



**AUM Library  
Annual Report  
June 1, 2016 – May 31, 2017**

TABLE OF CONTENTS

Executive Summary.....p. 2

Public Services Annual Report.....p. 4

Access Services/Circulation/Reserves Annual Report.....p. 9

Archives & Special Collections Annual Report.....p. 18

Collection Development Annual Report.....p. 21

Government Information Annual Report.....p. 86

Interlibrary Loan Annual Report.....p. 89

Library Automation Annual Report.....p. 100

Library Instruction Annual Report.....p. 110

Reference Annual Report.....p. 112

Technical Services Annual Report.....p. 117

**AUM Library  
Annual Report  
June 1, 2016 – May 31, 2017**

Submitted by:  
Phill Johnson, Dean of the AUM Library

**Executive Summary**

The AUM Library had a very productive year with many new initiatives that immediately benefited our users. Phill Johnson registered his second full year as Dean of the Library in February of 2017 and continued his prerogative to increase outreach to the entire campus. This was accomplished by continuing with previous efforts and development of new initiatives. Continuing projects included popping popcorn for students all over campus, Library staff and faculty participating in regular story times for the children in the Early Learning Center, continuing to provide research instruction whenever possible, participation in the Warhawk W.O.W.(Weeks of Welcome), providing information to students at each of the orientations, providing informational sessions at the new faculty orientations, hosting an information table during Homecoming festivities, and attendance at most AUM events. New initiatives included “Welcome to AUMerica” workshops to help our international students better understand how the library can help them during their time here. In that same vein, we held Graduate Student Welcome Workshops to help that group of students better understand our collection and services. The Library continued to hold AUMazing Workshops where we invite other units to collaborate with us to provide information about various topics. For instance, last spring alone we held 28 workshops in the library. To help our UNIV students, we provided supplemental assistance and lab time on multiple days so they could complete their library assignments. This year also marked our entry into an embedded librarian program as we began a test phase in the Honor 3757 class.

The Library deleted more than 400,000 unnecessary records from our Voyager catalog, which translates into savings of a little more than \$6,000 annually. In terms of the physical collection, we were able to complete a large-scale inventory project that positioned us to begin a much needed weeding of our collection. Part of the project included removal of the National Union Catalog, which was taking up a tremendous amount of space and seeing very little use. Another aspect of this project was a complete inventory of the off-site collection. We also converted to LigGuides2 during this time, which allowed us to better curate our online content. Other efforts to improve our collection included adding Reference Analytics via Springshare, which allows us to better track the work we are doing in that department. Virtual reference services were added in the fall of 2016 thanks to Jessica Hayes, our Head of Public Services. Our virtual reference chat, which is provided via Springshare, increased 303% from the fall to spring semesters. Additionally, we implemented a new course reserve system and converted our access services software to a less expensive version that still fit all of our needs.

Other library initiatives during this timeframe included a Random Acts of Kindness bulletin board, Board Game Days, and our initiative to checkout umbrellas continued and was featured on the ACHE/NAAL website for several months. The AUM Library also hosted the ACHE/NAAL Executive Council and Annual Meeting in September. Additionally, we hosted three author talks throughout the year: AUM alum Stacy Harris, Dr. Lee Farrow, and Miriam Davis. As has been the case in previous years, the Library was responsible for the AUM River Region United Way Campaign, and celebrated another successful year of giving by the AUM community. Finally, the Library made our 'Food for Fines' initiative year round to further benefit our students.

Librarians continued to publish and present throughout the year. Examples of presentations include multiple CELT sessions, a LLAMA (American Library Association – Library Leadership and Management Association) webinar on organizational change, the Annual Conference on the First-Year Experience, the Association of Tutoring Professionals Annual Conference, the Alabama Two-Year College Library Association Annual Conference, the American Library Association Annual Conference, TED Talks for the Center for Disability Services, and many others. Additionally, the Library completed four narratives for SACSCOC (one core and three comprehensive).

This year the Library received several awards worthy of noting. The first award was the Network Achievement Award from The Foundation Center. This is a quality assessment tool the Center uses to evaluate each institution's work toward providing free access and training for grant seekers via the Foundation Center. The second award the Library received was the AUM Core Value Award for Excellence. This award was given to the Library as a result of the addition of many new services and resources for the campus community. It was also based upon our removal of shelving on the second floor to better accommodate our users, including the addition of more tables, soft seating, and computers. Additionally, the Library celebrated Anita Griffith as she won the AUM Core Value Award for Citizenship and Community. This award was given to Anita based upon her ability to interact with library users on all levels.

Reference interactions increased during the previous reporting period thanks to the implementation of our virtual reference services, which have been a huge success. Government Documents also experienced an increase 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. Likewise, there was a decrease in the number of users in Archives & Special Collections. The number of students utilizing our physical study space, particularly on the second floor, continued to rise. Library instruction increased by another 24% this past year, which is significant coming on the heels of a 98% increase last year.

## **Public Services Annual Report 2016-2017**

Submitted By: Jessica Hayes, Head of Public Services

### ***Introduction***

The Public Services Department is comprised of the Reference, 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.

The year of 2016-2017 saw a major development for the Public Services Department. For the past five previous years, the department had lacked a direct head/supervisor. While the Library Dean had over the years attempted to serve in both capacities, it was not an ideal situation. After the arrival of Library Dean Phill Johnson in 2015, he determined that a Head of Public Services was essential for continued library growth. After a lengthy search, Dean Johnson offered the position of Head of Public Services to Jessica Hayes who took over the department in May 2016. Her arrival provided the various units with specific supervision and direction which assisted in enhancing the department's services and resources in the 2016-2017 year.

### ***Access Services Unit***

In 2016-2017, the AUM Library circulated 7683 items, a -4% over 2015-2016. However, this is explained with an issue that all of Auburn Montgomery is facing, and that is the reduction enrolled graduate students for 2016-2017. They are the third largest borrowing group in the AUM Library system, and in 2015-2016 alone, their circulation transactions decreased over 40% which is what caused the overall decrease. Conversely, the circulating numbers increased for the following user group: AUM undergraduates (12%), community users (71%), and Emeriti Faculty (300%). Additionally, in light of the -18% of circulating items for 2015-2016, holding the reduction to only 4% is significant. Additionally, it is not uncommon for academic libraries to experience fluctuations in circulation numbers. Library literature reports that academic librarians are evolving into a place for users and becoming more service-based than physical resource-based. Thus, there will be periods of increase/decrease circulation.

For 2016-2017, there was 359 items placed on Course Reserve – Print, and these were checked out 895 times. The SGA Textbook Program continued to grow in popularity as there was 182 textbooks placed on Course Reserve – SGA Textbook, and were checked out 892 times. Combined this equaled a number of 1787 check-outs.

One of the major projects completed in the Access Services department was the completion of the Off-Site Inventory Project. This cross-library task resulted in a more comprehensive and holistic understanding of what materials are stored in the Off-Site Storage facility located on Halcyon Drive.

Beginning in 2016-2017, the Access Services department updated their traditional method of statistic keeping for questions answered/assistance provided. Additionally, they also updated the method of tracking physical usage of tracking physical usage of the 1<sup>st</sup>; 3<sup>rd</sup>-5<sup>th</sup> floors on nights and weekends.

It is expected that Access Services will continue to see improvements in services and resource usage in 2017-2018.

### ***Archives/Special Collections***

Archives & Special Collections holds just over 6,000 items which have been cataloged in Voyager. During the past year, Special Collections added 10 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
- 5 boxes of French Literature (approx. 100 books)
- Wayne Greenhaw book collection (approx. 100 books)

This year saw the continuation of the digitization project of History Dept. professor Dr. Steve Gish's collection of research materials on African nations. Additionally, the following collections were processed to some degree during the past year:

- Capri Files (annual accession)
- Lella Warren collection/Nancy Anderson materials
- Wayne Greenhaw book collection donated by Fitzgerald Museum

Archives and Special Collections usage statistics decreased in the number of walk-in visitors (-47%) There was a 47% decrease in the number of faculty, staff, and graduate students who visited during 2016-17. This decrease is mainly due to a change in topic for the Historical Methods class. Typically the students in that class utilize the archival collections that deal with Cold War topics in Alabama, however in fall 2015 the topic changed to the Civil War and most of our resources are available in the circulating collection, which accounts for the decline in users.

### ***Library Instruction Unit***

Building on the progress made during the 2015-2016 year, the library instruction program enhanced its presence within the Auburn University Montgomery community. Humanities and FYE classes continued to utilize library instruction; however, instruction began to increase in advanced courses and non-humanities based courses. This is largely because the Teaching & Outreach and Head of Public Services librarians were dedicated to reaching out to faculty members across the disciplines to ensure they knew about the type of instruction services available to them and their students.

Overall, the increased promotion of instruction services along with enhanced networking with faculty, lead to a 24% increase in library instruction sessions.

The Library Instruction unit also made progress in integrating library resources directly into a course's assignments and curriculum. For example, a previously difficult research assignment in

the College of Business was revised with the assistance of the AUM Librarians and the College of Business faculty member. It resulted in more instruction sessions for that class, and led to the creation of tailor-made web content for the course's research assignment. Overall, it has benefitted the students immensely, and assisted in creating in-roads in the College of Business.

### ***Interlibrary Loan Unit***

Interlibrary loan borrowing requests decreased, with 1371 transactions this year compared to 2010 transactions in 2015-2016, a decrease of 31.8 percent. Lending transactions decreased from 1241 items lent in 2015-2016 to 973 items lent in 2016-2017, a decrease of 21.6 percent. In the past year, AUM filled 39 requests through UB and charged out approximately 78 items to "walk-in" UB patrons. In addition, AUM patrons requested 323 items via UB and checked out 424 items. There were approximately 16 requests that were unfilled, which means that there were around 117 items that AUM patrons checked out at another UB library.

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

### ***Reference Unit***

Statistics showed a downward trend for reference transactions in 2014-2015 and 2015-2016, 7% decrease and 16% decrease respectively. It is recognized that reference transactions are based entirely on manual entry which cause the statistics to be underreported and are seen to be a best estimate only; however, after initial appraisal the Head of Public Services was convinced the numbers could be increased with the addition of virtual references services.

The virtual reference services were officially launched in fall 2016 using the Springshare LibAnswers w/ LibChat software. It allows users to submit questions via a web form, browse the Library's FAQ, chat live with a library personnel, or text questions to the library and receive responses in a text format. This new service along with increased library instruction, enhanced faculty collaboration, and outreach events and marketing campaigns, the Reference Department witnessed a 7% increase in reference transactions and a 32% increase in reference materials used.

### **Public Service Department - Future Goals (2017-2018)**

The Head of Public Services and the Public Services librarians and staff have designated many goals within the Public Services Department for the 2017-2018 year; however, as they do not all fall into a specific unit, they are listed here as only Public Services Department 2017-2018 goals:

- Assess AUM user satisfaction with the AUM Library's customer service through a university-wide survey, and then follow-up focus groups that represent the various AUM user groups.
- Work with the new Emerging Technologies Librarian to update and revise website sections specific to the Public Services Department, or website sections that impact users.

- Update and revise fifty percent of the Public Services Department policies, and then educate the rest of the AUM Library about the changes.
- Develop a professional development series on the Public Services Department for all AUM Library personnel.

The following are some specific unit goals:

- Access Services
  - Review off-site collection for continued viability.
  - Transition to a new Course Reserve system
  - Enhance marketing of Group Study Rooms and Course Reserves
- Archives & Special Collections
  - Collaborate with the new Emerging Technologies Librarian to transition from ContentDM to another digital repository software.
  - Enhance web presence for special collections & archives.
- Interlibrary Loan
  - Transition from ILLiad into the Tipasa Early Adopter Program.
  - Develop Interlibrary Loan training sessions for faculty/staff, graduate students, and undergraduates.
  - Increase marketing of Interlibrary Loan/Universal Borrowing
- Library Instruction
  - Continue to develop the Embedded Librarian program.
  - Revise UNIV library research assignment.
  - Develop specialized professional development classes on library instruction for AUM Librarians.
- Reference
  - Implement new physical reference and usage statistical keeping system.

- Continue the collection assessment and evaluate space usage in the reference department.
- Based on collection assessment and space usage, begin researching options or ideas for space reutilization projects.



## **Access Services Annual Report 2016-2017**

Submitted By:

Karen Williams, Access Services & ILL 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, 4 full-time staff positions and 1 part-time staff position. An additional part-time staff position was filled in January 2017. The librarian position was staffed by Karen Williams. The full-time staff positions were staffed by Tom Russell, Tone Aultman, Tabitha Singleton, and Beth Parrish.

Between June 1, 2016 and May 31, 2017 a total of 7683 materials were circulated. This is a decrease from the previous year, when 8037 materials were circulated. (See Appendix A) The literature, history, social sciences and philosophy/psychology/religion areas of the collection had the most use. (See Appendix B) The total use of traditional reserves items, including newspapers was 895. There were 359 items placed on traditional reserve. SGA Textbooks were used 892 times. (See Appendix C and D)

The circulation of materials increased in the following user groups: AUM Undergraduates, continuing education students, emeriti faculty, and community users. All other user groups saw a decrease in circulation (See Appendix A).

Group study rooms were checked out a total of 964 times. The most popular times to check out the group study rooms were between the hours of 12 and 3. (See Appendix F)

Starting in June 2016, the Access Services department updated their traditional method of question record keeping. Previously, the department had been tallying questions asked at the Circulation Desk in a traditional paper-pencil method; now they record it electronically that allows a real-time date/stamp to be collected. Additionally, metadata like user type (undergrad, grad, faculty, etc.), question type (general/directional, material, services, etc.) and the actual question/answer can be recorded as well. This has allowed the AUM Library to track not just the number of questions asked at the Circulation Desk but what kind of questions are being asked and who is asking them. This has allowed the AUM Library to be very proactive in providing information to users *before* they enter the physical library building.

Starting in August 2016, the Access Services department updated the method of tracking physical usage of the 1<sup>st</sup>, 3<sup>rd</sup>-5<sup>th</sup> floors on nights and weekends (see Appendix H). This has

provided a more detailed record along with specific timestamps for the count. Additionally, it allows AUM Librarians and Library Administrators the opportunity to check the Floor Counts throughout the year which provides them with the information needed to make library operation decisions.

Goals accomplished for 2016-2017.

1. The off-site collection has been inventoried.
2. Transitioned to a new statistical record keeping system for questions asked at the circulation desk as well as physical usage on the 1<sup>st</sup>; 3<sup>rd</sup>-5<sup>th</sup> floors.
3. It was decided to collect fines and fees at the library, and simply place holds on students' accounts.

Goals for 2017-2018

1. Review off-site collection for continued viability.
2. Finish inventory project by looking for Not on Shelf Items, and then sending finalized lists of items to Cataloging to remove records.
3. Implement a new course reserve system.
4. Continue to look for ways to streamline and automate processes.

**APPENDIX A**  
**CIRCULATION DEPARTMENT STATISTICS FOR 2016-17**  
**(Excludes ILL charges and universal borrowing charges)**

<b>Patron Group</b>	<b>2015-2016</b>	<b>2016-2017</b>	<b>% Change</b>
AUM Alumni	97	47	-52%
Community Users	190	324	+71%
Consortia	187	100	-47%
Continuing Ed. Students	1	0	+100%
Emeriti	0	3	+300%
MFAC (AUM)	1,392	1,164	-17%
MGRAD (AUM)	969	510	-48%
MSTAF (AUM)	738	580	-22%
MUND (AUM)	4,414	4,942	+12%
Trenholm State	23	5	-79%
Visiting Scholars	26	8	-70%
<b>TOTAL</b>	<b>8,037</b>	<b>7,683</b>	<b>-5%</b>

**APPENDIX B****Circulation Transactions by Library of Congress Classification (June 1, 2016, through May 31, 2017)**

<u>CLASS</u>	<u>#TRANS</u>	<u>CLASS</u>	<u>#TRANS</u>	<u>CLASS</u>	<u>#TRANS</u>	<u>CLASS</u>	<u>#TRANS</u>
AC	1	E	326	LA	5	RA	14
AM	2	F	191	LB	115	RB	42
AS	11	G	15	LC	55	RC	81
B	36	GB	2	M	5	RD	10
BD	9	GE	7	ML	74	RG	4
BF	108	GF	1	MT	7	RJ	17
BH	3	GN	12	N	77	RM	22
BJ	19	GR	11	NA	11	RS	3
BL	47	GT	4	NB	4	RT	135
BM	6	GV	56	NC	17	RZ	2
BP	20	H	11	ND	76	S	10
BQ	3	HA	12	NE	4	SB	4
BR	60	HB	20	NK	16	SF	5
BS	16	HC	18	NX	5	SH	2
BT	11	HD	69	P	14	T	13
BV	4	HE	1	PA	62	TA	1
BX	32	HF	112	PC	4	TK	5
C	1	HG	20	PE	60	TL	4
CB	8	HJ	2	PF	2	TN	1
CC	3	HM	44	PG	2	TR	21
CD	2	HN	15	PJ	10	TX	3
CJ	1	HQ	117	PL	6	U	9
CR	2	HS	3	PN	303	UA	2
CT	2	HT	23	PQ	74	UB	4

D	117	HV	163	PR	681	UG	1
DA	78	HX	3	PS	614	UH	1
DB	2	JA	3	PT	13	V	5
DC	31	JC	29	Q	5	VA	3
DD	14	JF	11	QA	124	W	11
DF	18	JK	51	QB	7	Y	1
DG	25	JN	3	QC	31	Z	22
DH	1	JQ	6	QD	5	ZA	1
DJK	2	JV	26	QE	3		
DK	20	JZ	10	QH	26		
DP	2	K	2	QK	2		
DR	15	KD	6	QL	10		
DS	138	KF	80	QP	20		
DT	67	KTA	1	QR	10		
DX	1	KZ	3	R	27		
						<b>TOTAL</b>	<b>5,472</b>

**Appendix C**  
**Miscellaneous Statistics 6/1/2016-5/31/2017**

	<b>2015-2016</b>	<b>2016-2017</b>	<b>%Change</b>
ALL print reserve charges (includes newspapers)	1,327	1,871	+41%
Guest cards purchased	15	12	-20%
K-12 Students	78*	16*	-80%
Monies Collected	\$ 2,453.64	\$ 1,524.79	-38%
Fines paid via Food for Fines	N/A	\$201.25	

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

**Appendix D**  
**Reserve Statistics-Print**

**INSTRUCTOR RESERVES**

<b>SEMESTER</b>	<b># OF ITEMS</b>	<b># OF CHECKOUTS</b>
SUMMER 2016	31	34
FALL 2016	153	367
SPRING 2017	175	494
<b>TOTAL</b>	<b>359</b>	<b>895</b>

**SGA TEXTBOOKS**

<b>SEMESTER</b>	<b># OF ITEMS</b>	<b># OF CHECKOUTS</b>
SUMMER 2016	67	41
FALL 2016	57	482
SPRING 2017	58	369
<b>TOTAL</b>	<b>182</b>	<b>892</b>

There were no electronic reserves for the listed semesters.

