.00%>
February	38	103	-<63.10%>	11	59	-<81.30%>
March	36	20	180.00%	7	23	-<69.50%>
April	10	23	-<56.50%>	5	13	-<61.50%>
May	4	23	-<82.60%>	2	13	-<84.60%>
TOTAL	**203**	**1,062**	**-<80.80%>**	**108**	**656**	**-<83.50%>**

Average cost per searches = $5.44
Average cost per full-text retrieved = $10.23

Historical Abstracts – Subscription cost = $4,768.00

Month	Searches FY 2020-2021	Searches FY 2019-2020	% Change for Sessions
June	4,935	6,239	-<20.90%>
July	5,317	5,194	102.37%
August	3,435	3,023	113.63%
September	10,405	11,366	-<8.46%>
October	10,280	16,598	-<38.06%>
November	7,181	10,158	-<29.30%>
December	2,493	2,490	1.0012%

January	2,153	4,155	-<48.10%>
February	7,076	13,890	-<49.70%>
March	10,348	9,400	110.00%
April	7,243	7,911	-<8.40%>
May	1,632	1,814	-<10.00%>
Total	**72,498**	**92,238**	**-<21.40%>**

Average cost per search = $0.07

Historical Abstracts Subscription cost = $4,768.00

Month	Abstracts Viewed FY 2020-2021	Abstracts Viewed FY 2019-2020	% Change for Abstracts Viewed
June	5	7	-<28.57%>
July	9	17	-<47.05%>
August	3	2	150.00%
September	32	21	152.38%
October	32	23	139.13%
November	26	29	-<10.34%>
December	9	3	300.00%
January	8	7	114.20%
February	13	44	-<70.40%>
March	26	20	130.00%
April	29	12	241.60%
May	2	3	-<33.33%>
Total	**194**	**188**	**103.10%**

Average cost per abstracts viewed = $24.58

Joanna Briggs Institute- Subscription Cost $3,916.00

Month	Searches FY '20-'21	Searches FY '19-'20	% Change	Record Views FY '20-'21	Record Views FY '19-'20	% Change	Result Clicks FY '20-21	Result Clicks FY '19-20	% Change
June	13	14	-<7.14%>	0	0	0.00%	0	0	0.00%
July	4	8	-<50.00%>	0	0	0.00%	0	0	0.00%
August	9	1	900.00%	0	0	0.00%	0	0	0.00%
September	10	250	-<96.00%>	1	62	-<98.39%>	2	66	-<96.97%>
October	3	85	-<96.47%>	0	12	-<100.00%>	0	24	-<100.00%>
November	13	26	-<50.00%>	1	3	-<66.67%>	2	2	0.00%
December	0	4	-<100.00%>	0	3	-<100.00%>	0	1	-<100.00%>
January	0	19	-<100.00%>	0	0	0.00%	0	0	0.00%
February	0	124	-<100.00%>	0	21	-<100.00%>	0	34	-<100.00%>
March	6	9	-<33.33%>	0	0	0.00%	0	0	0.00%
April	4	10	-<60.00%>	2	0	Infinity	3	0	Infinity

May	0	2	-<100.00%>	0	0	0.00%	0	0	0.00%
Total	**62**	**552**	**-<88.70%>**	**4**	**101**	**-<96.00%>**	**7**	**127**	**-<94.40%>**

Cost per Search: $63.16
Cost per Record View: $979.00
Cost per Results Clicked: $559.43

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

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved
June	690	675	102.22%
July	937	1,195	-<21.59%>
August	726	728	-<0.0027%>
September	1,761	2,133	-<17.44%>
October	1,915	2,584	-<25.89%>
November	1,658	2,673	-<39.99%>
December	1,064	1,156	-<7.95%>
January	308	1,002	-<69.20%>
February	1,198	2,974	-<59.70%>
March	2,632	2,443	107.70%
April	2,035	2,417	-<15.80%>
May	495	903	-<45.10%>
Total	**15,419**	**20,883**	**-<73.80%>**