**Appendix E**  
**MONEY RECEIVED AT CIRCULATION**

<b>Category</b>	<b>Amount</b>
Book and Material Replacement	\$381.30
Fines	\$551.25
Guest Card Purchased	\$300.00
ILL Charges	\$222.24
Other	\$70.00
<b>Total</b>	<b>\$1,524.79</b>

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

<b>Time</b>	<b># of Checkouts</b>
7:30 am	6
8:00 am	40
9:00 am	58
10:00 am	79
11:00 am	71
12:00 pm	115
1:00 pm	108
2:00 pm	97
3:00 pm	99
4:00 pm	82
5:00 pm	91
6:00 pm	64
7:00 pm	34
8:00 pm	15
9:00 pm	5
<b>Total</b>	<b>964</b>

**Appendix G**  
**Question Statistics**

<b>SEMESTER</b>	<b>QUESTION TRANSACTIONS</b>
<b>SUMMER</b>	
2016-2017	290
FIRST YEAR	
<b>% Change</b>	<b>NA</b>
<b>FALL</b>	
2016-2017	156
FIRST YEAR	
<b>% Change</b>	<b>NA</b>
<b>SPRING</b>	
2016-2017	152
FIRST YEAR	
<b>% Change</b>	<b>NA</b>
<b>TOTALS</b>	
2016-2017	<b>598</b>
FIRST YEAR	
<b>% Change</b>	<b>NA</b>



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

<b>FALL</b>	<b>NIGHTS</b>	<b>WEEKENDS</b>
2016-2017	1,447	506
FIRST YEAR		
<b>% Change</b>	<b>NA</b>	<b>NA</b>
<b>SPRING</b>	<b>NIGHTS</b>	<b>WEEKENDS</b>
2016-2017	2,143	775
FIRST YEAR		
<b>% Change</b>	<b>NA</b>	<b>NA</b>
<b>TOTALS</b>	<b>3,590</b>	<b>1,281</b>

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

## **Archives & Special Collections Annual Report 2016-2017**

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 part-time 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 10 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
- 5 boxes of French Literature (approx. 100 books)
- Wayne Greenhaw book collection (approx. 100 books)

### **Physical Environment and Conditions:**

The department moved to a larger area on the 8<sup>th</sup> floor in 2011. In the process, the department gained approximately 500 sq. ft. of floor space and was able to add shelving to accommodate a

backlog of unprocessed materials which previously had been stacked on the floor or stored in study carrels on another floor. The added space allowed us to process some collections that were unable to be processed in our previous location due to space constraints, such as the records of the offices of the Chancellor and the Provost. However, after placing these materials on shelves and having received new acquisitions from various campus units, we are almost at maximum capacity once again. In an effort to maximize space efficiency, the staff identified items that could be moved to the off-site storage facility, as well as the deaccession and donation of blueprints to a local historical society. Despite the relocation of some materials to the off-site storage facility, the Archives dept. is still experiencing space issues and will require additional storage space in the future. The staff also continues to strive for the most desirable environmental conditions in the unit through the following methods: running dehumidifiers when necessary, the addition of UV blocking window film was accomplished in 2014.

### **Records Management Activities:**

The Archives & Special Collections Librarian serves as the University Liaison to the State Records Commission concerning matters of records management. The department also assists faculty and staff across campus with bulk shredding needs by coordinating service through the University's shredding vendor, Cintas.

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

- Total number of Records Disposition forms approved: 10
- Volume of records approved for destruction: 100 cu. ft.

### **Projects and Accomplishments:**

- Continuation of digitization project of History Dept. professor Dr. Steve Gish's collection of research materials on African nations.
- Processing: the following collections were processed to some degree during the past year:
  - Capri Files (annual accession)
  - Lella Warren collection/Nancy Anderson materials
  - Wayne Greenhaw book collection donated by Fitzgerald Museum

**Usage Statistics:**

The number of walk-in visitors to Archives and Special Collections during 2016-2017 was 10. This figure is down from 2015-2016 during which there were 19 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 was a 47% decrease in the number of faculty, staff, and graduate students who visited during 2016-17. This decrease is mainly due to a change in topic for the Historical Methods class. Typically the students in that class utilize the archival collections that deal with Cold War topics in Alabama, however in fall 2015 the topic changed to the Civil War and most of our resources are available in the circulating collection, which accounts for the decline in users.

**Collection Development Annual Report  
June 1, 2016 – May 31, 2017**

Submitted by Rickey Best, Collection Development Librarian

Introduction

The continued freezing of library purchases will before long start to impact on the library's ability to support new courses, and the quality of its collections for accreditation purposes. This is the second consecutive year that funding has been frozen during the fiscal year.

During this reporting year, the library received 335 hardbacks, 594 paperbacks, 18 periodical issues, and 217 DVDs, VHS tapes, or CDs as gifts. Of this total, the library added 131 hardbacks, 152 paperbacks, 0 periodicals, and 10 DVDs.

Before funding was frozen, a total of 568 monographs and 46 videos were purchased. A total of \$31,302.30 was spent in purchasing materials. An additional \$2,408.14 was spent on DDA rentals. The library purchased 4 DDA titles during the year based upon usage. With the freeze in expenditures, the DDA program was placed on hiatus, with hopes that it can be re-implemented this coming October.

Prior to the freeze in funding, the library did add the Ovid Nursing Journals (a companion to the Cochrane Library) and the Joanna Briggs Institute databases to support the nursing curriculum. An analysis of expenditures for full-text access to the databases subscribed to by the library is provided in Table 1 below.

**Table 1**

<b>Database</b>	<b>Cost per Full-Text Retrieved 2016-2017</b>	<b>Cost per Full-Text Retrieved 2015-2016</b>	<b>Change from Previous Year</b>
CQ Researcher	\$0.68	\$0.67	+\$0.01
Cinahl Plus Text	\$0.74	\$0.55	+\$0.19
Ambrose Video	\$0.81	N/A	N/A
Chronicle of Higher Ed.	\$0.84	N/A	N/A
Academic OneFile	\$1.06	\$0.59	+\$0.47
New York Times	\$1.33	\$1.70	-\$0.37
SPORTDiscus	\$1.38	\$1.23	+\$0.15
PsycARTICLES	\$1.51	\$1.19	+\$0.32
Criminal Justice Periodical Index	\$1.60	\$1.42	+\$0.18
SocIndex w/Full-Text	\$1.68	\$1.38	+\$0.30
JSTOR	\$1.68	\$1.56	+\$0.12
PQ Nursing & Allied Health	\$1.73	\$0.71	+\$1.02
Eighteenth Century Collections	\$1.83	\$0.80	+\$1.02
Morningstar	\$1.87	\$0.72	+\$1.15
PQ Newsstand [Now Global Newsstand]	\$1.95	\$3.04	-\$1.09
MarketResearch.com	\$1.97	\$2.39	-\$0.42
Westlaw Campus	\$2.16	\$4.94	-\$2.78
ACLS E-Books	\$2.18	N/A	N/A
Sage Education	\$2.18	\$4.67*	-\$2.49

Readex: America's Historical Newspapers	\$2.49	\$1.71	+\$0.78
Science Direct	\$2.60	\$3.08	-<\$0.48>
Cochrane Library	\$3.02	\$2.77	+\$0.25
Communication & Mass Media Complete	\$3.13	\$3.39	-<\$0.26>
Literature Online	\$3.41	\$3.29	+\$0.12
S&P's Net Advantage	\$4.13	\$3.79	+\$0.34
Mergent	\$4.14	\$10.63	-<\$6.49>
PsycCRITIQUES	\$6.40	\$7.73	-<\$1.33>
EdITLib	\$7.67	\$11.90	-<\$4.23>
Library Literature	\$9.75	\$10.23	-<\$0.48>
Oxford Journals	\$12.81	\$10.81	+\$2.00
Readex: Archives of Americana	\$15.40	N/A	N/A
American Chemical Society Legacy Archives**	\$20.90	\$32.26	-<\$11.36>
BioOne	\$24.77	\$27.74	-<\$2.97>
MLA International Bibliography	\$25.34	\$25.35	-<\$0.01>
Joanna Briggs Institute***	\$27.52	\$9.27	+\$18.25
Literature Criticism: 20 <sup>th</sup> Century Online	\$28.42	\$43.58	-<\$15.16>
Literature Criticism: Contemporary	\$28.42	\$28.42	\$0.00

History Vault: Black Freedom I	\$33.33	\$138.16	-<\$104.83>
Ovid Nursing Journals	\$37.80	N/A****	N/A
History Vault: Black Freedom II	\$62.50	N/A*****	N/A
History Vault: Vietnam & American Foreign Policy	\$166.67	N/A	N/A
Literature Criticism: 19 <sup>th</sup> Century Online	\$64.18	\$55.35	+\$8.83
PQ Congressional	\$261.05	\$40.51	+220.54
<b>Average Cost Per Full-Text Retrieved</b>	<b>\$20.58</b>	<b>\$13.81</b>	<b>+\$6.77</b>

\*Note: Cost last year was for Sage Premier, which was dropped and replaced by Sage Education.

\*\* Note: Cost was for ACS Complete, which was dropped and replaced by ACS Legacy Archives.

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

\*\*\*\* Ovid Nursing Journals is a new subscription this year.

\*\*\*\*\* Expenditures last year were grouped together as the Black Freedom collection.



**Academic OneFile (Gale) – Subscription cost = \$1,878.23**

<b>Month</b>	<b>FT Retrieved FY 2016-2017</b>	<b>FT Retrieved FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	53	103	-<48.54%>
July	85	140	-<39.29%>
August	86	124	-<30.65%>
September	394	351	112.25%
October	224	347	-<35.45%>
November	218	197	110.66%
December	17	80	-<78.75%>
January	44	116	-<62.07%>
February	279	204	136.76%
March	178	224	-<20.54%>
April	165	227	-<27.31%>
May	36	66	-<45.45%>
<b>Total</b>	<b>1,779</b>	<b>2,179</b>	<b>-&lt;18.36%&gt;</b>

**Average cost per full-text retrieved = \$1.06**

**CCH Accounting Research Manager:**

NOTE: CCH ARM does not provide monthly statistics, and statistics must be asked for. Quarterly Statistics are listed below:

**Subscription Cost: \$4,039.95**

<b>First Quarter 2016-2017 Sessions</b>	<b>Second Quarter 2016-2017 Sessions</b>	<b>Third Quarter 2016-2017 Sessions</b>	<b>Fourth Quarter 2016-2017 Sessions</b>	<b>Total Sessions</b>
129	29	3	29	190

Note: Only Sessions data provided.

Cost per session: **\$21.26**

**ACLS E-book – Subscription cost = \$1,555.00**

<b>Month</b>	<b>Views 2016-2017</b>	<b>Views 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	0	30	-<100.00%>
July	4	59	-<93.22%>
August	9	40	-<77.50%>
September	69	1	6,900.00%
October	28	4	700.00%
November	1	1	0.00%
December	67	0	Infinity
January	50	92	-<45.65%>
February	98	73	134.25%
March	42	5	840.00%
April	345	35	985.71%
May	2	164	-<98.78%>
<b>Total</b>	<b>715</b>	<b>504</b>	<b>141.87%</b>

**Average cost - PDF full-text retrieved = \$2.18**

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

Note: Data for 2015-2016 was re-run to verify figures. New totals were reported, which are included in this report.

<b>Month</b>	<b># Sessions Viewed FY 2016-2017</b>	<b># Sessions Viewed FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	0	0	0.00%
July	0	0	0.00%
August	86	32	268.75%
September	301	36	836.11%
October	89	56	158.93%
November	42	44	-<4.55%>
December	3	8	-<62.50%>
January	0	36	-<100.00%>
February	5	4	125.00%
March	10	4	250.00%
April	30	0	Infinity
May	1	0	Infinity
<b>Total</b>	<b>567</b>	<b>220</b>	<b>257.73%</b>

**Average cost per video viewed = \$0.81**

**America: History & Life – Subscription Cost = \$4,116.65**

<b>Month</b>	<b>Searches FY 2016-2017</b>	<b>Searches FY 2015-2016</b>	<b>% Change for Searches</b>
June	4,979	7,528	-<33.86%>
July	6,702	7,931	-<15.50%>
August	6,795	8,869	-<23.38%>
September	17,449	22,762	-<23.34%>
October	13,276	17,169	-<22.67%>
November	10,787	13,028	-<17.20%>
December	2,441	4,344	-<43.81%>
January	5,172	5,036	102.70%
February	15,277	17,732	-<13.85%>
March	12,590	13,812	-<8.85%>
April	11,329	14,505	-<21.90%>
May	1,981	5,382	-<63.19%>
<b>Total</b>	<b>108,778</b>	<b>138,098</b>	<b>-&lt;21.23%&gt;</b>

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

**America: History & Life – Subscription Cost = \$4,116.65**

<b>Month</b>	<b>Abstracts Viewed FY 2016-2017</b>	<b>Abstracts Viewed FY 2015-2016</b>	<b>% Change for Abstracts Viewed</b>
June	13	121	-<89.26%>
July	26	62	-<58.06%>
August	85	57	149.12%
September	160	93	172.04%
October	131	198	-<33.84%>
November	124	89	139.33%
December	37	36	102.78%
January	56	27	207.41%
February	82	133	-<38.35%>
March	79	79	0.00%
April	104	119	-<12.61%>
May	9	44	-<79.55%>
<b>Total</b>	<b>906</b>	<b>1,058</b>	<b>-&lt;14.37%&gt;</b>

**Avg. Cost per abstract viewed = \$4.54**

**American Chemical Society Legacy Archives – Subscription cost = \$8,360.00**

<b>Month</b>	<b>FT Retrieved FY 2016-2017</b>	<b>FT Retrieved FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	4	5	-<20.00%>
July	47	4	1,075.00%
August	8	1	800.00%
September	99	3	3,300.00%
October	20	3	666.67%
November	37	8	462.50%
December	101	0	Infinity
January	14	3	466.67%
February	2	29	-<93.10%>
March	21	8	262.50%
April	27	21	128.57%
May	20	8	250.00%
<b>Total</b>	<b>400</b>	<b>93</b>	<b>430.11%</b>

**Cost per full-text retrieved = \$20.90**

**Biological Abstracts (ISI Web of Knowledge) - Subscription Cost = \$4,024.05**

<b>Month</b>	<b>Record Views FY 2015-2017</b>	<b>Record Views FY 2015-2016</b>	<b>% Change for Items Requested</b>
June	2	0	Infinity
July	1	0	Infinity
August	158	53	298.11%
September	76	74	102.70%
October	15	10	150.00%
November	3	24	-<87.50%>
December	4	1	400.00%
January	4	3	133.33%
February	45	2	2,250.00%
March	12	6	200.00%
April	11	1	1,100.00%
May	0	8	-<100.00%>
<b>Total</b>	<b>331</b>	<b>182</b>	<b>181.87%</b>

**Average cost per record views = \$12.16**

**BioOne – Subscription Cost = \$5,771.48**

<b>Month</b>	<b>Articles Retrieved FY 2016-2017</b>	<b>Articles Retrieved FY 2015-2016</b>	<b>% Change for Searches</b>
June	5	3	166.67%
July	21	3	700.00%
August	38	8	475.00%
September	60	38	157.89%
October	19	26	-<26.92%>
November	13	47	-<72.34%>
December	4	5	-<20.00%>
January	9	0	Infinity
February	15	29	-<48.28%>
March	26	23	113.04%
April	22	9	244.44%
May	1	17	-<94.12%>
<b>Total</b>	<b>233</b>	<b>208</b>	<b>112.02%</b>