Average cost per full-text retrieved = $2.30

Kanopy subscription cost: $2,195.00

Month	Visits 2020-2021	Visits 2019-2020	% Change	Pages Viewed 2021	Pages Viewed 2020	% Change	Plays 2021	Plays 2020	% Change
June	110	N/A	N/A	132	N/A		27	N/A	
July	77	N/A	N/A	108	N/A		39	N/A	
August	147	N/A	N/A	189	N/A		56	N/A	
September	100	N/A	N/A	136	N/A		10	N/A	
October	63	N/A	N/A	104	N/A		46	N/A	
November	78	N/A	N/A	103	N/A		52	N/A	
December	15	N/A	N/A	21	N/A		11	N/A	
January	30	N/A	N/A	31	N/A		10	N/A	
February	83	N/A	N/A	121	N/A		44	N/A	
March	96	N/A	N/A	125	N/A		45	N/A	
April	225	N/A	N/A	298	N/A		112	N/A	
May	70	N/A	N/A	78	N/A		36	N/A	
Total	**1,094**	**908**	**120.40 %**	**1,446**	**1,438**	**100.50 %**	**488**	**314**	**155.40 %**

Note: For Kanopy, do not have monthly figures, so I took the previous year's total from the June 2020 statistics and have provided totals there. "Pages Viewed" are the viewing of brief clips that do not lead to purchases.

Cost per visit: $2.01
Cost per pages viewed: $1.52
Cost per plays: $4.50

LearnTechLib- Subscription cost = $0.00 NOTE: Have not received an invoice since 2016

Month	Searches FY 2020-2021	Searches FY 2019-2020	% Change in Searches	FT Articles FY 2020-2021	FT Articles 2019-2020	% Change in FT Retrieved

June	1	0	Infinity	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	43	-<100.00%>	0	0	0.00%
November	0	3	-<100.00%>	0	0	0.00%
December	0	0	0.00%	0	0	0.00%
January	10	0	Infinity	0	0	0.00%
February	3	1	300.00%	0	0	0.00%
March	1	2	-<50.00%>	0	0	0.00%
April	0	0	0.00%	0	0	0.00%
May	0	0	0.00%	0	0	0.00%
Total	15	49	-<69.30%>	0	0	0.00%

Average cost per search: $
Average cost per Full-text articles retrieved: $

Library Literature = $2,973.00

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved
June	24	18	133.33%
July	15	31	-<51.61%>
August	1	4	-<75.00%>
September	36	27	133.33%
October	22	24	-<8.33%>
November	15	45	-<66.67%>
December	14	20	-<30.00%>

January	10	13	-<23.00%>
February	44	26	169.20%
March	69	45	153.30%
April	28	25	112.00%
May	6	2	300.00%
Total	**284**	**280**	**101.40%**

Average cost per full-text = $10.47

MLA Subscription cost = $10,490.00

Month	MLA FT Retrieved FY 2020-2021	MLA FT Retrieved FY 2019-2020	MLA % Change for FT Retrieved
June	95	68	139.70%
July	204	234	-<12.82%>
August	65	91	-<39.56%>
September	305	188	162.23%
October	301	287	104.87%
November	161	312	-<48.39%>
December	88	119	-<26.05%>
January	118	100	118.00%
February	189	363	-<47.90%>
March	246	251	-<1.90%>
April	240	315	-<23.80%>
May	56	94	-<40.40%>
Total	**2,068**	**2,422**	**-<14.60%>**

Average cost MLA full text retrieved = $5.07

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 Literature Criticism - Purchase cost: $6,033.09
20th Century Literary Criticism - Purchase cost: $5,490.90

Table Twenty-Three

19th Century Lit. Crit.	Searches FY 2020-2021	Searches FY 2019-2020	% Change	Full-Text Viewed FY 2020-2021	Full-Text Viewed FY 2019-2020	% Change
June	1	11	-<90.90%>	0	0	0.00%
July	4	25	-<84.00%>	0	20	-<100.00%>
August	0	0	0.00%	0	0	0.00%
September	56	21	266.67%	84	0	Infinity
October	6	21	-<71.42%>	0	20	-<100.00%>
November	9	11	-<18.18%>	0	2	-<100.00%>
December	1	85	-<98.82%>	0	15	-<100.00%>
January	0	8	-<100.00%>	0	0	0.00%
February	35	20	175.00%	2	10	-<80.00%>
March	103	26	396.10%	11	4	275.00%
April	19	10	190.00%	0	0	0.00%
May	19	1	1,900.00%	0	0	0.00%
Total	**253**	**239**	**105.80%**	**97**	**71**	**136.60%**

19th Century Literary Criticism cost per search = $6,033.09 / 253 = $23.85
19th Century Literary Criticism cost per full text retrieved = $6,033.09 / 278 = $21.70