**Average cost per article retrieved = \$24.77**

**BNA Human Resources Library & BNA Labor & Employment Law Library  
Databases do not provide usage statistics.**



**Chronicle of Higher Education – Subscription Cost = \$3,300.00**

<b>Month</b>	<b>Visitors FY 16-17</b>	<b>Visitors FY 15-16</b>	<b>% Change in Visitors</b>	<b>Searches FY 16-17</b>	<b>Searches FY 15-16</b>	<b>% Change in Searches</b>	<b>Page Views FY 16-17</b>	<b>Page Views FY 15-16</b>	<b>% Change in Page Views</b>
June	39	87	-<55.17%>	1	9	-<88.89%>	246	263	-<6.46%>
July	54	61	-<11.48%>	5	5	0.00%	309	391	-<20.97%>
August	50	60	-<16.67%>	2	3	-<33.33%>	286	379	-<24.54%>
September	55	83	-<33.73%>	6	6	100.00%	435	542	-<19.74%>
October	60	67	-<11.67%>	2	3	-<33.33%>	326	464	-<29.74%>
November	48	54	-<11.11%>	1	1	100.00%	309	348	-<11.21%>
December	35	44	-<20.45%>	1	2	-<50.00%>	250	267	-<6.37%>
January	51	59	-<13.56%>	22	0	Infinity	342	379	-<9.67%>
February	60	79	-<24.05%>	12	4	300.00%	365	510	-<28.43%>
March	64	83	-<22.89%>	25	5	500.00%	394	510	-<22.74%>
April	44	60	-<26.67%>	14	0	Infinity	316	401	-<21.20%>
May	56	50	112.00%	1	0	Infinity	308	403	-<23.57%>
<b>Total</b>	<b>616</b>	<b>787</b>	<b>-&lt;21.73%&gt;</b>	<b>92</b>	<b>38</b>	<b>242.11%</b>	<b>3,886</b>	<b>4,857</b>	<b>-&lt;19.99%&gt;</b>

**Average cost per visitor = \$5.37**  
**Average cost per search = \$35.86**  
**Average cost per page views = \$0.84**

**CINAHL Plus Full-Text – Subscription Cost = \$4,487.60**

<b>Month</b>	<b>FT Retrieved FY 2016-2017</b>	<b>FT Retrieved FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	350	137	255.47%
July	365	334	109.28%
August	196	384	-<48.96%>
September	1,037	1,202	-<13.73%>
October	686	1,601	-<57.15%>
November	408	761	-<46.39%>
December	79	148	-<46.62%>
January	810	177	457.63%
February	909	1,208	-<24.75%>
March	628	1,030	-<39.03%>
April	552	699	-<21.03%>
May	74	196	-<62.24%>
<b>Total</b>	<b>6,094</b>	<b>7,877</b>	<b>-&lt;22.64%&gt;</b>

**Average cost per full-text retrieved = \$0.74**

**Cochrane Library- Subscription Cost = \$3,230.00**

<b>Month</b>	<b>Full-Text Retrieved FY 2016-2017</b>	<b>Full-Text Retrieved FY 2014-2015</b>	<b>% Change for Records Retrieved</b>
June	189	73	258.90%
July	109	207	-<47.34%>
August	127	34	373.53%
September	145	127	114.17%
October	20	159	-<87.42%>
November	7	71	-<90.14%>
December	0	1	-<100.00%>
January	250	9	2,777.78%
February	142	293	-<51.54%>
March	63	93	-<32.26%>
April	8	22	-<63.64%>
May	10	13	-<23.08%>
<b>Total</b>	<b>1,070</b>	<b>1,102</b>	<b>-&lt;1.00%&gt;</b>

**Average cost per full-text retrieved = \$3.02**

**Communication & Mass Media Complete- Subscription cost = \$4,803.55**

<b>Month</b>	<b>FT Retrieved FY 2016-2017</b>	<b>FT Retrieved FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	30	46	-<34.78%>
July	71	65	109.23%
August	76	84	-<9.52%>
September	173	204	-<15.20%>
October	135	164	-<17.68%>
November	110	171	-<35.67%>
December	22	80	-<72.50%>
January	43	57	-<24.56%>
February	341	233	146.35%
March	232	152	152.63%
April	267	100	267.00%
May	34	63	-<46.03%>
<b>Total</b>	<b>1,534</b>	<b>1,419</b>	<b>108.10%</b>

**Average cost per full-text retrieved = \$3.13**

**CQ Researcher – Subscription Cost = \$677.00**

<b>Month</b>	<b>FT Retrieved FY 2016-2017</b>	<b>FT Retrieved FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	6	0	Infinity
July	9	2	450.00%
August	9	2	450.00%
September	14	73	-<80.82%>
October	64	112	-<42.86%>
November	19	93	-<79.57%>
December	3	14	-<78.57%>
January	298	5	5,960.00%
February	344	191	180.10%
March	125	329	-<62.01%>
April	92	231	-<60.17%>
May	7	49	-<85.71%>
<b>Total</b>	<b>990</b>	<b>1,101</b>	<b>-&lt;10.08%&gt;</b>

**Average cost per full-text retrieved = \$0.68**

**EconLit - Subscription cost = \$2,817.00**

<b>Month</b>	<b>FT Retrieved FY 2016-2017</b>	<b>FT Retrieved FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	0	0	0.00%
July	0	0	0.00%
August	0	0	0.00%
September	1	1	100.00%
October	0	0	0.00%
November	0	0	0.00%
December	0	0	0.00%
January	0	0	0.00%
February	2	0	Infinity
March	1	0	Infinity
April	0	0	0.00%
May	0	0	0.00%
<b>Total</b>	<b>4</b>	<b>1</b>	<b>400.00%</b>

**Average cost per full-text retrieved = \$704.25 cont'd**

**EconLit – Subscription Cost = \$2,817.00**

<b>Month</b>	<b>Searches FY 2016-2017</b>	<b>Searches FY 2015-2016</b>	<b>% Change for Searches</b>
June	2,430	4,897	-<50.38%>
July	3,200	4,970	-<35.61%>
August	3,743	5,367	-<30.26%>
September	10,260	14,220	-<27.85%>
October	7,576	9,478	-<20.07%>
November	10,157	7,322	138.72%
December	2,528	2,466	102.51%
January	5,153	2,588	199.11%
February	15,358	11,021	139.35%
March	12,704	8,599	147.74%
April	11,313	8,696	130.09%
May	2,052	3,192	-<35.71%>
<b>Total</b>	<b>86,474</b>	<b>82,816</b>	<b>104.42%</b>

**Average cost per search = \$0.03 cont'd**

EconLit = \$2,817.00

<b>Month</b>	<b>Abstracts Viewed FY 2016-2017</b>	<b>Abstracts Viewed FY 2015-2016</b>	<b>% Change for Abstracts Viewed</b>
June	1	14	-<92.86%>
July	20	121	-<83.47%>
August	60	15	400.00%
September	53	76	-<30.26%>
October	28	25	12.00%
November	31	50	-<38.00%>
December	56	12	466.67%
January	64	15	426.67%
February	161	53	303.77%
March	152	30	506.67%
April	70	103	-<32.04%>
May	40	24	166.67%
<b>Total</b>	<b>736</b>	<b>538</b>	<b>136.80%</b>

Average cost per abstracts viewed = \$3.83



**EdITLib- Subscription cost = \$2,095.00**

<b>Month</b>	<b>Searches FY 16-17</b>	<b>Searches FY 15-16</b>	<b>% Change in Searches</b>	<b>FT Articles FY 16-17</b>	<b>FT Articles 15-16</b>	<b>% Change in FT Retrieved</b>
June	15	1	1,500.00%	8	2	400.00%
July	4	0	Infinity	0	0	0.00%
August	12	12	100.00%	2	2	100.00%
September	199	332	-<40.06%>	121	64	189.06%
October	59	138	-<57.25%>	15	60	-<75.00%>
November	37	7	528.57%	20	4	500.00%
December	3	7	-<57.14%>	2	2	100.00%
January	9	1	900.00%	6	1	600.00%
February	103	32	321.88%	99	31	319.35%
March	66	10	660.00%	0	4	-<100.00%>
April	5	8	-<37.50%>	0	5	-<100.00%>
May	1	0	Infinity	0	1	-<100.00%>
<b>Total</b>	<b>513</b>	<b>548</b>	<b>-&lt;6.39%&gt;</b>	<b>273</b>	<b>176</b>	<b>155.11%</b>

**Average cost per search: \$4.08**

**Average cost per Full-text articles retrieved: \$7.67**

**Eighteenth Century Collections (Gale) – Subscription cost = \$911.63**

<b>Month</b>	<b>Searches FY 16-17</b>	<b>Searches FY 15-16</b>	<b>% Change Searches</b>	<b>FT Retrieved FY 16-17</b>	<b>FT Retrieved FY 15-16</b>	<b>% Change FT Retrieved</b>
June	64	134	<-52.24%>	48	94	<-48.94%>
July	13	52	<-75.00%>	8	27	<-70.37%>
August	86	62	138.71%	70	39	179.49%
September	51	153	<-66.67%>	36	103	<-65.05%>
October	54	9	600.00%	36	6	600.00%
November	182	361	<-49.58%>	97	179	<-45.81%>
December	18	420	<-95.71%>	9	217	<-95.85%>
January	114	4	2,850.00%	108	6	1,800.00%
February	105	136	<-22.79%>	61	82	<-25.61%>
March	203	30	676.67%	135	16	843.75%
April	44	630	<-93.02%>	25	301	<-91.69%>
May	4	13	<-69.23%>	4	9	<-55.56%>
<b>TOTAL</b>	<b>938</b>	<b>2,004</b>	<b>- &lt;53.19%&gt;</b>	<b>637</b>	<b>1,079</b>	<b>- &lt;40.96%&gt;</b>

**Average cost per searches = \$0.97**

**Average cost per full-text retrieved = \$1.43**

**General Reference Center Gold (Gale) – Subscription cost = \$ 0.00 (AVL)**

<b>Month</b>	<b>FT Retrieved FY 16-17</b>	<b>FT Retrieved FY 15-16</b>	<b>% Change for FT Retrieved</b>
June	0	0	0.00%
July	0	0	0.00%
August	0	0	0.00%
September	14	3	466.67%
October	0	5	-<100.00%>
November	3	2	150.00%
December	0	0	0.00%
January	0	1	-<100.00%>
February	22	7	314.29%
March	8	4	200.00%
April	0	6	-<100.00%>
May	0	0	0.00%
<b>Total</b>	<b>47</b>	<b>28</b>	<b>167.86%</b>

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

**Historical Abstract – Subscription cost = \$4,116.65**

<b>Month</b>	<b>Searches FY 2016-2017</b>	<b>Searches FY 2014-2015</b>	<b>% Change for Sessions</b>
June	4,985	8,855	-<43.70%>
July	6,701	7,902	-<15.20%>
August	6,762	7,488	-<9.70%>
September	17,363	23,183	-<25.10%>
October	13,237	17,062	-<22.42%>
November	10,746	12,999	-<17.33%>
December	2,442	4,350	-<43.86%>
January	5,174	5,026	102.94%
February	15,314	17,717	-<13.56%>
March	12,653	13,821	-<8.45%>
April	11,323	14,485	-<21.83%>
May	1,978	5,378	-<63.22%>
<b>Total</b>	<b>108,678</b>	<b>138,266</b>	<b>-&lt;21.40%&gt;</b>

**Average cost per search = \$0.04 cont'd**

**Historical Abstracts Subscription cost = \$4,116.65**

<b>Month</b>	<b>Abstracts Viewed FY 2016-2017</b>	<b>Abstracts Viewed FY 2015-2016</b>	<b>% Change for Abstracts Viewed</b>
June	9	12	-<25.00%>
July	9	39	-<76.92%>
August	17	3	566.67%
September	42	131	-<67.94%>
October	60	42	142.86%
November	47	30	156.67%
December	1	8	-<87.50%>
January	32	7	457.14%
February	76	55	138.18%
March	100	71	140.85%
April	55	53	103.77%
May	7	19	-<63.16%>
<b>Total</b>	<b>455</b>	<b>470</b>	<b>-&lt;3.19%&gt;</b>

**Average cost per abstracts viewed = \$9.05**

**Joanna Briggs Institute Subscription cost = \$3,549.00**

<b>Month</b>	<b>Searches FY 16-17</b>	<b>Searches FY 15-16</b>	<b>% Change</b>	<b>Record Views FY 16-17</b>	<b>Record Views FY 15-16</b>	<b>% Change</b>	<b>Result Clicks FY 16-17</b>	<b>Result Clicks FY 17-18</b>	<b>% Change</b>
June	30	0	Infinity	6	0	Infinity	10	0	Infinity
July	32	1	3,200.00 %	6	0	Infinity	8	1	800.00%
August	2	17	- <88.24 %>	1	34	- <97.06 %>	2	47	- <95.74 %>
Sept.	20	239	- <91.63 %>	2	31	- <93.55 %>	26	50	- <48.00 %>
October	17	393	- <95.67 %>	7	48	- <85.42 %>	12	141	- <91.49 %>
Nov.	10	71	- <85.92 %>	0	0	0.00%	0	1	- <100.00 %>
January	11	43	- <74.42 %>	4	4	0.00%	8	8	0.00%
February	21	277	- <92.42 %>	1	22	- <95.45 %>	2	49	- <95.92 %>
March	121	162	- <25.31 %>	27	23	117.39%	58	69	- <15.94 %>
April	5	25	- <80.00 %>	0	0	0.00%	0	0	0.00%

May	6	1	600.00%	1	1	0.00%	3	2	150.00%
<b>Total</b>	<b>275</b>	<b>1,232</b>	<b>- &lt;77.68 %&gt;</b>	<b>55</b>	<b>163</b>	<b>- &lt;66.26 %&gt;</b>	<b>129</b>	<b>368</b>	<b>- &lt;64.95 %&gt;</b>

**Cost per search = \$12.90**

**Cost per Records Viewed = \$64.52**

**Cost per Results Clicked on = \$27.51**

**JSTOR – Maintenance costs for all JSTOR collections = \$35,500**

<b>Month</b>	<b>FT Retrieved FY 2016- 2017</b>	<b>FT Retrieved FY 2015- 2016</b>	<b>% Change for FT Retrieved</b>
June	864	645	133.95%
July	987	888	111.15%
August	674	539	125.05%
September	2,170	1,450	149.66%
October	2,526	1,567	161.20%
November	1,964	1,741	112.81%
December	511	736	<b>-&lt;30.57%&gt;</b>
January	1,232	1,003	122.83%
February	3,205	3,143	101.97%
March	3,295	2,827	116.55%
April	2,917	2,645	110.28%
May	815	1,173	<b>-&lt;30.52%&gt;</b>
<b>Total</b>	<b>21,160</b>	<b>18,357</b>	<b>115.27%</b>

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

**Library Literature = \$2,466.41**

<b>Month</b>	<b>FT Retrieved FY 2016-2017</b>	<b>FT Retrieved FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	8	6	133.33%
July	15	12	125.00%
August	14	13	107.69%
September	24	17	141.18%
October	22	35	-<37.14%>
November	8	42	-<80.95%>
December	6	4	150.00%
January	15	3	500.00%
February	22	43	-<48.84%>
March	55	28	196.43%
April	42	15	280.00%
May	22	12	183.33%
<b>Total</b>	<b>253</b>	<b>230</b>	<b>110.00%</b>

**Average cost per full-text = \$9.75**



**LION Subscription cost = \$3,951.00**

**MLA Subscription cost = \$6,006.00**

<b>Month</b>	<b>LION FT Retrieved FY 16-17</b>	<b>LION FT Retrieved FY 15-16</b>	<b>LION % Change for FT Retrieved</b>	<b>MLA FT Retrieved FY 16-17</b>	<b>MLA FT Retrieved FY 15-16</b>	<b>MLA % Change for FT Retrieved</b>
June	72	23	313.04%	29	10	290.00%
July	52	44	118.18%	16	12	133.33%
August	51	22	231.82%	38	13	292.31%
September	84	123	<span style="color: red;">-<31.71%>	20	21	<span style="color: red;">-<4.76%>
October	234	92	254.35%	37	14	264.29%
November	165	164	100.61%	11	54	<span style="color: red;">-<79.63%>
December	26	61	<span style="color: red;">-<57.38%>	6	4	150.00%
January	70	103	<span style="color: red;">-<32.04%>	25	33	<span style="color: red;">-<24.24%>
February	133	124	107.26%	29	16	181.25%
March	140	172	<span style="color: red;">-<18.60%>	0	4	<span style="color: red;">-<100.00%>
April	112	190	<span style="color: red;">-<41.05%>	16	36	<span style="color: red;">-<55.56%>
May	19	47	<span style="color: red;">-<59.57%>	10	13	<span style="color: red;">-<23.08%>
<b>Total</b>	<b>1,158</b>	<b>1,165</b>	<span style="color: red;">-<0.006%>	<b>237</b>	<b>230</b>	<b>106.09%</b>

**Average cost Lion full text retrieved = \$3.41**

**Average cost MLA full text retrieved = \$25.34**

## Literature Criticisms Online (Gale)

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

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

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

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

<b>19<sup>th</sup> Century Lit. Crit.</b>	<b>Searches FY 16-17</b>	<b>Searches FY 15-16</b>	<b>% Change</b>	<b>Full-Text Viewed FY 15-16</b>	<b>Full-Text Viewed FY 15-16</b>	<b>% Change</b>
June	20	17	117.65%	0	1	-<100.00%>
July	12	7	171.43%	12	1	1,200.00%
August	22	20	110.00%	0	3	-<100.00%>
September	25	79	-<68.35%>	2	4	-<50.00%>
October	23	25	-<8.00%>	0	11	-<100.00%>
November	70	52	134.62%	13	7	185.71%
December	7	4	175.00%	1	0	Infinity
January	109	24	454.17%	5	11	-<54.55%>
February	90	37	243.24%	2	31	-<93.55%>
March	60	37	162.16%	34	31	109.68%
April	128	46	278.26%	25	7	357.14%
May	7	32	-<78.13%>	0	2	-<100.00%>
<b>Total</b>	<b>573</b>	<b>380</b>	150.79%	<b>94</b>	<b>109</b>	-<13.76%>

**19<sup>th</sup> Century Literary Criticism cost per search = \$6,033.09 / 573 = \$10.53**

**19<sup>th</sup> Century Literary Criticism cost per full text retrieved = \$6,033.09 / 94 = \$64.18**

<b>20<sup>th</sup> Century Lit. Crit.</b>	<b>Searches FY 16-17</b>	<b>Searches FY 15-16</b>	<b>% Change</b>	<b>Full-Text Viewed FY 16-17</b>	<b>Full-Text Viewed FY 15-16</b>	<b>% Change</b>
June	20	17	117.65%	0	0	0.00%
July	12	7	171.43%	12	0	Infinity
August	22	20	110.00%	313	0	Infinity
September	25	79	-<68.35%>	0	41	-<100.00%>
October	23	25	-<8.00%>	21	3	700.00%
November	70	52	134.62%	82	3	2,733.33%
December	7	4	175.00%	1	0	Infinity
January	109	24	454.17%	131	0	Infinity
February	92	37	248.65%	134	0	Infinity
March	60	37	162.16%	19	0	Infinity
April	128	46	278.26%	2	53	-<96.23%>
May	7	32	-<78.13%>	0	26	-<100.00%>
<b>Total</b>	<b>575</b>	<b>380</b>	<b>151.32%</b>	<b>715</b>	<b>126</b>	

**20<sup>th</sup> Century Literary Criticism cost per search = \$5,490.90 / 575 = \$14.45**

**20<sup>th</sup> Century Literary Criticism cost per full text retrieved = \$5,490.90 / 126 = \$43.58**

**Contemporary Literary Criticism – Purchase cost: \$8,667.66**

<b>Contemporary Lit. Crit.</b>	<b>Searches FY 16-17</b>	<b>Searches FY 15-16</b>	<b>% Change</b>	<b>Full-Text Viewed FY 16-17</b>	<b>Full-Text Viewed FY 15-16</b>	<b>% Change</b>
June	20	17	117.65%	0	6	<-100.00%>
July	12	7	171.43%	0	0	0.00%
August	22	20	110.00%	460	14	3,285.71%
September	25	79	-<68.35%>	0	5	<-100.00%>
October	23	25	<-8.00%>	0	3	<-100.00%>
November	70	52	134.62%	9	59	<-84.75%>
December	7	4	175.00%	1	122	<-99.18%>
January	109	24	454.17%	79	1	7,900.00%
February	92	37	248.65%	19	7	271.43%
March	60	37	162.16%	93	7	1,328.57%
April	128	46	278.26%	127	0	Infinity
May	7	33	-<78.79%>	1	81	<-98.77%>
<b>Total</b>	<b>575</b>	<b>381</b>	<b>150.92%</b>	<b>789</b>	<b>305</b>	<b>258.69%</b>

**CLC cost per search: \$8,667.66 / 575 = \$22.75**

**CLC cost per full-text retrieved: \$8,667.66 / 789 = \$28.42**

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

<b>Month</b>	<b>Pages Viewed FY 2016-2017</b>	<b>Pages Viewed FY 2015-2016</b>	<b>% Change in Pages Viewed</b>
June	1	118	-<99.15%>
July	16	13	123.08%
August	69	0	Infinity
September	223	175	127.43%
October	453	162	279.63%
November	249	232	107.33%
December	8	22	-<63.64%>
January	0	45	-<100.00%>
February	269	44	611.36%
March	31	99	-<68.69%>
April	207	319	-<35.11%>
May	22	45	-<51.11%>
<b>Total</b>	<b>1,548</b>	<b>1,274</b>	<b>121.51%</b>

**Market Research Academic cost per pages viewed = \$1.97**

**MathSciNet – Subscription Cost = \$602.25**

<b>Month</b>	<b>Searches FY 16-17</b>	<b>Searches FY 15-16</b>	<b>% Change for Searches</b>	<b>Records Viewed FY 16-17</b>	<b>Records Viewed FY 15-16</b>	<b>% Change</b>
June	37	73	-<49.32%>	17	23	-<26.09%>
July	78	49	159.18%	44	23	191.30%
August	12	18	-<33.33%>	2	5	-<40.00%>
September	139	175	-<20.57%>	66	63	104.76%
October	10	27	-<62.96%>	6	15	-<60.00%>
November	67	42	159.52%	32	28	114.29%
December	16	47	-<65.96%>	14	22	-<36.36%>
January	10	54	-<81.48%>	5	29	-<82.76%>
February	81	104	-<22.12%>	36	49	-<26.53%>
March	34	110	-<69.09%>	17	59	-<71.19%>
April	1	22	-<95.45%>	1	9	-<88.89%>
May	7	5	140.00%	2	1	200.00%
<b>Total</b>	<b>492</b>	<b>726</b>	<b>-&lt;32.23%&gt;</b>	<b>242</b>	<b>326</b>	<b>-&lt;25.77%&gt;</b>

**Average cost per searches: \$1.22**

**Average cost per records viewed: \$2.49**

**Mergent: Subscription cost = \$7,800.00**

<b>Month</b>	<b>Searches FY 16-17</b>	<b>Searches FY 15-16</b>	<b>% Change for Searches</b>	<b>Pages Viewed FY 16-17</b>	<b>Pages Viewed FY 15-16</b>	<b>% Change in Pages Viewed</b>
June	14	2	700.00%	73	5	1,460.00%
July	6	0	Infinity	46	0	Infinity
August	5	4	125.00%	18	18	100.00%
September	31	10	310.00%	51	40	127.50%
October	145	26	557.69%	305	137	222.63%
November	282	5	5,640.00%	736	37	1,989.19%
December	34	3	1,133.33%	35	11	318.18%
January	49	1	4,900.00%	358	4	8,950.00%
February	15	19	-<21.05%>	56	103	-<45.63%>
March	34	9	377.78%	91	30	303.33%
April	9	182	-<95.05%>	34	343	-<90.09%>
May	27	2	1,350.00%	80	6	1,333.33%
<b>Total</b>	<b>651</b>	<b>263</b>	<b>247.53%</b>	<b>1,883</b>	<b>734</b>	<b>256.54%</b>

**Average subscription cost per search: \$11.98**

**Average subscription cost per page view: \$4.14**

**Morningstar – Subscription cost: \$2,504.00**

<b>Month</b>	<b>Searches FY 16-17</b>	<b>Searches FY 15-16</b>	<b>% Change for Searches</b>	<b>Pages Viewed FY 16-17</b>	<b>Pages Viewed FY 15-16</b>	<b>% Change in Pages Viewed</b>
June	135	46	293.48%	180	55	327.27%
July	747	9	8,300.00%	402	3	13,400.00%
August	108	468	-<80.20%>	39	197	-<80.20%>
September	84	799	-<89.49%>	99	539	-<81.63%>
October	201	277	-<27.44%>	192	234	-<17.95%>
November	153	767	-<80.05%>	99	584	-<83.05%>
December	96	285	-<66.32%>	81	141	-<42.55%>
January	150	414	-<63.77%>	75	582	-<87.11%>
February	66	420	-<84.29%>	45	525	-<91.43%>
March	114	234	-<51.28%>	60	190	-<68.42%>
April	57	126	-<54.76%>	51	159	-<67.92%>
May	6	138	-<95.65%>	18	111	-<83.78%>
<b>Total</b>	<b>1,917</b>	<b>3,983</b>	<b>-&lt;51.87%&gt;</b>	<b>1,341</b>	<b>3,320</b>	<b>-&lt;59.61%&gt;</b>

**Average cost per search: \$1.31**

**Average cost per page view: \$1.87**



**Ovid Nursing Journals – Subscription Cost: \$12,625.00**

<b>Month</b>	<b>FT Retrieved FY 16-17</b>	<b>FT Retrieved FY 15-16</b>	<b>% Change for FT Retrieved</b>
June	65	N/A	N/A
July	65	N/A	N/A
August	10	N/A	N/A
September	37	57	-<35.09%>
October	24	91	-<73.63%>
November	24	31	-<22.58%>
December	0	5	-<100.00%>
January	20	271	-<92.62%>
February	33	91	-<63.74%>
March	43	130	-<66.92%>
April	6	30	-<80.00%>
May	7	26	-<73.08%>
<b>Total</b>	<b>334</b>	<b>732</b>	<b>-&lt;54.37%&gt;</b>

**Average cost per full-text retrieved: \$37.80**

**Oxford Journals – Subscription cost = \$8,237.00**

<b>Month</b>	<b>FT Retrieved FY 16-2017</b>	<b>FT Retrieved FY 15-2016</b>	<b>% Change for FT Retrieved</b>
June	45	60	-<25.00%>
July	45	30	150.00%
August	31	54	-<42.59%>
September	36	87	-<58.62%>
October	57	91	-<37.36%>
November	50	52	-<4.00%>
December	26	25	104.00%
January	81	42	192.86%
February	86	79	108.86%
March	105	70	150.00%
April	65	101	-<35.64%>
May	16	35	-<54.29%>
<b>Total</b>	<b>643</b>	<b>726</b>	<b>-&lt;11.43%&gt;</b>

**Average cost per full text retrieved = \$ 12.81**

**PAIS –Subscription cost = \$2,390.00**

<b>Month</b>	<b>Searches FY 16-17</b>	<b>Searches FY 15-16</b>	<b>% Change for Searches</b>	<b>Full-Text Retrieved FY 16-17</b>	<b>Full-Text Retrieved 15-16</b>	<b>% Change Full-Text Retrieved</b>
June	262	111	236.04%	0	0	0.00%
July	126	94	27.66%	0	0	0.00%
August	245	44	556.82%	0	0	0.00%
September	319	370	-<13.78%>	0	7	-<100.00%>
October	152	229	-<33.62%>	0	0	0.00%
November	130	97	134.02%	0	0	0.00%
December	60	38	157.89%	0	0	0.00%
January	188	47	400.00%	0	0	0.00%
February	327	224	145.98%	0	0	0.00%
March	309	167	185.03%	6	0	Infinity
April	142	165	-<13.94%>	2	0	Infinity
May	161	85	189.41%	0	0	0.00%
<b>Total</b>	<b>2,421</b>	<b>1,671</b>	<b>144.88%</b>	<b>8</b>	<b>7</b>	<b>114.29%</b>

**Average cost per search: = \$0.99**

**Average cost per full-text retrieved = \$298.75 Cont'd**

**PAIS – Subscription Cost - \$2,390.00**

<b>Month</b>	<b>Abstracts Viewed FY 2016-2017</b>	<b>Abstracts Viewed FY 2015-2016</b>	<b>% Change for Abstracts Viewed</b>
June	0	1	-<100.00%>
July	2	0	Infinity
August	2	0	Infinity
September	11	9	122.22%
October	16	23	-<30.43%>
November	2	0	Infinity
December	0	0	0.00%
January	2	0	Infinity
February	17	2	850.00%
March	67	1	6,700.00%
April	10	6	166.67%
May	0	0	0.00%
<b>Total</b>	<b>129</b>	<b>42</b>	<b>307.14%</b>

**Average cost per abstract viewed = \$18.53**

**PQ Databases General**

**Criminal Justice Periodical Index – Subscription cost = \$1,700.00**

<b>Month</b>	<b>FT Retrieved FY 2016-2017</b>	<b>FT Retrieved FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	95	28	339.29%
July	17	7	242.86%
August	47	4	1,175.00%
September	145	232	-<37.50%>
October	47	68	-<30.88%>
November	56	39	143.59%
December	5	5	100.00%
January	40	50	-<20.00%>
February	393	226	173.89%
March	152	309	-<50.81%>
April	62	148	-<58.11%>
May	5	46	-<89.13%>
<b>Total</b>	<b>1,064</b>	<b>1,162</b>	<b>-&lt;8.43%&gt;</b>

**Average cost per full text retrieved = \$1.60**

**Congressional – subscription cost = \$4,960.00**

<b>Month</b>	<b>Abstracts Viewed 16-17</b>	<b>Abstracts Viewed 15-16</b>	<b>% Change Abstracts Viewed</b>	<b>FT Retrieved FY 16-17</b>	<b>FT Retrieved FY 15-16</b>	<b>% Change for FT Retrieved</b>
June	0	9	-<100.00%>	0	4	-<100.00%>
July	5	6	-<16.67%>	0	2	-<100.00%>
August	1	11	-<90.91%>	0	7	-<100.00%>
September	8	22	-<63.64%>	5	19	-<73.68%>
October	3	14	-<78.57%>	2	0	Infinity
November	1	9	-<88.89%>	2	0	Infinity
December	6	0	Infinity	5	0	Infinity
January	45	2	2,250.00%	2	0	Infinity
February	10	7	142.86%	0	4	-<100.00%>
March	2	49	-<95.92%>	0	26	-<100.00%>
April	0	21	-<100.00%>	0	5	-<100.00%>
May	0	0	0.00%	3	49	-<93.88%>
<b>Total</b>	<b>81</b>	<b>150</b>	<b>-&lt;46.00%&gt;</b>	<b>19</b>	<b>116</b>	<b>-&lt;83.62%&gt;</b>

**Average cost per full text retrieved = \$261.05**

**Average cost per abstracts viewed = \$61.24**

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

<b>Month</b>	<b>FT Retrieved FY 2016-2017</b>	<b>FT Retrieved FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	0	0	0.00%
July	0	0	0.00%
August	0	0	0.00%
September	0	0	0.00%
October	1	0	Infinity
November	3	0	Infinity
December	0	0	0.00%
January	0	0	0.00%
February	0	0	0.00%
March	0	0	0.00%
April	0	0	0.00%
May	0	0	0.00%
<b>Total</b>	<b>4</b>	<b>0</b>	<b>Infinity</b>

**No cost per retrieval-cont'd**

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

<b>Month</b>	<b>FT Retrieved FY 2016-2017</b>	<b>FT Retrieved FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	0	0	0.00%
July	0	0	0.00%
August	2	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	0	0.00%
March	0	0	0.00%
April	0	0	0.00%
May	13	1	1,300.00%
<b>Total</b>	<b>15</b>	<b>2</b>	<b>750.00%</b>

**Average cost per full text retrieval = \$33.33 cont'd**



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

<b>Month</b>	<b>FT Retrieved FY 2016-2017</b>	<b>FT Retrieved FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	0	0	0.00%
July	0	0	0.00%
August	0	0	0.00%
September	7	0	Infinity
October	0	3	-<100.00%>
November	0	16	-<100.00%>
December	1	0	Infinity
January	0	0	0.00%
February	0	0	0.00%
March	0	0	0.00%
April	0	0	0.00%
May	0	0	0.00%
<b>Total</b>	<b>8</b>	<b>19</b>	<b>-&lt;57.879%&gt;</b>

**Average cost per full-text retrieval = \$62.50 cont'd**

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

<b>Month</b>	<b>FT Retrieved FY 2016-2017</b>	<b>FT Retrieved FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	0	0	0.00%
July	0	0	0.00%
August	0	0	0.00%
September	1	0	Infinity
October	0	0	0.00%
November	0	0	0.00%
December	0	0	0.00%
January	0	0	0.00%
February	0	0	0.00%
March	0	0	0.00%
April	2	0	Infinity
May	0	0	0.00%
<b>Total</b>	<b>3</b>	<b>0</b>	<b>Infinity</b>

**Average subscription cost per full text retrieved = \$166.67**

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

<b>Month</b>	<b>FT Retrieved FY 2016-2017</b>	<b>FT Retrieved FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	563	264	113.26%
July	274	386	-<29.02%>
August	111	141	-<21.28%>
September	405	308	131.49%
October	412	539	-<23.56%>
November	389	17	229.41%
December	78	149	-<47.65%>
January	324	207	156.52%
February	443	237	186.92%
March	317	240	132.08%
April	328	284	115.49%
May	57	112	-<49.11%>
<b>Total</b>	<b>3,701</b>	<b>2,884</b>	<b>128.33%</b>

**Average cost per full text retrieved = \$1.33**

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

<b>Month</b>	<b>FT Retrieved FY 2016-2017</b>	<b>FT Retrieved FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	358	329	108.81%
July	84	166	-<49.40%>
August	160	31	516.13%
September	288	59	488.14%
October	79	38	207.89%
November	21	65	-<67.69%>
December	45	25	180.00%
January	172	85	202.35%
February	284	136	208.82%
March	143	72	198.61%
April	103	87	118.39%
May	2	22	-<90.91%>
<b>Total</b>	<b>1,739</b>	<b>1,115</b>	<b>155.96%</b>