20th Century Lit. Crit.	Searches FY 2020-2021	Searches FY 2019-2020	% Change	Full-Text Viewed FY 2020-2021	Full-Text Viewed FY 2019-2020	% Change
June	1	11	-<90.90%>	0	0	0.00%
July	4	25	-<84.00%>	17	5	340.00%
August	0	0	0.00%	0	0	0.00%
September	56	21	266.67%	8	0	Infinity
October	6	21	-<71.42%>	0	1	-<100.00%>
November	9	11	-<18.18%>	0	2	-<100.00%>
December	1	85	-<98.82%>	0	8	-<100.00%>
January	0	8	-<100.00%>	0	0	0.00%
February	35	20	175.00%	0	0	0.00%
March	103	26	396.10%	6	2	300.00%
April	19	10	190.00%	1	31	-<96.70%>
May	19	1	1,900.00%	0	0	0.00%
Total	**253**	**239**	**105.80%**	**32**	**49**	**-<34.60%>**

20th Century Literary Criticism cost per search = \$5,490.90 / 253 = \$21.70
20th Century Literary Criticism cost per full text retrieved = \$5,490.90 / 32 = \$171.59

Contemporary Lit. Crit.	Searches FY 2020-2021	Searches FY 2019-2020	% Change	Full-Text Viewed FY 2020-2021	Full-Text Viewed FY 2019-2020	% Change
June	1	11	-<90.90%>	0	6	-<100.00%>
July	4	25	-<84.00%>	1	8	-<87.50%>
August	0	0	0.00%	0	0	0.00%
September	56	21	266.67%	28	118	-<76.27%>
October	6	21	-<71.42%>	3	2	150.00%>
November	9	11	-<18.18%>	8	0	Infinity
December	1	85	-<98.82%>	2	69	-<97.10%>

Month						
January	0	8	-<100.00%>	0	1	-<100.00%>
February	35	20	175.00%	0	0	0.00%
March	103	26	396.10%	74	0	Infinity
April	19	10	190.00%	9	9	0.00%
May	19	1	1,900.00%	12	0	Infinity
Total	**253**	**239**	**105.80%**	**137**	**213**	**-<35.60%>**

CLC cost per search: $8,667.66 / 253 = $34.26
CLC cost per full-text retrieved: $8,667.66 / 137 = $63.27

Market Research Database – Subscription cost: $3,045.00

Month	Pages Viewed FY 2020-2021	Pages Viewed FY 2019-2020	% Change in Pages Viewed
June	2	3	-<33.33%>
July	15	32	-<53.13%>
August	0	1	-<100.00%>
September	110	130	-<15.38%>
October	351	338	103.85%
November	146	152	-<3.94%>
December	32	55	-<41.81%>
January	114	118	-<3.30%>
February	352	259	135.90%
March	5	0	Infinity
April	138	152	-<9.20%>
May	64	56	114.20%
Total	**1,329**	**1,296**	**102.50%**

Market Research Academic cost per pages viewed = $2.29

MathSciNet – Subscription Cost = $680.39

Month	Searches FY 2020-2021	Searches FY 2019-2020	% Change for Searches	Records Viewed FY 2020-2021	Records Viewed FY 2019-2020	% Change
June	0	10	-<100.00%>	0	4	-<100.00%>
July	2	25	-<92.00%>	0	8	-<100.00%>
August	11	3	366.67%	9	0	Infinity
September	2	13	-<84.62%>	0	2	-<100.00%>
October	0	31	-<100.00%>	0	8	-<100.00%>
November	28	19	147.36%	9	12	-<25.00%>
December	9	12	-<25.00%>	3	2	150.00%
January	0	4	-<100.00%>	0	0	0.00%
February	6	8	-<25.00%>	1	0	Infinity
March	26	5	520.00%	8	0	Infinity
April	4	0	Infinity	1	0	Infinity
May	1	25	-<96.00%>	0	2	-<100.00%>
Total	**89**	**155**	**-<42.50%>**	**31**	**38**	**-<18.40%>**

Average cost per searches: $7.64
Average cost per records viewed: $21.95

Mergent: Subscription cost = $8,135.00

Month	Pages Viewed FY 2020-2021	Pages Viewed FY 2019-2020	% Change in Pages Viewed
June	3	11	-<72.72%>
July	3	176	-<98.30%>

August	3	1	333.33%
September	4	130	-<96.92%>
October	3	53	-<94.33%>
November	3	42	-<92.85%>
December	4	24	-<83.33%>
January	4	12	-<66.67%>
February	4	19	-<78.90%>
March	4	4	0.00%
April	4	0	Infinity
May	4	3	133.33%
Total	**43**	**475**	**-<90.90%>**