**Average cost per full text retrieved = \$1.95**

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

<b>Month</b>	<b>FT Retrieved FY 2016-2017</b>	<b>FT Retrieved FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	167	166	100.60%
July	162	133	121.80%
August	128	90	142.22%
September	415	1,690	-<75.44%>
October	205	922	-<77.77%>
November	116	388	-<70.10%>
December	5	51	-<90.20%>
January	187	97	192.78%
February	288	738	-<60.98%>
March	273	464	-<41.16%>
April	77	191	-<59.69%>
May	121	75	161.33%
<b>Total</b>	<b>2,144</b>	<b>5,005</b>	<b>-&lt;57.16%&gt;</b>

**Average cost per full text retrieved = \$1.73**

**PsycARTICLES – Subscription cost = \$8,682.46**

<b>Month</b>	<b>FT Retrieved FY 2016-2017</b>	<b>FT Retrieved FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	277	473	-<41.44%>
July	241	176	136.93%
August	227	140	162.14%
September	371	1,484	-<75.00%>
October	762	780	-<2.31%>
November	647	619	104.52%
December	72	227	-<68.28%>
January	544	254	214.17%
February	755	887	-<14.88%>
March	819	793	103.28%
April	841	842	-<.0012%>
May	206	262	-<21.37%>
<b>Total</b>	<b>5,762</b>	<b>6,937</b>	<b>-&lt;16.94%&gt;</b>

**Average cost per full-text retrieved = \$1.51**

**PsycCRITIQUES – Subscription cost = \$877.05**

<b>Month</b>	<b>FT Retrieved FY 2016-2017</b>	<b>FT Retrieved FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	12	5	240.00%
July	3	2	150.00%
August	4	1	400.00%
September	34	18	188.89%
October	20	12	166.67%
November	13	1	1,300.00%
December	0	5	-<100.00%>
January	2	2	0.00%
February	20	22	-<9.09%>
March	13	15	-<13.33%>
April	15	14	107.14%
May	1	11	-<90.91%>
<b>Total</b>	<b>137</b>	<b>108</b>	<b>126.85%</b>

**Average cost per full-text retrieved = \$6.40**

**PsycINFO – Subscription cost = \$7,387.22**

<b>Month</b>	<b>Searches FY 2016-2017</b>	<b>Searches FY 2015-2016</b>	<b>% Change for Searches</b>
June	2,957	5,808	-<293.10%>
July	3,398	5,185	-<34.46%>
August	4,395	5,576	-<21.18%>
September	12,054	16,833	-<28.39%>
October	8,393	10,733	-<21.80%>
November	11,334	7,955	142.48%
December	2,524	2,943	-<14.24%>
January	6,201	3,116	199.01%
February	16,359	12,709	128.75%
March	14,211	9,378	151.54%
April	12,713	9,373	135.63%
May	2,199	3,816	-<42.37%>
<b>Total</b>	<b>96,738</b>	<b>93,425</b>	<b>103.55%</b>

**Average cost per search = \$0.08 cont'd**



**PsycINFO – Subscription Cost = \$7,387.22**

<b>Month</b>	<b>Abstracts Viewed FY 2016-2017</b>	<b>Abstracts Viewed FY 2015-2016</b>	<b>% Change for Abstracts Viewed</b>
June	828	1,080	-<23.33%>
July	356	318	111.95%
August	969	229	423.14%
September	2,202	3,361	-<34.48%>
October	1,044	1,125	-<7.20%>
November	1,285	662	194.12%
December	144	299	-<51.84%>
January	1,431	1,183	120.96%
February	1,805	2,130	-<15.26%>
March	1,959	1,367	143.31%
April	1,889	937	201.60%
May	260	587	-<55.71%>
<b>Total</b>	<b>14,172</b>	<b>13,278</b>	<b>106.73%</b>

**Average cost per abstracts viewed = \$0.52**

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

**America’s Historical Newspapers – (renamed from Early American Newspapers) –  
Subscription cost \$3,765.00**

<b>Month</b>	<b>FY 16-17 Searches</b>	<b>FY 15-16 Searches</b>	<b>% Change in Searches</b>	<b>Documents Viewed FY 16-17</b>	<b>Documents Viewed FY 15-16</b>	<b>% Change in Docs Viewed</b>
June	1	2	-<50.00%>	0	11	-<100.00%>
July	0	8	-<100.00%>	0	3	-<100.00%>
August	0	3	-<100.00%>	0	5	-<100.00%>
September	617	532	115.98%	1,353	2,056	-<34.19%>
October	7	15	-<53.33%>	0	17	-<100.00%>
November	52	4	1,300.00%	94	8	1,175.00%>
December	0	2	-<100.00%>	0	1	-<100.00%>
January	32	36	-<11.11%>	19	19	0.00%
February	4	20	-<80.00%>	27	13	207.69%
March	2	5	-<60.00%>	19	0	Infinity
April	0	0	0.00%	0	0	0.00%
May	1	5	-<80.00%>	2	0	Infinity
<b>Total</b>	<b>716</b>	<b>632</b>	<b>113.29%</b>	<b>1,514</b>	<b>2,133</b>	<b>-&lt;29.02%&gt;</b>

**Average cost per searches = \$5.26**

**Average cost per documents viewed = \$2.49**

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

<b>Month</b>	<b>FY 16-17 Searches</b>	<b>FY 15-16 Searches</b>	<b>% Change in Searches</b>	<b>Documents Viewed FY 16-17</b>	<b>Documents Viewed FY 15-16</b>	<b>% Change in Docs Viewed</b>
June	9	0	Infinity	34	0	Infinity
July	1	0	Infinity	0	0	0.00%
August	0	0	0.00%	0	0	0.00%
September	12	15	-<20.00%>	19	6	316.67%
October	9	2	450.00%	69	2	3,450.00%
November	34	5	680.00%	81	0	Infinity
December	0	1	-<100.00%>	0	0	0.00%
January	57	1	5,700.00%	181	5	3,620.00%
February	12	4	300.00%	56	7	800.00%
March	13	8	162.50%	104	83	125.30%
April	5	3	166.67%	1	13	-<92.31%>
May	0	3	-<100.00%>	0	6	-<100.00%>
<b>Total</b>	<b>152</b>	<b>42</b>	<b>361.90%</b>	<b>545</b>	<b>122</b>	<b>446.72%</b>

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

<b>Month</b>	<b>FY 16-17 Searches</b>	<b>FY 15-16 Searches</b>	<b>% Change in Searches</b>	<b>Documents Viewed FY 16-17</b>	<b>Documents Viewed FY 15-16</b>	<b>% Change in Docs Viewed</b>
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	0	0.00%	0	0	0.00%
January	0	14	-<100.00%>	0	32	-<100.00%>
February	0	8	-<100.00%>	0	86	-<100.00%>
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%
<b>Total</b>	<b>0</b>	<b>22</b>	<b>-&lt;100.00%&gt;</b>	<b>0</b>	<b>118</b>	<b>-&lt;100.00%&gt;</b>

**Archives of Americana (African-American Periodicals) - Subscription cost = \$385.00**

<b>Month</b>	<b>FY 16-17 Searches</b>	<b>FY 15-16 Searches</b>	<b>% Change in Searches</b>	<b>Documents Viewed FY 15-16</b>	<b>Documents Viewed FY 15-16</b>	<b>% Change in Docs Viewed</b>
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	3	-<100.00%>	0	0	0.00%
October	0	0	0.00%	0	0	0.00%
November	0	0	0.00%	0	0	0.00%
December	0	0	0.00%	0	0	0.00%
January	0	3	-<100.00%>	0	0	0.00%
February	9	0	Infinity	25	0	Infinity
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%
<b>Total</b>	<b>9</b>	<b>6</b>	<b>150.00%</b>	<b>25</b>	<b>0</b>	<b>Infinity</b>

**Average search cost = \$42.78**

**Average cost per document viewed = \$15.40**

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

<b>Month</b>	<b>FY 16-17 Searches</b>	<b>FY 15-16 Searches</b>	<b>% Change in Searches</b>	<b>Documents Viewed FY 16-17</b>	<b>Documents Viewed FY 15-16</b>	<b>% Change in Docs Viewed</b>
June	0	175	-<100.00%>	2	725	-<99.72%>
July	0	0	0.00%	2	0	Infinity
August	2	0	Infinity	0	0	0.00%
September	60	70	-<14.29%>	151	99	152.53%
October	0	4	-<100.00%>	1	0	Infinity
November	22	4	550.00%	25	0	Infinity
December	0	0	0.00%	0	0	0.00%
January	0	0	0.00%	0	8	-<100.00%>
February	63	0	Infinity	315	0	Infinity
March	1	0	Infinity	1,106	12	9,216.67%
April	0	0	0.00%	38	0	Infinity
May	0	0	0.00%	0	0	0.00%
<b>Total</b>	<b>148</b>	<b>253</b>	<b>-&lt;41.50%&gt;</b>	<b>1,640</b>	<b>844</b>	<b>194.31%</b>

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

<b>Month</b>	<b>FY 16-17 Searches</b>	<b>FY 15-16 Searches</b>	<b>% Change in Searches</b>	<b>Documents Viewed FY 16-17</b>	<b>Documents Viewed FY 15-16</b>	<b>% Change in Docs Viewed</b>
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	1	-<100.00%>	1	7	-<85.71%>
November	0	0	0.00%	0	12	-<100.00%>
December	0	0	0.00%	2	0	Infinity
January	0	0	0.00%	1	8	-<87.50%>
February	0	0	0.00%	0	0	0.00%
March	0	0	0.00%	1	5	-<80.00%>
April	0	0	0.00%	1	0	Infinity
May	0	0	0.00%	1	0	Infinity
<b>Total</b>	<b>0</b>	<b>1</b>	<b>-&lt;100.00%&gt;</b>	<b>7</b>	<b>32</b>	<b>-&lt;78.13%&gt;</b>

**Sage Education – Subscription cost = \$5,061.25**

<b>Month</b>	<b>FT Retrieved FY 2016-2017</b>	<b>FT Retrieved FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	150	112	133.93%
July	131	224	-<58.48%>
August	85	364	-<76.65%>
September	323	580	-<44.31%>
October	269	344	-<21.80%>
November	307	287	106.97%
December	35	141	-<75.18%>
January	208	200	104.00%
February	400	521	-<23.22%>
March	206	510	-<59.61%>
April	175	347	-<49.57%>
May	28	79	-<64.56%>
<b>Total</b>	<b>2,317</b>	<b>3,709</b>	<b>-&lt;37.53%&gt;</b>

**Average cost per full text retrieved = \$2.18**



Science Direct – Subscription cost = \$43,276.88

Month	FT Retrieved FY 2016-2017	FT Retrieved FY 2015-2016	% Change for FT Retrieved
June	613	652	-<5.98%>
July	1,036	727	142.50%
August	779	654	119.11%
September	2,404	2,011	119.54%
October	1,509	1,909	-<20.95%>
November	1,326	1,145	115.81%
December	530	410	129.27%
January	1,208	467	258.67%
February	3,169	2,304	137.54%
March	1,758	2,006	-<12.36%>
April	1,912	1,639	116.66%
May	429	654	-<34.40%>
<b>Total</b>	<b>16,673</b>	<b>14,578</b>	<b>114.37%</b>

Average cost per full-text retrieved = \$2.60

**SocIndex – Subscription cost = \$5,673.69**

<b>Month</b>	<b>FT Retrieved FY 2016-2017</b>	<b>FT Retrieved FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	132	215	-<38.60%>
July	238	198	120.20%
August	122	192	-<36.46%>
September	312	628	-<50.32%>
October	254	454	-<44.05%>
November	268	435	-<38.39%>
December	57	129	-<55.81%>
January	195	143	136.36%
February	721	583	123.67%
March	507	413	122.76%
April	454	405	112.10%
May	117	146	-<19.86%>
<b>Total</b>	<b>3,377</b>	<b>3,941</b>	<b>-&lt;14.31%&gt;</b>

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

**SPORTDiscus - Subscription cost = \$3,939.00**

<b>Month</b>	<b>FT Retrieved FY 2016-2017</b>	<b>FT Retrieved FY 2015-2016</b>	<b>% Change for FT Retrieved</b>
June	73	225	-<67.56%>
July	90	166	-<45.78%>
August	94	79	118.99%
September	500	706	-<29.18%>
October	379	377	.0053%
November	346	433	-<20.09%>
December	129	166	-<22.29%>
January	228	39	584.62%
February	278	363	-<23.42%>
March	339	186	182.26%
April	314	222	141.44%
May	86	92	-<6.52%>
<b>Total</b>	<b>2,855</b>	<b>3,054</b>	<b>-&lt;6.52%&gt;</b>

**Average cost per full-text retrieved = \$1.38**

**Standard & Poor's Net Advantage – Subscription cost = \$8,337.20**

<b>Month</b>	<b>Data &amp; Analysis FY 16-17</b>	<b>Data &amp; Analysis FY 15-16</b>	<b>% Change Data &amp; Analysis</b>	<b>Total usage FY 16-17</b>	<b>Total usage FY 15-16</b>	<b>% Change in Total Usage</b>
June	222	116	191.38%	350	36	972.22%
July	28	217	-<87.10%>	44	67	-<34.33%>
August	130	171	-<23.98%>	202	77	262.34%
September	61	150	-<59.33%>	101	245	-<58.78%>
October	431	96	448.96%	566	141	401.42%
November	66	69	-<4.35%>	105	99	106.06%
December	54	100	-<46.00%>	83	167	-<50.30%>
January	48	62	-<22.58%>	104	112	-<7.14%>
February	84	208	-<59.62%>	184	369	-<50.14%>
March	77	71	108.45%	198	102	194.12%
April	31	488	-<93.65%>	59	686	-<91.40%>
May	28	85	-<67.06%>	22	102	-<78.43%>
<b>Total</b>	<b>1,260</b>	<b>1,833</b>	<b>-&lt;31.26%&gt;</b>	<b>2,018</b>	<b>2,203</b>	<b>-&lt;8.40%&gt;</b>

**Average cost per data and analysis = \$6.62**

**Average cost per total usage = \$4.13**

**Westlaw Campus - Subscription cost = \$8,919.28**

<b>Month</b>	<b>Trans- actions FY 16-17</b>	<b>Trans- actions FY 15-16</b>	<b>% Change for Transactions</b>	<b>Doc Displays FY 16-17</b>	<b>Doc Displays FY 15-16</b>	<b>% Change Docs / Lines</b>
June	52	198	-<73.74%>	59	81	-<27.16%>
July	115	61	188.52%	89	31	287.10%
August	278	289	-<3.81%>	223	58	384.48%
September	223	496	-<55.04%>	86	179	-<51.96%>
October	228	340	-<32.94%>	104	234	-<55.56%>
November	445	471	-<5.52%>	438	403	108.68%
December	130	111	117.12%	285	101	282.18%
January	161	53	303.77%	85	90	-<5.56%>
February	678	223	304.04%	466	252	184.92%
March	445	153	290.85%	626	170	368.24%
April	415	104	399.04%	1,270	97	1,309.28%
May	109	62	175.81%	401	80	501.25%
<b>Total*</b>	<b>3,051</b>	<b>2,561</b>	<b>119.13%</b>	<b>4,132</b>	<b>1,776</b>	<b>232.66%</b>

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

**Average cost per transaction = \$2.92**

**Average cost per document displays = \$2.16**

**Government Information Services Annual Report  
June 2016 – May 2017**

Submitted by

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

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

The review of disposition lists proposed by the selective depositories have been reviewed upon receipt, and a total of 2 documents were selected for addition to our holdings.

As indicated by the statistics in table one below, on site usage of the physical documents collection has decreased 16.82% from last year. With the growth of electronic documents, a total of 71 e-documents were viewed by linking through the library OPAC, using a purl link in the bibliographic record.

**Table 1  
Documents Reference Transactions**

<b>Year</b>	<b>Documents</b>	<b>Legal</b>	<b>Telephone</b>	<b>Total</b>
2016-2017	257	15	0	272
2015-2016	300	27	0	327
<b>% Change</b>	<b>&lt;14.33%&gt;</b>	<b>&lt;44.44%&gt;</b>	<b>0.00%</b>	<b>&lt;16.82%&gt;</b>

As table 2 reports, actual paper use increased by 157%, while fiche (128.57%) and legal usage (168.96%) were also up.