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

Average subscription cost per page view: $189.19

Morningstar – Subscription cost: $3,613.00

Month	Searches FY 2020-2021	Searches FY 2019-2020	% Change for Searches	Pages Viewed FY 2020-2021	Pages Viewed FY 2019-2020	% Change in Pages Viewed
June	16	16	0.00%	8	21	-<61.91%>
July	119	403	-<70.47%>	78	279	-<72.04%>
August	13	523	-<97.51%>	13	356	-<96.35%>
September	89	726	-<87.74%>	17	462	-<96.32%>
October	9	841	-<98.92%>	7	675	-<98.96%>
November	10	214	-<95.32%>	6	92	-<93.47%>
December	13	12	108.33%	1	6	-<83.33%>
January	31	15	206.60%	6	18	-<66.67%>

February	0	40	-<100.00%>	0	29	-<100.00%>
March	31	46	-<32.60%>	27	35	-<22.80%>
April	151	28	539.20%	70	22	318.10%
May	10	30	-<66.67%>	2	29	-<93.10%>
Total	**461**	**2,894**	**-<84.00%>**	**235**	**2,024**	**-<88.30%>**

Note: In April of 2019, the library increased access to an unlimited number of users.

Average cost per search: $7.84
Average cost per page view: $15.37

Ovid Nursing Journals – Subscription Cost: $29,884.00

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved
June	110	46	239.13%
July	80	73	109.58%
August	99	37	267.57%
September	136	161	-<14.97%>
October	66	127	-<48.03%>
November	40	56	-<28.57%>
December	17	15	113.33%
January	23	98	-<76.50%>
February	55	138	-<60.10%>
March	41	39	105.10%
April	126	35	360.00%

May	10	4	250.00%
Total	**803**	**829**	**-<3.10%>**

Average cost per full-text retrieved: $37.22

Oxford Journals – Subscription cost = $12,446.32

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved
June	32	36	-<11.11%>
July	33	39	-<15.38%>
August	61	71	-<14.08%>
September	52	104	-<50.00%>
October	64	159	-<59.74%>
November	71	103	-<31.06%>
December	19	23	-<17.39%>
January	23	80	-<71.20%>
February	51	110	-<53.60%>
March	84	57	147.30%
April	30	44	-<31.80%>
May	13	24	-<45.80%>
Total	**533**	**850**	**-<37.20%>**

Average cost per full text retrieved = $23.35

PAIS –Subscription cost = $2,899.52

Month	Searches FY 2020-2021	Searches FY 2019-2020	% Change for Searches	Full-Text Retrieved FY	Full-Text Retrieved	% Change Full-Text Retrieved

				2020-2021	2019-2020	
June	34	26	130.77%	0	0	0.00%
July	42	30	140.00%	0	0	0.00%
August	58	15	386.67%	0	0	0.00%
September	61	94	-<35.11%>	0	0	0.00%
October	55	96	-<42.70%>	35	1	3,500.00%
November	24	22	109.09%	0	0	0.00%
December	5	0	Infinity	0	0	0.00%
January	5	40	-<87.50%>	0	6	-<100.00%>
February	44	65	-<32.30%>	0	0	0.00%
March	33	30	110.00%	0	0	0.00%
April	31	6	516.60%	0	0	0.00%
May	0	9	-<100.00%>	0	0	0.00%
Total	**392**	**433**	**-<9.40%>**	**35**	**7**	**500.00%**

Average cost per search: = $7.40
Average cost per full-text retrieved = $82.84

PAIS – Subscription Cost - $2,899.52

Month	Abstracts Viewed FY 2020-2021	Abstracts Viewed FY 2019-2020	% Change for Abstracts Viewed
June	0	0	0.00%
July	1	1	100.00%
August	0	0	0.00%
September	5	0	Infinity
October	26	10	260.00%
November	1	3	-<66.67%>

December	0	0	0.00%
January	0	21	-<100.00%>
February	11	20	-<45.00%>
March	2	7	-<71.40%>
April	0	6	-<100.00%>
May	0	1	-<100.00%>
Total	**46**	**69**	**-<33.33%>**

Average cost per abstract viewed = $63.03

PQ Databases General

CJPI – Subscription cost = $1,899.32

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved
June	24	9	266.67%
July	15	11	136.36%
August	17	6	283.33%
September	110	57	192.98%
October	55	65	-<15.38%>
November	7	23	-<69.56%>
December	26	7	371.42%
January	4	12	-<66.67%>
February	29	21	138.00%
March	16	30	-<46.60%>
April	22	16	137.50%
May	0	2	-<100.00%>