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

<b>Year</b>	<b>Paper</b>	<b>Fiche</b>	<b>Legal</b>	<b>Total</b>
2016-2017	107	9	450	566
2015-2016	68	7	260	335
<b>% Change</b>	<b>157.35%</b>	<b>128.57%</b>	<b>173.08%</b>	<b>168.96%</b>

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

**Table 3**  
**Documents Received by Type**

<b>Year</b>	<b>Paper</b>	<b>Fiche</b>	<b>Electronic</b>	<b>Total</b>
2016-2017	5,616	2,223	79	7,918
2015-2016	2,305	2,319	38	4,662
<b>% Change</b>	<b>243.64%</b>	<b>&lt;4.14%&gt;</b>	<b>207.89%</b>	<b>169.84%</b>

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

**Table 4**  
**Items Discarded by Type**

<b>Year</b>	<b>Paper</b>	<b>Fiche</b>	<b>Maps</b>	<b>Total</b>
2016-2017	919	19	0	938
2015-2016	1,030	6	325	1,061
<b>% Change</b>	<b>&lt;10.78%&gt;</b>	<b>216.67%</b>	<b>&lt;100.00%&gt;</b>	<b>&lt;11.59%&gt;</b>

Table 5 indicates the number of MARCIVE records per month added to the catalog. The numbers do not align perfectly with the reports for documents received by type as the records relate to bibliographic records loaded in the OPAC versus the individual records by format. The difference in figures from Table 5 and Table 1 are that Table 1 reflects physical items received and cataloged versus the records in Table 5 which cover electronic items as well as physical items, and which can also cover multiple items (serials). This past year saw an increase of 175.98% in the number of bibliographic records loaded from MARCIVE.

**Table 5**  
**Marcive Records Loaded into OPAC**

<b>Month</b>	<b>Records Loaded 2016/17</b>	<b>Records Loaded 2015/16</b>	<b>% Change</b>
June	1,573	849	185.28%
July	1,630	1,009	161.55%
August	2,179	867	251.33%
September	2,091	1,041	200.86%
October	1,523	954	159.64%
November	1,942	1,066	182.18%
December	2,134	1,051	203.04%
January	1,917	1,187	151.50%
February	2,159	924	233.66%
March	1,380	1,179	117.05%
April	1,776	1,035	171.59%
May	1,676	1,328	126.20%
<b>Total</b>	<b>21,980</b>	<b>12,490</b>	<b>175.98%</b>



## **Interlibrary Loan Annual Report 2016-2017**

Submitted by:  
Karen Williams, Access Services & ILL 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.

ILL staffing experienced some changes during 2016-2017. In July 2016, Beth Parrish, the Access Services/ILL Associate, was selected to be the new Government Documents Senior Library Associate. Thus, from July 2016 until December 2016, Access Services/ILL Librarian Karen Williams solely staffed the unit. In January 2017, the previous Access Services/Reserves Library Associate Tabitha Singleton assumed the ILL Library Associate responsibilities and became the Access Services/Reserves/ILL Library Associate. Since January 2017, Karen Williams and Tabitha Singleton have staffed the ILL unit.

This past year, interlibrary loan borrowing requests decreased, with 1,371 transactions this year compared to 2010 transactions in 2015-2016, a decrease of 31.8 percent. Lending transactions decreased from 1,241 items lent in 2015-2016 to 973 items lent in 2016-2017, a decrease of 21.6 percent.

(See Appendix 1).

AUM provided 209 copies of articles to NAAL libraries last year and loaned 361 books, for a total of 570 lending transactions, a 26.4 percent decrease from the previous year. Borrowing decreased with 360 original items and 335 copies from NAAL members totaling 795 borrowing transactions, a decrease of 13.2 percent. AUM borrowed 47.2 percent of requested materials from NAAL members during 2016-2017, an increase of 1.6 percent. Materials loaned to NAAL decreased by 3.8 percent, with 58.6 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) increased by 2.9 percent. In addition, the percentage of unfilled lending transactions to total lending requests was 39.4 percent, which is an increase of 6.3 percent from the previous year. (See Appendix 4a).

342 borrowing requests were filled "in house," with the majority available from the AUM Library's databases or an internet site. In addition, 106 borrowing requests were not filled. (See Appendix 4b and 4c)

The top five departments with the highest number of interlibrary loan requests (both filled and unfilled) for the past year were: English 733; History 183; Biology 128; Library 84; and Justice and Public Safety 52.

(See Appendix 5).

### **Universal Borrowing/ALLIES**

In the past year, AUM filled 39 requests through UB and charged out approximately 78 items to “walk-in” UB patrons. In addition, AUM patrons requested 323 items via UB and checked out 424 items. There were approximately 16 requests that were unfilled, which means that there were around 117 items that AUM patrons checked out at another UB library. (See appendix 6)

### **Off-site Storage/Surplus**

Between June 1, 2016 and May 31, 2017, 47 books and 263 reels of microfilm were retrieved from off-site storage and surplus for AUM library patrons. In addition 31 interlibrary loan lending requests were filled with items from off-site storage/surplus (These lending statistics are included with the total number of filled interlibrary loan lending requests.)

### **Goals completed for 2016-2017**

1. The AUM Library was invited to be a Beta tester for OCLC’s new ILL platform, Tipasa. As ILLIAD functions will eventually be integrated into this product, the decision was made to switch to Tipasa from ILLIAD.

### **Goals for 2016-2017**

1. Migrate to OCLC new ILL platform, Tipasa.
2. Update Interlibrary Loan web pages on the AUM Library website

**Appendix 1**  
**ILL STATISTICS (JUNE 2016 TO MAY 2017)**

****	LENDING		BORROWING	
****	BOOKS	COPIES	BOOKS	COPIES
June	52	31	87	36
July	37	25	57	29
Aug.	65	36	66	32
Sept.	73	30	71	125
Oct.	57	39	91	85
Nov.	57	41	39	34
Dec.	23	14	30	22
Jan.	54	27	70	19
Feb.	43	32	42	53
March	63	39	94	94
April	36	37	36	45
May	47	15	45	69
<b>TOTAL</b>	<b>607</b>	<b>366</b>	<b>728</b>	<b>643</b>

**TOTAL INTERLIBRARY LOAN (all) 2,344**

**Appendix 2**  
**ILL NAAL STATISTICS (JUNE 2016 TO MAY 2017)**

****	LENDING		BORROWING	
****	BOOKS	COPIES	BOOKS	COPIES
June	38	22	52	21
July	15	14	35	21
Aug.	31	21	23	16
Sept.	46	19	31	52
Oct.	33	21	34	41
Nov.	35	22	14	23
Dec.	17	6	19	11
Jan.	32	11	31	10
Feb.	29	20	28	35
March	36	21	53	46
April	19	22	21	28
May	30	10	19	31
<b>TOTAL</b>	<b>361</b>	<b>209</b>	<b>360</b>	<b>335</b>

**TOTAL NAAL INTERLIBRARY LOAN** 1,265

**Appendix 3**  
**Percentages of ILL transactions filled through NAAL libraries**

**JUNE 2016 TO MAY 2017**

Lending: Total originals loaned, all libraries	607
Total originals loaned, NAAL libraries	361
Percentage NAAL originals loaned	59.5%
Total copies loaned, all libraries	366
Total copies loaned, NAAL libraries	209
Percentage NAAL copies loaned	57.1%
Percentage NAAL transactions of all loans	58.6%
Borrowing: Total originals borrowed, all libraries	728
Total originals borrowed, NAAL libraries	360
Percentage NAAL originals borrowed	49.4%
Total copies borrowed, all libraries	643
Total copies borrowed, NAAL libraries	335
Percentage NAAL copies borrowed	52.1%
Percentage NAAL transactions of all borrowed items	47.2%
Total percentage of ILL transactions made through NAAL libraries	54%

**Appendix 4A**  
**Statistics for unfilled or canceled transactions (lending), JUNE 2016 TO MAY 2017**

**Unfilled Lending Transactions- Reason for Cancellation**

Non-circulating	105
Holdings end before requested volume	145
Checked Out	68
Lack volume/issue	56
Holdings begin after requested volume	38
Other/undetermined	81
Not on Shelf	61
Title not owned	18
Lost	9
Not as cited	14
Exceeds copy limits	1
On Order	1
Too new to loan	1
Exceeds max cost	1
Borrower refused conditions	24
Issue not yet received	8
Cancelled during creation	1
<b>Total Lending Unfilled</b>	<b>632</b>

## **Appendix 4B**

### **Reasons for Refusal of request by ILL unit**

AUM holds material requested- special collections	1
AUM holds material requested- circulating book	1
Filled from Full-text database using DocDel Module	110
Filled from internet site using Doc Del Module	110
Filled from print/micro periodicals using Doc Del Module	46
Filled from circulating collection using Doc Del	65
Filled from Reference collection using Doc Del	2
Filled using internet site	6
Available as ebook	14
Requested via ALLIES/UB	52
Selected for purchase	1
Time limit	14
Not available on OCLC	19
Policy Problem (Textbook)	4
Cancelled by Patron	29
Exceeds given Max Cost	4
Item is non-circulating	6
Too new for interlibrary loan	10
Item is in a foreign language	1
Policy Problem- patron not affiliated with university	4
Other/Undetermined	5
Exceeds Copyright fair use	7
Not as cited	3
<b>Total filled In house</b>	<b>342</b>
<b>Total returned to patron unfilled</b>	<b>106</b>

**Appendix 4C**  
**Request filled from AUM Databases by Database**

Academic OneFile	3
BioOne	1
Business Source Premier	2
Academic Search Premier	22
ACS Publications	2
Criminal Justice Database	1
Ebscohost E-books	4
Eighteenth-Century Collection	1
Gale Student Edition	1
JStor	16
Literature Online (LION)	5
Literature Resource Center	5
Nursing and Allied Health	5
OneFile	1
Opposing Viewpoints	1
Ovid	2
Oxford Journals	3
ProQuest Congressional Papers	1
Science Direct	15
SocINDEX	1
SportDiscus	1
Westlaw	1
Wiley	2
Total filled from AUM databases	110



**Appendix 5**  
**Borrowing Requests by Dept and User Status\***

<b>Department</b>	<b>Faculty</b>	<b>Graduate</b>	<b>Other</b>	<b>Staff</b>	<b>Undergraduate</b>	<b>Total</b>
Accounting	13	0	0	0	0	13
Advancement	0	0	0	2	0	2
Athletics	0	0	0	4	0	4
Biology	22	0	0	76	30	128
Bookstore	0	0	0	2	0	2
Career Development Center	0	0	0	1	0	1
Communication	18	0	0	2	1	21
Counseling and Leadership	0	2	0	8	0	10
Early Childhood Education	0	0	0	0	1	1
Economics	18	0	0	0	1	19
Education	0	2	0	0	0	2
English	557	95	0	12	69	733
Enrollment Management	0	0	0	4	0	4
Finance	3	0	0	0	0	3
Financial and Administrative Services	0	0	0	3	0	3
Fine Arts	35	4	0	2	0	41
Foundations, Secondary, and Physical Education	6	7	0	0	17	30
History	134	40	0	0	9	183
Housing	0	0	0	7	0	7
Human Resources	0	0	0	1	0	1
Information Systems	14	3	0	0	1	18
International Studies	6	0	0	0	1	7
Justice and Public Safety	45	0	0	0	7	52

Learning Center	0	0	0	4	0	4
Library	35	0	0	49	0	84
Management	5	0	0	0	0	5
Marketing	1	0	0	0	0	1
Math	39	0	0	0	0	39
Medical Technology	2	0	0	0	0	2
Nursing	8	0	0	0	9	17
Physical Sciences	31	0	0	0	1	32
Political Science/Public Administration	4	7	0	0	11	22
Provost Office	0	0	0	3	0	3
Psychology	11	19	0	0	7	37
Sociology	5	7	0	0	18	30
Strategic Communication	0	0	0	1	0	1
<b>TOTAL</b>	<b>1,012</b>	<b>186</b>	<b>0</b>	<b>181</b>	<b>183</b>	<b>1,562</b>

\*Total includes items that were unfilled or filled “in-house”

## Appendix 6 UB/ALLIES

### Lending Requests Filled/Unfilled JUNE 2016 TO MAY 2017

Status	Requests
Filled	39
Unfilled: Not found	1
Unfilled: noncirc	2
Cancelled	4
<b>Total</b>	<b>46</b>

**Lending Statistics by Patrons' Home Library JUNE 2016 TO MAY 2017**

<b>Library</b>	<b>Checkouts</b>	<b>Requests</b>
Alabama	16	22
Auburn	94	19
JSU	6	4
UAB	1	1
<b>Total</b>	<b>117</b>	<b>46</b>

**Borrowing Statistics by Holding Library JUNE 2016 TO MAY 2017**

<b>Library</b>	<b>Checkouts</b>	<b>Requests</b>	<b>Walk-in Checkouts (est)</b>	<b>Unfilled Requests (est)</b>
Auburn	319	202	117	No Data
Alabama	58	68	No data	10
UAB	26	27	No data	1
Jacksonville State	21	26	No data	5
<b>Total</b>	<b>424</b>	<b>323</b>	<b>117</b>	<b>16</b>

## **Library Automation Annual Report June 1, 2016 – May 31, 2017**

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

### **Mission**

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

During the 2016-17 year, in spite of continued reductions in allocations and resources, new services were implemented, upgrades to existing services were begun, and a high overall level of computer and resource availability was maintained.

### **Library Systems/Automation**

#### **Voyager**

Work continued with the AU Library to monitor Voyager downtime. Adam Chalkley with Auburn notified Tim Bailey of scheduled minor updates (defined as requiring no discernible downtime during normal daytime operating hours). Auburn worked with us well to schedule major updates, allowing the notification of staff of potential downtimes.

Voyager was updated in spring 2017. This update was not specifically anticipated, as Auburn had asked Ex Libris for help in migrating from a physical server to a virtual machine. Ex Libris performed the upgrade to Voyager without verifying with Auburn that it should be done, upgrading the system to version 9.2.2. Tim Bailey and Larry Brumby updated the clients on each desktop computer. Additionally, new manuals were made available for internal use by placing them (as OPDFs) on a shared network drive.

There were 813,572 unsuppressed bibliographic records and 73,507 suppressed bibliographic records in Voyager as of 5/31/2017 (Table 1). This is a slight increase from the 798,822 unsuppressed bibliographic records and 58,946 suppressed bibliographic records in Voyager as of May 31, 2016. The greatest increase in suppressed records is likely due to the continuing weeding of reference and periodical materials, many of which have bibliographic records tied to a purchase order; such records cannot be deleted at this time.

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 70,212 run against Voyager, up slightly from the last two years.

Despite budget cutbacks, records continued to be added to Voyager, as evidenced by the increase in bibliographic records noted above. There were a total of 36,964 bibliographic records added during the 2016-2017 year (Table 3). Interestingly, there were 6,543 suppressed records created during this time period; the majority of these were in the EBL Demand Driven Access program (DDA) and were suppressed due to budget cutbacks. It is anticipated that these records will be returned of public visibility when finances become available to support the program.

Additionally, updates continued to existing collections, such as the Ambrose Video Collection; Films On Demand; the ACLS Humanities E-book Collection; and the EBL DDA collection.

A total of 4411 item records were deleted from Voyager this year (Table 4). This is an increase over last year, when 2430 items were deleted. This reflects continuing efforts to inventory the collection, removing items listed n Voyager which are no longer extant; and continuing evaluation of collections for maximizing usable space while weeding for several criteria.

Students were loaded into Voyager on a twice weekly basis at the beginning and end of each semester; during the semester the student patron records were updated less frequently, as the population does not change. Faculty and staff records are loaded on a weekly basis throughout the year. During semester breaks, the patron expire process was run.

Tim Bailey worked with Karen Williams and Tone Aultman to restore and modify patron notices sent by e-mail and printed. This was done to restore modifications lost during the spring 2017 Voyager upgrade. Information specific to renewals, such as the URL to self-renew material over the web. The new configuration files were stored on Ms. Aultman's and Ms. Williams' computers as well as a network maintenance drive.

Work was done with the AUM Information Technology Services (ITS) department and the AU Office of Identity Management to re-establish a weekly "dump" of AUM faculty and staff patron data to Voyager. This data dump allows for the refresh/input of employee patron data in Voyager's Circulation module.

Fiscal Period Close operations were completed for the 2015-16 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**

Continued declining budgets for the Library required cancellation of databases. However, the Library continues to leverage the demand for electronic access whenever it can; among decisions made this year was to continue the move to electronic-only access to periodicals wherever possible. Work to replace or supplement printed materials as part of the collection development process and to free up space in the Library continued.

The number of databases listed on the Library's databases by alphabetic order page is now at 151 databases. This is a decrease from the 174 reported in 2015-16 and 158 reported in 2014-2015. Nonetheless, a few new resources were made available this year, notably the JoAnna Briggs

Institute database and the AUM Library Digital Collection and the AUM Digital Thesis collection

Database trials, both through the auspices of NAAL and working directly with the vendors continued. Several resources were placed on trial this year, including ValueLine Pro; RefWorks; World Politics Review; and Mango Languages.

### **EZProxy**

EZProxy was updated in fall 2016. With this update new logging capability to monitor for excessive downloads, security issues, and to troubleshoot access problems was implemented.

Blackboard and myAUM were set up as referring URLs, allowing users to pass through from these systems without prompting for login, provided the users are following an embedded URL into a database directly. Patrons who leave myAUM or Blackboard and then do a search are still prompted to login when off campus. However, the use of referring URLs and embedded links allows embedding of videos with easier access and operation.

In late spring 2017, EZProxy was moved off the main library web server to a dedicated virtual machine. Tim Bailey worked with ITS to establish a new URL (libproxy.aum.edu) and update DNS entries to reflect this. This move allowed the final change to proxy by hostname, allowing users at places with non-standard ports/port forwarding disabled access to our materials from off campus. IT Services created a new security certificate for the EZProxy server, which was then installed and configured by the Systems Librarian. Links were changed links on the library website, in LibGuides, with vendors, and in the OPAC. Notification was also made to the AUM campus, to allow for the updating of bookmarks and links outside the control of the Library. Finally, the EZProxy service on the Library's main web server was disabled.