Total	**325**	**259**	**125.40%**

Average cost per full text retrieved = $5.84

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

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved
June	0	0	0.00%
July	0	0	0.00%
August	1	0	Infinity
September	0	2	-<100.00%>
October	1	0	Infinity
November	0	0	0.00%
December	0	1	-<100.00%>
January	0	0	0.00%
February	0	1	-<100.00%>
March	0	0	0.00%
April	0	0	0.00%
May	0	0	0.00%
Total	**2**	**4**	**-<50.00%>**

No cost per retrieval

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

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved

Month			
June	0	0	0.00%
July	0	0	0.00%
August	1	0	Infinity
September	0	0	0.00%
October	0	0	0.00%
November	0	0	0.00%
December	0	1	-<100.00%>
January	0	0	0.00%
February	0	1	-<100.00%>
March	0	0	0.00%
April	0	0	0.00%
May	0	0	0.00%
Total	**1**	**2**	**-<50.00%>**

Average cost per full text retrieval = $500.00

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

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for Retrieved
June	0	0	0.00%
July	0	0	0.00%
August	1	0	Infinity
September	0	0	0.00%
October	0	1	-<100.00%>
November	9	0	Infinity
December	0	1	-<100.00%>

Month			
January	0	0	0.00%
February	0	1	-<100.00%>
March	2	0	Infinity
April	19	0	Infinity
May	0	0	0.00%
Total	**31**	**3**	**1,033.33%**

Average cost per full-text retrieval = $16.13

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

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved
June	0	0	0.00%
July	0	0	0.00%
August	0	0	0.00%
September	0	1	-<100.00%>
October	0	6	-<100.00%>
November	0	0	0.00%
December	0	1	-<100.00%>
January	0	0	0.00%
February	0	1	-<100.00%>
March	0	0	0.00%
April	0	0	0.00%
May	0	0	0.00%
Total	**0**	**9**	**-<100.00%>**

Average subscription cost per full text retrieved = $500.00

New York Times – Subscription cost = $4,913.00

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved
June	1	273	-<99.63%>
July	1	325	-<99.69%>
August	14	125	-<88.80%>
September	55	249	-<77.91%>
October	13	267	-<95.13%>
November	1	176	-<99.43%>
December	2	124	-<98.38%>
January	0	159	-<100.00%>
February	8	218	-<96.30%>
March	3	134	-<97.70%>
April	8	6	133.33%
May	21	9	233.30%
Total	**127**	**2,065**	**-<93.80%>**

Average cost per full text retrieved = $38.69

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

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved
June	134	152	-<11.84%>
July	164	78	210.25%
August	75	52	144.23%

September	203	280	-<27.50%>
October	124	160	-<22.50%>
November	177	64	276.56%
December	42	5	840.00%
January	42	161	-<73.90%>
February	179	212	-<15.50%>
March	80	144	-<44.40%>
April	222	113	196.40%
May	58	14	200.00%
Total	**1,500**	**1,435**	**104.50%**

Average cost per full text retrieved = $2.62

PrepStep

PrepStep– Subscription cost = $4,822.00

Month	2020-2021 # Tests	2019-2020 # Tests	% Change in Tests	2020-2021 # Tutorials	2019-2020 # Tutorials	% Change for Tutorials
June	14	60	-<76.67%>	0	0	0.00%
July	25	51	-<50.98%>	1	7	-<85.71%>
August	2	11	-<81.82%>	0	2	-<100.00%>
September	12	30	-<30.00%>	0	4	-<100.00%>
October	24	17	141.17%	0	4	-<100.00%>
November	0	20	-<100.00%>	0	1	-<100.00%>
December	0	7	-<100.00%>	0	2	-<100.00%>
January	0	3	-<100.00%>	0	0	0.00%

February	0	58	-<100.00%>	0	1	-<100.00%>
March	2	16	-<87.50%>	0	0	0.00%
April	4	8	-<50.00%>	0	0	0.00%
May	0	4	-<100.00%>	0	0	0.00%
Total	**83**	**285**	**-<70.80%>**	**1**	**21**	**-<95.20%>**

Cost per test used: $58.10

Cost per tutorial used: $4,822.00

Month	Page Hits 2020-2021	Page Hits 2019-2020	Percentage Change
June	2,374	1,580	150.02%
July	4,574	2,015	226.90%
August	587	666	-<11.80%>
September	655	846	-<22.50%>
October	1,341	1,469	-<8.70%>
November	1,121	2,277	-<50.70%>
December	1,013	1,537	-<34.00%>
January	699	2,065	-<66.10%>
February	359	4,469	-<91.90%>
March	287	1,909	-<84.90%>
April	169	620	-<72.70%>
May	31	836	-<96.20%>
Total	**13,041**	**20,289**	**-<35.70%>**

Cost per page hits: $0.37

PsycArticles – Subscription cost = $10,353.00

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved
June	457	295	154.91%
July	479	353	135.69%
August	446	338	131.95%
September	928	663	139.97%
October	757	809	-<6.42%>
November	434	501	-<13.37%>
December	136	138	-<1.44%>
January	136	144	-<5.5%>
February	635	796	-<20.20%>
March	614	620	-<0.09%>
April	450	493	-<8.70%>
May	54	131	-<58.70%>
Total	**5,526**	**5,281**	**104.60%**

Average cost per full-text retrieved = $1.87

PsycInfo. – **Subscription cost = $8,808.00**

Month	Searches FY 2020-2021	Searches FY 2019-2020	% Change for Searches
June	5,098	6,555	-<22.22%>
July	5,883	5,515	106.67%
August	3,790	3,373	112.36%
September	11,800	12,461	-<5.30%>
October	11,095	17,547	-<36.76%>
November	7,767	10,945	-<29.03%>

December	2,616	2,547	102.70%
January	2,316	4,299	-<46.10%>
February	7,393	15,547	-<52.40%>
March	11,037	10,268	107.40%
April	7,709	8,483	-<9.10%>
May	1,689	1,891	-<10.60%>
Total	**78,193**	**99,431**	**-<21.30%>**

Average cost per search = $0.11

PsycInfo – Subscription Cost = $8,808.00

Month	Abstracts Viewed FY 2020-2021	Abstracts Viewed FY 2019-2020	% Change for Abstracts Viewed
June	252	527	-<52.18%>
July	426	371	114.82%
August	797	774	102.97%
September	1,531	1,548	-<1.10%>
October	990	1,294	-<23.49%>
November	607	848	-<28.41%>
December	186	335	-<44.47%>
January	371	207	179.20%
February	957	1,728	-<44.60%>
March	1,011	1,267	-<20.20%>
April	621	688	-<9.70%>
May	115	108	106.40%
Total	**7,864**	**9,695**	**-<18.80%>**

Average cost per abstracts viewed = $1.12

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 2020-2021 Searches	FY 2019-2020 Searches	% Change in Searches	Documents Viewed FY 2020-2021	Documents Viewed FY 2019-2020	% Change in Docs Viewed
June	2	3	-<33.33%>	1	13	-<92.31%>
July	4	13	-<69.23%>	2	2	0.00%
August	32	2	1,600.00%	31	0	Infinity
September	661	735	-<10.07%>	1,293	1,004	128.78%
October	3	27	-<88.88%>	21	21	0.00%
November	0	33	-<100.00%	0	8	-<100.00%>
December	0	2	-<100.00%>	0	86	-<100.00%>
January	1	40	-<97.50%>	1	1,393	-<99.90%>
February	1,349	1,097	122.90%	2,140	1,484	144.20%
March	30	4	750.00%	22	1	2,200.00%
April	41	6	683.30%	37	0	Infinity
May	0	0	0.00%	406	0	Infinity
Total	**2,123**	**1,962**	**108.20%**	**3,954**	**4,012**	**-<1.40%>**

Average cost per searches = $1.94
Average cost per documents viewed = $1.04

America's Historical Periodicals – no cost assigned

Month	FY 2020-2021 Searches	FY 2019-2020 Searches	% Change in Searches	Documents Viewed FY 2020-2021	Documents Viewed FY 2019-2020	% Change in Docs Viewed
June	1	0	Infinity	0	0	0.00%
July	12	0	Infinity	9	0	Infinity
August	6	0	Infinity	37	0	Infinity
September	2	11	-<81.82%>	0	20	-<100.00%>
October	2	20	-<90.00%>	0	22	-<100.00%>
November	2	5	-<60.00%>	0	4	-<100.00%>
December	0	0	0.00%	0	0	0.00%
January	4	1	400.00%	3	0	Infinity
February	0	3	-<100.00%>	0	0	0.00%
March	0	0	0.00%	0	0	0.00%
April	5	26	-<84.10%>	2	12	-<83.30%>
May	0	0	0.00%	0	0	0.00%
Total	**34**	**66**	**-<48.40%>**	**51**	**58**	**-<12.00%>**