Database stanzas, which control access to materials on the back-end of EZProxy, were updated as needed. Numerous resources are changing to https (secure http) from http, requiring these updates. Links were also updated on the Library website, in the OPAC, and in LibGuides as these changes were made.

As Systems Librarian, Tim Bailey worked with the AUM College of Nursing & Health Sciences and the Auburn University School of Nursing to ensure that students enrolled in joint programs have off-campus access to the Library's databases. Most queries concerning off-campus access come from faculty and nursing students at the Auburn campus.

### **Springshare**

In summer 2016, the Spring Share platform was expanded from LibGuides alone to include LibCal, LibAnswers, and LibChat. Jessica Hayes and Tim Bailey worked together to set up/deploy the LibAnswers/LibChat service. ITS made DNS modifications to allow for the new Library-related sites. Ms. Hayes developed several versions of chat widgets and Mr. Bailey deployed them to the Library website. Widgets were tested and configured prior to deployment, and modifications to the AUM Library website to accommodate the placement of these widgets were made.

Additionally, LibGuides was upgraded from v/. 1.0 to v. 2.0. Ms. Hayes oversaw the main work of the upgrade, while Mr. Bailey remained available to help and performed testing after the upgrade was complete.

Mr. Bailey worked with Ms. Hayes and Sam McNeilly to establish LibCal functions. This included a new calendar and an hour's widget, which were deployed to the Library's main website. This allowed the streamlining of calendar maintenance by eliminating the Google calendar and establishing one main calendar for the public to see hours and scheduled events.

Ms. McNeilly, Ms., Hayes, and Mr. Bailey worked to integrate the Library's social media accounts into the Spring Share platforms.

In late Spring, 2017, preparations were begun to deploy SpringShare's RefAnalytics in the Library. This allows a central place for the input and retrieval of reference questions, performance data, and transaction tracking.

### **EBSCO Discovery Service**

Updates to the EBSCO Discovery Service (branded "Multi-Search" on the Library website) continued to be made on a weekly basis. There were a few interruptions in updates being deployed after transfer; these were primarily issues of file size differences, triggering fail safes, which prevented the loading of the files. These issues have been noted for future reference and resolved. Issues at EBSCO regarding automatic notification upon completion of the update process have also been resolved; these notifications are being received again.

Updates at EBSCO precipitated the temporary removal of the EDS search box from the Library's homepage. The search box code was rewritten, with the added benefit that it is now possible to configure limiters, such as full text, catalog only, peer-reviewed, and similar, to be displayed.

An issue with the integration of the Serials Solutions' 360Core service and the EBSCO Discovery service involving AUM library catalog records was also resolved. EDS began displaying links to 360Core in the results and item records for materials held by the AUM Library. Working with EBSCO Support, the issue was resolved. Related, but not as a result of this, configuration of the EBSCO Publication Finder was begun in spring 2017.

### **Work with IT Services**

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

Tim Bailey worked with ITS to re-establish login privileges for retired faculty returning as adjuncts. ITS does not change their access level automatically when faculty return to employment after retiring.

In early spring 2017 issues regarding the posting of University copyright policy came to light during an audit in preparation for the SACS reaccreditation process. Tim Bailey worked with

Tobias Mense, AUM CIO, to edit and post copyright policies and compliance documents to the University and Library websites.

ITS was contacted in Spring 2017 regarding access to Jason Kneip's old e-mail account in order to recover much needed administrative passwords to various library systems. Bill Broadway in ITS linked this e-mail account to Tim Bailey's university e-mail. Login credentials were successfully recovered for the Library's WordPress account and the administrator receiving notices was changed to Tim Bailey.

The Library's WordPress blog software was updated in spring 2017. IT Services was consulted regarding backups, and local back operations were performed as well. Monitoring continues, and updates are performed on an as-needed basis.

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

The inventory process continued in the offsite storage facilities. The Library Technology and Systems department worked with Access Services and Technical Services to facilitate the inventory process. The department provided troubleshooting, updates, and manual help in scanning materials

In addition, the inventory process was begun in Reference and Periodicals. Working with Maranda Faulk of Public Services, and Rickey Best, Collection development Librarian, a laptop was configured and updates to the inventory script were made. Options such as Voyager's Pick and Scan should be considered in the future, as the inventory script and macro are quite old and may not function well on newer versions of Windows.

JSTOR open access eBooks were added to the collection. EZProxy was configured to allow access to these works, and the JSTOR Open Access E-book Collection was set to display the selected titles in Serials Solutions' 360Core.

An assessment of materials held in VHS format was undertaken by the Library. Information regarding the circulation of materials and the holdings in this format were gathered and shared. The data was used in the weeding and replacement process.

Issues of Voyager records being "unretrievable" in Government Documents were resolved. Reported by Beth Parrish, Library Assistant, MARCIVE Weekly records were suddenly not able to be retrieved by using a keyword search of the shipping list number. The issues were found to result from the timing of the loading of the records and the running of the keyword index regeneration. While records are usually loaded by Wednesday afternoon, the indexes do not regen until late Sunday/early Monday; during that few days between those happening, keyword searching will not pull up these records in Voyager, at the client or OPAC level. Government Documents had eliminated the backlog of records, so there was no longer sufficient lag for keyword searching by shipping list to work. To resolve this, the log containing the bib IDs for the records created by the weekly updates is sent to Government Documents along with the notification that the update of been performed and the update statistics.



In early spring 2017, notice was sent by OCLC that ILLIAD would cease to be supported as an ILL platform sometime in 2018. Work toward migrating ILL functions from ILLIAD to the OCLC Tipasa platform began in late spring 2017. Karen Williams, Jessica Hayes, and Tim Bailey worked with IT Services to determine the requirements for patron records, the data which would have to be transferred, and the process for doing so. Once these requirements had been determined, the program was brought before the Banner Oversight Committee for approval, due to concerns regarding student data and transfer to an outside party (OCLC). While this was resolved, deployment was delayed until summer 2017 due to matters of indemnification.

## **Website**

With the search for a new Emerging Technology Librarian, ongoing, Tim Bailey continued to provide support for the Library's main website. Using Drupal, various policies and reports were updated on the site. Among these were two revisions of the Library's Distance Education policy, one major and one minor; the posting of Library Annual Reports; and various minor changes, such as links to Library services that had changed platforms.

Links to the AUM Library's ContentDM collections were set up. Working with Sam McNeilly, Tim Bailey set up links into the AUM Digital Thesis Collection and the AUM Library Digital Collection. These two collections can now be accessed via the Library's website and through the online catalog and Multi-Search/EBSCO Discovery Service. On receiving notification in spring 2017 that the OCLC ContentDM platform was transitioning collections of our size to paid accounts only, coordination was begun with the AUM Library Special Collections unit and Library Systems and Technology department to investigate alternative solutions to housing our digital content.

Various SpringShare widgets (calendar, hours, chat, FAQ) were deployed across the library website.

Feeds from the Library blog and LibGuides were re-established after updates to these services caused the feeds to fail.

## **Desktop/Network IT Support**

Throughout the summer and fall semesters issues of sudden unexpected reboots of computers in Reference and the Lab. These issues were not reproducible, and did not consistently recur on the same computers, though time between incidents may have caused that perception. Larry Brumby and Tim Bailey investigated the problems, though ultimately a single cause was never found. The prime suspects foresee issues have been user error and a lack of available memory in the computers affected.

The Respondus Lockdown Browser in the Lab and at reference was upgraded by Tim Bailey. Tim Bailey worked with Carl Simpson in IT Services to retrieve the required upgrade and performed the upgrades while Larry Brumby was out.

Issues with the public computer in Government Documents booting up to a login screen were reported. These issues were diagnosed and resolved in less than two days' time.

Larry Brumby continued maintenance on computers and systems in Library. Over the course of the year he updated many of the software packages and began upgrades to hardware as well. He also worked with Sam McNeilly to prepare the Library Lab for the College of Nursing's semi-annual NCLEX testing. Software was updated and Ms. McNeilly was contacted to coordinate testing the software with College of Nursing faculty before the test date.

SPSS was installed on the Library lab computers, in accordance with the campus-wide license used by IT Services.

Testing for the deployment of Windows 10 was undertaken. While ultimately not being ready for deployment, insight was gained into issues of connectivity and network latency. This will allow the Library to successfully plan and implement the deployment of Windows 10 across faculty, staff, and student desktops.

Larry Brumby continued to monitor Pharos and other print services in the Library. When issues arose, he coordinated with IT Services where appropriate or contacted contracted services for repair. Additionally, he worked with Tim Bailey and members of the Public Services team to diagnose and resolve issues of print jobs becoming "stuck" in the print queue, even after they had printed. This cause a backlog of print jobs, eventually overwhelming the printers' available memory, preventing subsequent print jobs from processing.

ARES, the Library's in house electronic reserves system was upgraded in late summer, 2016. The upgrade included working with Atlas Systems to update the software running on the server as well as increasing the memory in the machine. This service migrated to SpringShare's LibGuides Reserves service in summer 2017.

### **Emerging Technology/Webmaster**

The search for a new Emerging Technology Librarian continued. Due to administrative changes while the search process was in a slow phase, the Committee had to be reformed, with Danitra Tolbert rotating off and Van Orem of the Warhawk Academic Success Center joining. Application review was begun in earnest in spring 2017, and phone interview rubrics were devised.

## Data/Tables

### Table 1

Number of records in Voyager

Bibliographic count

- 813,572 Unsuppressed records
- 73,507 Suppressed records

Item Count

- 310,394 Unsuppressed records
- 40,062 Suppressed records

Holdings Count

- 910,292 Unsuppressed records
- 39,302 Suppressed records

### Table 2

Searches in Voyager

70,212 searches run between June 1, 2016 and May 31, 2017

- 62,411 searches run in the same time period for 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: 36,964

Total Unsuppressed: 30,421

Total Suppressed: 6,543

Unsuppressed records--

- 1 added to per
- 10 added to spec
- 117 added to main,,bc
- 1 added to juv

- 1 added to media
- 8 added to av
- 34 added to resv
- 3 added to stor,2<sup>nd</sup>
- 30 added to gpo,maps
- 76 added to video
- 23,133 added to gpo
- 772 added to main
- 13 added to pic
- 24 added to ref
- 6 added to ref,resv
- 5,948 added to internet
- 39 added to OffSite storage
- 9 added to main,os
- 1 added to gpo,web
- 195 added to gpo,ref
- 4 added to Offsite- Surplus

Suppressed records—

- 2 added to rref
- 2 added to video
- 6 added to main
- 67 added to gpo
- 5 added to internet
- 6,457 added to Internet – EBL

## Table 4

### Items deleted by location

4,411 items deleted in total from all locations, including reserves

- 84 from location main
- 25 from location “main,os” (oversized)
- 36 from location “main,bc” (browsing collection)
- 41 from location “per”
- 1 from location “per.film”
- 570 from location “ref”
- 441 from location “ref,leg3”
- 158 from location “ref,resv”
- 30 from location “rref” (Ready Reference)
- 47 from location “stor,2<sup>nd</sup>” (2nd floor storage)
- 187 from location “offsite”
- 5 from location “spec” (Special Collections)
- 15 from location “av”
- 8 from location “circ”
- 921 from location “video”
- 173 from location “resv” (Reserves)
- 3 from location “damd” (Damaged)
- 1 from location “disk”
- 1,658 from location “gpo”
- 2 from location “gpo,maps”
- 4 from location “gpo,ref”

**Library Instruction Annual Report  
2016 - 2017**

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.

Building on the progress made during the 2015-2016 year, the library instruction program enhanced its presence within the Auburn University Montgomery. For 2016-2017, the Teaching & Outreach Librarian continued to lead the Library Instruction program and organized the instruction scheduling for the four other librarians who provide Library Instruction services.

In 2016-2017, the UNIV, ENG 1020, and other humanities-based courses continued to utilize the library instruction services. The Teaching & Outreach Librarian enhanced the UNIV library instruction sessions by create a “Check Out A Librarian” service during the week in which the UNIV library assignment.

Additionally, the Teaching & Outreach Librarian and other librarians who provide library instruction began to reach out to more advanced courses and non-humanities courses. In particular, as part of the Library Instruction program, the Head of Public Services librarian collaborated with a College of Business faculty member to revise their marketing research class (MKTG 4360) and integrate more current resources into the specific research assignment. This led to an enhanced library presence in the form of a LibGuide (specialized web page w/ library or OARs) and a designated librarian who worked with the professor/students throughout the research assignment period.

Moreover, the Teaching & Outreach and Head of Public Services librarian were invited to several different faculty training sessions offered by CELT, the Faculty Development Institute, and the English Composition department to promote library instruction resources. This helped increase awareness of the resources available to faculty for library instruction which led to an increase library instruction.

## Library Instruction Sessions

Compared with 2013-2014, 2014-2015, 2015-2016, & 2016-2017

Month	Instruction Sessions 2013-2014	Instruction Sessions 2014-2015	Instruction Sessions 2015-2016	Instruction Sessions 2016-2017
June	6	6	2	5
July	1	1	0	0
August	17	5	4	4
September	8	12	29	50
October	14	10	10	8
November	2	2	8	4
December	0	0	0	0
January	3	4	5	20
February	19	14	53	40
March	4	4	4	12
April	5	1	2	3
May	0	0	0	0
<b>Totals</b>	<b>79</b>	<b>59</b>	<b>117</b>	<b>146</b>

## **Reference Annual Report 2016 - 2017**

Submitted by:  
Jessica Hayes, Head of Public Services  
Maranda Faulk, Senior Library  
Associate

### ***Department Purpose***

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

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

### ***Reference Collection Analysis***

Along with the Collection Development Librarian, the Head of Public Services and Senior Library Associate started to analyze the reference collection. The Collection Development Librarian estimated that his initial analysis would be completed by the end of the summer 2017 and then would send each subject category to the faculty for their perusal. For the Ready Reference, Faulk suggested some of the items that could be weeded.

### ***Development of New Reference Services***

#### ***Research Consultations***

During the fall 2016 semester, the Head of Public Services and the Teaching & Instruction Librarian began implementing supplemental research consultations opportunities. While the recorded results were minimal for the entire year (13), it is a service they want to continue to grow and develop.

#### ***Virtual Reference***

In the 2015-2016 time period, the AUM Library saw an overall decrease of 16% of reference transactions. While it is true that numbers overall for reference transactions are best estimates only and tend to be underreported; however, the Reference supervisors made it a goal to increase reference transactions during the 2016-2017 year.

To do this, Hayes and Faulk researched various products that would allow the AUM Library to begin offering virtual reference services. Virtual reference services are typically considered



services delivered in an online environment or through a mobile device. Three virtual reference products were considered but ultimately, Hayes and Faulk decided to go with the Springshare product called LibAnswers w/ LibChat. The AUM Library already purchases the Springshare LibGuides product so along with comparable pricing, the new virtual reference product could be easily integrated into the existing resource.

Beginning in May 2016, Hayes and Faulk partnered with Teaching and Instruction Librarian Samantha McNeilly to develop virtual reference policies, procedures, and establishing best practices for the new service. The team then developed and led training sessions for all the full-time/part-time Reference providers (excluding student workers/work study). For the summer semester 2016, the new Ask YOUR Library services began its soft-launch which allowed Reference providers the opportunity to learn the standard procedures and develop a familiarity with the new product. After a successful soft-launch, the AUM Library began widely marketing the service to the AUM community beginning in the fall semester 2016.

As with all new services and resources, adjustments were made throughout the academic year. Of these changes, the implementation of a proactive pop-up message along with an alteration to the virtual reference staffing model were the most successful and resulted in dramatic statistical changes between Fall 2016 and Spring 2017 (a 374% increase).

#### *Goals for 2017-2018*

- Implement new physical reference and usage statistical keeping system.
- Continue the collection assessment and evaluate space usage in the reference department.
- Based on collection assessment and space usage, begin researching options or ideas for space reutilization projects.
- Assess AUM users' satisfaction with our customer service in the reference/access services departments.
- Enhance marketing and promotional information about reference services to new faculty, staff, and students.