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

Month	FY 2020-2021 Searches	FY 2019-2020 Searches	% Change in Searches	Documents Viewed FY 2020-2021	Documents Viewed FY 2019-2020	% 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	1	0	Infinity	0	0	0.00%
October	0	0	0.00%	0	0	0.00%

November	0	2	-<100.00%>	7	0	Infinity
December	0	0	0.00%	0	0	0.00%
January	0	0	0.00%	0	0	0.00%
February	0	0	0.00%	0	1	-<100.00%>
March	0	0	0.00%	0	0	0.00%
April	0	35	-<100.00%>	0	51	-<100.00%>
May	0	0	0.00%	0	0	0.00%
Total	**1**	**37**	**-<97.20%>**	**7**	**52**	**-<86.50%>**

Archives of Americana (African-American Periodicals) - Subscription cost = $422.00

Month	FY 2020-2021 Searches	FY 2019-2020 Searches	% Change in Searches	Documents Viewed FY 2020-2021	Documents Viewed FY 2019-2020	% 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	0	6	-<100.00%>	0	135	-<100.00%>
January	0	0	0.00%	0	0	0.00%
February	0	0	0.00%	0	0	0.00%
March	0	0	0.00%	0	0	0.00%
April	0	0	0.00%	0	0	0.00%
May	0	0	0.00%	0	0	0.00%
Total	**0**	**6**	**-<100.00%>**	**0**	**135**	**-<100.00%>**

Average search cost = $422.00
Average cost per document viewed = $422.00

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

Month	FY 2020-2021 Searches	FY 2019-2020 Searches	% Change in Searches	Documents Viewed FY 2020-2021	Documents Viewed FY 2019-2020	% Change in Docs Viewed
June	0	4	-<100.00%>	0	23	-<100.00%>
July	1	0	Infinity	0	0	0.00%
August	1	0	Infinity	0	17	0.00%
September	5	0	Infinity	0	0	0.00%
October	0	0	0.00%	1	0	Infinity
November	0	2	-<100.00%>	0	0	0.00%
December	1	175	-<99.42%>	0	251	-<100.00%>
January	0	0	0.00%	0	19	-<100.00%>
February	5	4	125.00%	117	5	234.00%
March	0	3	-<100.00%>	0	0	0.00%
April	0	1	-<100.00%>	0	45	-<100.00%>
May	5	0	Infinity	0	0	0.00%
Total	**18**	**189**	**-<90.40%>**	**118**	**360**	**-<67.20%>**

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

Month	FY 2020-2021 Searches	FY 2019-2020 Searches	% Change in Searches	Documents Viewed FY 2020-2021	Documents Viewed FY 2019-2020	% Change in Docs Viewed
June	0	0	0.00%	0	1	-<100.00%>
July	0	0	0.00%	0	1	-<100.00%>

Month						
August	0	0	0.00%	0	0	0.00%
September	0	0	0.00%	0	12	-<100.00%>
October	0	0	0.00%	5	3	166.67%
November	0	0	0.00%	0	0	0.00%
December	0	0	0.00%	0	87	-<100.00%>
January	0	0	0.00%	0	7	-<100.00%>
February	0	0	0.00%	0	9	-<100.00%>
March	0	0	0.00%	37	0	Infinity
April	0	0	0.00%	20	0	Infinity
May	0	0	0.00%	0	0	0.00%
Total	**0**	**0**	**0.00%**	**62**	**120**	**-<48.30%>**

Sage Premier – Subscription cost = $18,000.00

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved
June	118	71	116.19%
July	174	59	294.91%
August	68	143	-<52.45%>
September	266	275	-<3.27%>
October	307	243	126.33%
November	176	115	153.04%
December	111	49	226.53%
January	101	122	-<17.20%>
February	206	386	-<46.60%>
March	291	596	-<51.10%>
April	171	138	123.90%

May	66	49	134.60%
Total	**2,055**	**2,246**	**-<8.50%>**

Average cost per full text retrieved = **$8.76**

Science Direct – Subscription cost = **$48,912.68**

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved
June	1,080	763	141.54%
July	1,488	725	205.24%
August	771	623	123.76%
September	1,620	2,263	-<28.41%>
October	1,848	1,943	-<4.88%>
November	1,286	1,661	-<22.57%>
December	471	575	-<18.08%>
January	588	1,055	-<44.20%>
February	1,174	2,799	-<58.00%>
March	2,192	1,352	162.10%
April	1,645	1,446	113.70%
May	354	556	-<36.30%>
Total	**14,517**	**15,761**	**-<7.80%>**

Average cost per full-text retrieved = **$3.37**

SocIndex – Subscription cost = **$6,897.00**

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved

Month			
June	135	137	-<1.45%>
July	214	174	122.99%
August	107	87	122.99%
September	350	362	-<3.31%>
October	492	525	-<6.28%>
November	208	495	-<57.97%>
December	100	97	103.09%
January	98	177	-<44.60%>
February	257	593	-<56.60%>
March	645	370	174.30%
April	311	251	123.90%
May	92	181	-<49.10%>
Total	**3,009**	**3,449**	**-<12.70%>**

Average cost per full-text retrieved = $2.29

SOCIAL WORK REFERENCE CENTER Subscription Cost: $1,653.00

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved
June	0	N/A	0.00%
July	22	N/A	Infinity
August	0	N/A	0.00%
September	9	N/A	Infinity
October	11	N/A	Infinity
November	0	N/A	0.00%
December	0	N/A	0.00%
January	0	N/A	0.00%
February	19	N/A	Infinity

March	1	N/A	Infinity
April	1	N/A	Infinity
May	0	N/A	0.00%
Total	**63**	**N/A**	

Average cost per full-text retrieved: $26.24

Sport Discus - **Subscription cost = $4,562.00**

Month	FT Retrieved FY 2020-2021	FT Retrieved FY 2019-2020	% Change for FT Retrieved
June	70	94	-<25.53%>
July	104	81	128.39%
August	56	27	207.41%
September	295	186	158.60%
October	205	287	-<28.57%>
November	167	205	-<18.53%>
December	53	43	123.25%
January	50	86	-<41.80%>
February	154	409	-<62.30%>
March	216	272	-<20.50%>8
April	139	173	-<19.60%>
May	18	38	-<52.60%>
Total	**1,527**	**1,901**	**-<19.60%>**

Average cost per full-text retrieved = $2.99

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

Month	Total usage FY 2020-2021	Total usage FY 2019-2020	% Change in Total Usage
June	791	101	783.16%
July	74	64	115.63%
August	24	100	-<76.00%>
September	550	223	246.64%
October	294	511	-<42.46%>
November	222	59	376.27%
December	8	399	-<97.99%>
January	547	118	463.50%
February	547	813	-<32.70%>
March	452	102	443.10%
April	98	172	-<43.00%>
May	3	32	-<90.60%>
Total	**3,610**	**2,694**	**134.00%**

*Note: In February 2019 S&P did away with the administrative portal and started reporting statistics in a more detailed way, without the categories of Data & Analysis. Total usage is still reported.

Average cost per total usage = $2.73

Westlaw Campus The subscription cost for this database is $10,325.78

Month	Transactions FY 2020-2021	Transactions FY 2019-2020	% Change for Transactions	Doc Displays FY 2020-2021	Doc Displays FY 2019-2020	% Change Docs / Lines
June	78	80	-<2.5%>	55	32	171.88%
July	16	89	-<82.02%>	17	102	-<83.33%>

Month						
August	17	358	-<95.25%>	10	107	-<90.65%>
September	246	261	-<5.75%>	205	170	120.59%
October	410	292	140.41%	174	190	-<8.42%>
November	152	92	165.21%	169	74	228.37%
December	34	496	-<93.14%>	28	275	-<89.81%>
January	12	1,552	-<99.20%>	23	55	-<58.10%>
February	246	286	-<13.90%>	262	301	-<12.90%>
March	890	161	552.70%	477	147	324.40%
April	115	150	-<23.30%>	105	76	138.10%
May	13	99	-<86.80%>	25	44	-<43.10%>
Total*	**2,229**	**3,916**	**-<43.00%>**	**1,550**	**1,573**	**-<1.40%>**

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

Average cost per transaction = $4.63
Average cost per document displays = $6.66

Wiley Journals Subscription cost*: $3,683.65

Month	Articles Retrieved 2020-2021	Articles Retrieved 2019-2020	Percentage Change
June	55	48	114.50%
July	47	57	-<17.50%>
August	49	0	Infinity
September	79	61	129.50%
October	78	61	127.80%
November	65	47	138.20%
December	18	16	112.50%
January	53	134	-<60.40%>
February	103	61	160.90%

March	79	38	207.80%
April	123	51	241.10%
May	24	31	-<22.50%
Total	**773**	**605**	**127.70%**

* Note: Reported as a part of the Taylor & Francis Medical Package the Library subscribes to.

Cost per Full-Text accessed: $4.77