**TABLE 1  
PHYSICAL REFERENCE STATISTICS**

<b>SEMESTER</b>	<b>REFERENCE TRANSACTIONS</b>	<b>MATERIALS RESHELVED</b>
<b>SUMMER</b>		
2016-2017	1,278	86
2015-2016	1,290	130
<b>% Change</b>	<b>-9%</b>	<b>-34%</b>
<b>FALL</b>		
2016-2017	4,326	653
2015-2016	3,937	495
<b>% Change</b>	<b>10%</b>	<b>32%</b>
<b>SPRING</b>		
2016-2017	2,976	568
2015-2016	3,049	364
<b>% Change</b>	<b>-2%</b>	<b>56%</b>
<b>TOTALS</b>		
2016-2017	8,580	1,307
2015-2016	8,276	989
<b>% Change</b>	<b>4.0%</b>	<b>32%</b>

**TABLE 2**  
**VIRTUAL REFERENCE STATISTICS**

<b>SEMESTER</b>	<b>VIRTUAL TRANSACTIONS</b>
<b>SUMMER</b>	
2016-2017	8
FIRST YEAR	
<b>% Change between Semester</b>	<b>NA</b>
<b>FALL</b>	
2016-2017	57
FIRST YEAR	
<b>% Change between Summer/Fall</b>	<b>612%</b>
<b>SPRING</b>	
2016-2017	270
FIRST YEAR	
<b>% Change between Fall/Spring</b>	<b>373%</b>
<b>TOTALS</b>	
2016-2017	335

**TABLE 3**  
**ALL REFERENCE USAGE STATISTICS**

<b>SEMESTER</b> <i>Current Year</i> <i>Previous Year</i>	<b>*REFERENCE</b> <b>TRANSACTIONS</b>	<b>**MATERIALS</b> <b>RESHELVED</b>
<b>SUMMER</b>		
2016-2017	1,286	86
2015-2016	1,290	130
<b>% Change</b>	<b>-3%</b>	<b>-34%</b>
<b>FALL</b>		
2016-2017	4,383	653
2015-2016	3,937	495
<b>% Change</b>	<b>11%</b>	<b>32%</b>
<b>SPRING</b>		
2016-2017	3,246	568
2015-2016	3,049	364
<b>% Change</b>	<b>6%</b>	<b>56%</b>
<b>TOTALS</b>		
2016-2017	8,915	1,307
2015-2016	8,276	989
<b>% Change</b>	<b>7%</b>	<b>32%</b>

\* Reference transactions include questions asked via telephone calls, emails, away from the desk/library, at the reference/circulation/government documents desk, research consultations, virtual reference service (text messaging, web submissions, and live chat).

\*\* Materials Reshelled include: reference materials and serials.

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

**Technical Services Department Annual Report**  
**June 1, 2016—May 31, 2017**

Submitted by John Gantt, Head of Technical Services

Staff

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

**Mission**

Technical Services is comprised 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.

**Staff Changes**

There were no staff changes in the Technical Services Department over the course of AY 2016-2017.

**Statistical highlights**

*Acquisitions (New and Gift Materials):* After last year's 43.7% decline in new titles ordered, this year we experienced a much smaller decrease. Acquisitions staff ordered 614 new titles in AY 2016-2017. This figure represents a decrease of 83 titles, or approximately 11.9% fewer than last year's total of 697. The following are our cumulative statistics for gifts received this year by category: 153 hardback books; 125 paperbacks; 358 periodical issues and 54 miscellaneous-format items, for a total of 690 items. This total reflects an increase of 137 gift items, or 24.8% more than we received last year (553).

The Acquisitions unit received 667 volumes/items (primarily books, but also videos, CD-ROMs, and items of other types), or 38 fewer items than last year, which represents a decrease of about 5.4%. The continued decline observed this year in both new titles ordered and items received, though much more modest than last year's decline, is nonetheless indicative of ongoing budgetary challenges that temporarily became even more stringent in the last few months of the academic year. In addition, the trend in our collection development priorities in favor of

acquisition of electronic books, streaming video, and other digital content continues to have an impact on our statistics in acquisitions of physical materials such as printed books.

Acquisitions staff also completed the physical processing/labeling of 712 books this year.

*Cataloging:* Cataloging staff added 901 new titles to the catalog, which represents a decline of about 9% from last year's total of 990 titles. This figure includes print materials (both gifts and purchased items) as well as audio-visual materials. This decrease was significantly smaller than last year's figure of 37.4%. In keeping with the trends in acquisitions noted above, the decline in new print titles may be attributed to two factors: (1) an increasing emphasis on the acquisition of electronic content rather than print, and (2) ongoing budgetary constraints. Because state funding in the next few years is likely to remain tight by all projections, annual statistics for titles added are likely to remain in the modest range. On a more positive note, the number of volumes added to the collection (for titles already held) increased this year. Last year 45 such volumes were added; this year we added 150, for an increase of over 233%. This figure includes multi-part monographs (both gifts and purchased items), annuals and other continuations. Eleven copies of works already held were added to the collection this year; given our budgetary priorities and physical space constraints, our focus is on selectively adding new materials where appropriate and cost-effective, rather than adding copies of items already held. It is worth noting that despite our fiscal challenges, we added more volumes to the collection this year (1,062) than last year (1,045), taking new titles, added volumes and copies into consideration, as well as gifts. This happy result was achieved at least in part due to a concerted effort on the part of the Department to catalog gifts as promptly as possible. Consequently, gift items were one of the few areas where our statistics demonstrated an increase this year.

Our relatively modest statistics for items withdrawn from the collection in AY 2016-2017 reflect the fact that we did not engage in major weeding of our circulating collection or our periodicals. As noted below in the Projects section, our primary withdrawal targets this year were VHS videocassettes and reference materials. Taking into account all items weeded from all locations, we withdrew 1,117 titles, 388 added volumes, and 32 added copies, for a total of 1,537 volumes/items withdrawn, or 16.8% more than last year's total of 1,316. Of these 1,537 withdrawn items, 783 were VHS tapes, for a total of approximately 50.9% of items withdrawn. A significant majority of the remaining 754 withdrawn items were reference volumes.

## **Projects**

*Inventory project:* The inventory project has been unique in the way that it has brought all units of the Library together with the common goal of arriving at an item-level inventory of our entire physical collection. With all of its phases or sub-projects, each of which focused on a particular Library location, it was the single largest Technical Services-related project of the previous two academic years, beginning in 2014-2015. AY 2016-2017 saw the first slowdown in our workload associated with the project, in part because the inventory of most of the major locations is now either complete or nearly complete. Thanks to the diligent efforts of Library faculty and staff for approximately three years and counting, our catalog now reflects the physical holdings in our collection much more accurately and completely. However, because some portions of the project are still ongoing, and because we did continue to expend significant time and effort on inventory-

related tasks in Technical Services, particularly in the earlier part of AY 2016-2017, it is appropriate to include it as one of the year's noteworthy projects. This year for us, the focus was primarily on the following locations: Periodicals, second-floor Storage (both Periodicals and Reference), Offsite, and some remaining cleanup in the Legal Reference area. Our portion of the project fell into two categories: 1) Barcoding and creation of item records for items that were never previously barcoded nor inventoried at the item level; and 2) Correcting cataloging errors and other problems brought to our attention by our Library colleagues. In some cases, this corrective work was straightforward and quick, and in other cases, it entailed more in-depth investigation and editing in Voyager and/or OCLC WorldCat. The Department continued to demonstrate a strong work ethic and teamwork in tackling this project successfully over the course of the year.

*AUM Thesis Digital Collection project:* Goal 15, Objective 2 of the Library's 2010-2015 Strategic Plan reflects our long-standing intention to "implement an institutional repository so that the Library can offer access to unique holdings (e.g., theses, white papers)." Through the work of the Dean and the Special Collections & Archives faculty, the technological infrastructure is in place to digitize AUM theses and make them available via our CONTENTdm server space and its public search interface. Under the supervision of the Special Collections & Archives Librarian and with student worker assistance, all or nearly all existing AUM theses in paper format have been scanned into PDF format, and all new theses from this point forward will be "born digital." The role of the Technical Services Department in this project has been twofold: (1) to complete original cataloging for the new "born digital" theses, and (2) in the case of existing hard-copy AUM theses going back to 1990, to add persistent hyperlinks to the PDF versions to existing catalog records for the theses, both in our local Voyager catalog and in OCLC WorldCat, the international bibliographic database. Amanda Scott has worked diligently on the original cataloging of the first batch of electronic theses, and John Gantt has been adding links to the Voyager and WorldCat records. As a result of this work and that of Special Collections & Archives, scholars worldwide will have free and convenient full-text access to AUM theses. The retrospective portion of the project will continue into AY 2017-2018, although we have made significant progress already—over half of the existing thesis titles now have links in place. The original cataloging of new "born digital" theses, on the other hand, is now part of our normal workflow in Cataloging.

*VHS and reference withdrawal projects:* Over the course of AY 2016-2017, our withdrawal efforts focused primarily on VHS videocassettes and reference volumes. Because many of the cataloging-related steps entailed in these withdrawal projects are similar regardless of the format in question, I am including them together in this summary report. As noted last year, Library leadership made the decision to withdraw VHS items due to a lack of circulation and a growing awareness that patrons no longer were interested in the format. Phase 1 of the VHS withdrawal project took place that same year; and 1,216 items were identified for withdrawal based on infrequency of circulation. During Phase 2 of the project, which took place in AY 2016-2017, we withdrew the last 783 remaining VHS items in the collection, as noted in the statistical section above, with the added provision that titles determined to be essential to the collection were either purchased in DVD format or set aside for possible conversion to a suitable digital format. As also noted above, we withdrew 754 other items, the bulk of which were reference volumes. All of these withdrawals required attention to and editing of records in both the Voyager and OCLC

WorldCat databases, as well as physical processing of individual items withdrawn. Technical Services faculty and staff came together and worked effectively as a team on both projects to complete a substantial amount of work accurately and in a relatively short time frame. After having successfully completed a number of major withdrawal projects in recent years, we as a Department have had ample opportunity to hone our expertise. As Head of the Department, I am pleased that we continue to demonstrate the conscientiousness and high degree of attention to detail that are required to complete these projects successfully.

*Serials cleanup project:* Over the course of AY 2016-2017, the Technical Services Department continued to make it a priority to identify serial titles requiring editing in Voyager and/or OCLC WorldCat. Many of these issues came to our attention as a result of the dedication and detailed eye of our serials assistant, Anita. Other cataloging problems with serial records came to our attention by way of the inventory project, particularly the second-floor storage portion. For that reason, there is some overlap here with the inventory project, but because serials have been a particular focus of our catalog cleanup efforts for several years, it is appropriate for serials cleanup to be considered a project in its own right. Problems that we encountered with serial records included issues such as incorrect holdings information, links to content no longer working, and title changes incorrectly dealt with, to name just a few. In addition to our work on records for print and e-journals, Amanda continued to expend considerable time and effort on microfilm questions discovered when serial titles on microfilm moved to surplus (including some APS-related questions due to having two copies of some titles). Some of the questions required visiting the offsite or surplus locations, and so this work was time-consuming, but it served to further our goal of continually improving the completeness and accuracy of the records in our catalog. I am proud of the team's hard work and the progress we have made on the quality of our serial records, even as we look ahead to continuing our serial cleanup efforts in AY 2017-2018.

### **Staff Activities**

- Diane Westfall successfully completed two 3-day cataloging-related online courses, one on the assigning of Library of Congress (LC) subject headings to library materials and the other on assigning LC call numbers. Because Diane took the initiative to apply for funding made available by AUM HR for staff training and development, these courses were free of cost for the Library. She also participated in webinars, including one on Gale Virtual Reference Library products and another entitled "Four key competencies for engaging effectively with other cultures." Over the course of the academic year, she attended numerous training sessions given by AUM HR staff, including nine on cultural intelligence and one on communication styles. Diane continued to do an excellent job of overseeing the acquisitions-related aspects of the Demand-Driven Acquisitions program until late in the spring semester, when the program was suspended for budgetary reasons. As in previous years, Diane's record this year demonstrates her strong commitment to service and volunteering on campus, for events both in and outside the Library. To give just a few examples, she donated blood for the AUM Athletics Department blood drive, and she assisted with the following events: the Library's Halloween Open House, the Pop into the Library event, Story time with the Early Learning Center, Midterm Madness, and at least one session of Freshman Orientation. In addition to her regular acquisitions and copy cataloging duties, Diane assisted capably and diligently over the course of the year with projects such as the VHS withdrawal project, the reference withdrawal project, and the offsite and



second-floor storage portions of the inventory project. Her contributions and her spirit of teamwork were crucial to the successes that we were able to achieve as a Department.

- Anne Mulder continued working with vendors on e-journal title-level subscriptions and worked with staff in Technical Services and Systems to facilitate the process of getting records and links into Voyager. She investigated problems with serial holdings records and updated or corrected records as necessary. In addition, she paid bills and invoices and balanced the ledger with the Library Administration office as required. As part of the storage periodicals portion of the inventory project, she participated in creating item records for periodical volumes. She assisted the Department Head with the loading and transporting of numerous carts' worth of withdrawn items to the free shelves on the first floor of the Library, including both VHS tapes and reference volumes, thereby helping to free up space in our working area. Her work on all these projects made a significant difference in what we were able to accomplish over the course of the year.

- Anita Griffith became a full-time Library Assistant in 2013 with a primary appointment in Reference, but she continues to assist us with Serials for a portion of each day, and so I am including her in this report, but I am only listing activities that pertain to her work with us in Technical Services. Over the course of AY 2016-2017, in addition to her primary job duties in Serials (checking in and physically processing new issues, monitoring monthly lists for journals not received, generating claims for missing issues, processing pocket parts for various legal reference sets, etc.), Anita continued to provide capable and diligent assistance with special projects. To name just a few, these include the following: identifying cataloging problems in legal reference and helping with the ensuing catalog clean-up, compiling a thorough audit of Baker & Taylor titles in the browsing collection, and researching currently received serial titles to make sure that all of them correctly rolled over in Voyager. Her initiative in seeking out ways to improve our catalog and thereby enhance our patrons' access to the Library's resources has been exemplary. Anita's work has significantly improved the accuracy and completeness of our serial holdings information as well as the currency of links. She continued to assist us with ongoing clean-up of serial records, bringing problematic serial records to the attention of Technical Services librarians on a regular basis so that necessary corrections could be made. Her attention to detail, diligence, and team spirit continue to be vital assets contributing to our success as a Department.

- Amanda Scott was awarded tenure and promotion to Librarian II in March 2017, to take effect in fall 2017. Over the course of the academic year, she fulfilled an impressive array of service commitments. At the Library level, she served on the Collection Development Committee. She continued to serve as the Local Funding Information Network Supervisor for the Foundation Center, and in this capacity, she provided three instructional sessions on the use of Foundation Center materials, as well as in-depth individual sessions with at least two Library patrons. At the University level, in addition to representing the Library on Faculty Senate, she served on the Faculty Handbook Committee, the WAC Committee, and the Rules/Executive Committee. She served on self-study teams for SACSCOC Comprehensive Standards 3.8.1 (Learning/Information Resources) and 3.8.2 (Instruction of Library Use). At the professional level, she continued to serve on the Montgomery Higher Education Consortium Forum planning committee. Her term as an intern with the Cataloging Policy Committee of the Online Audiovisual Catalogers ended when she was appointed to a two-year term as a full member, to

begin in June 2017. She had two articles published in peer-reviewed journals, including a paper co-authored with Rickey Best, entitled “Using Choice to Measure the Availability and Use of E-books,” and another entitled “Using Library of Congress Classification with Musicals and Opera on Film.” She gave a presentation at the Alabama Library Association’s 2017 Annual Convention entitled “Mapping Holdings Data from the NUC, Pre-1956 Imprints.” She attended webinars and participated in online training sessions including Foundation Center training on topics such as FDO updates and Government Grants, as well as training on the Joanna Briggs Institute (JBI) database and Ovid Journals. She assisted with ongoing catalog cleanup efforts in a number of areas, with a focus on microfilm records, which required considerable time and effort on her part to verify holdings as well as locations (offsite, surplus, etc.). She completed original cataloging on the first batch of electronic AUM theses, which was an essential element of the ongoing AUM Thesis Digital Collection project. Another noteworthy project was her cataloging of the electronic edition of Erasmus Darwin’s *The Loves of the Plants* completed by Seth Reno’s English class. In addition to her cataloging expertise and problem-solving acumen, Amanda also brings to the Technical Services team a commitment to stay abreast of trends in the field and to learn more about the advanced features of our systems. She continues to be a strong asset of great importance to the Department.

- John Gantt fulfilled numerous service commitments over the course of the year at the Library and University levels. He served on the Library’s Collection Development Committee as well as the Emerging Technologies Librarian Search Committee. He represented the Library on the Faculty Welfare Committee, the Lectures Committee, and the Outreach Grant Committee, and he agreed to serve on the newly established Diversity & Inclusion Committee in AY 2017-2018. He led the self-study team for SACSCOC Comprehensive Standard CS 3.8.3 (Qualified Library Staff) and took primary responsibility for creating the initial draft of that portion of the SACS document along with subsequent editing, with input from other team members and the Dean. He attended the OCLC Member Forum at Troy Montgomery and OCLC webinars on topics such as selecting a new library system. He attended training sessions on the new version of Kronos (our timekeeping software), LibChat/LibAnswers (our virtual reference software), RefAnalytics, the Joanna Briggs database, and Ovid Journals, along with three Foundation Center classes, to cite just a few. He assisted with staffing the Library’s table at a number of freshman orientation sessions over the course of the academic year, speaking with incoming students and parents about the Library’s services and resources. He oversaw and coordinated the Department’s contribution to the VHS withdrawal project as well as the reference withdrawal project, which entailed the editing of Voyager records, maintaining and compiling statistics on items withdrawn, and maintaining accurate holdings information in the local catalog and in WorldCat. He also participated directly in marking items as withdrawn in the Voyager catalog and with the physical processing and final disposition of a significant percentage of the items withdrawn. He contributed to the AUM Thesis Digital Collection Project by adding persistent links to the digital versions of AUM theses to both Voyager and WorldCat records, thereby helping to extend access to this content to researchers all over the world. He added records for JSTOR-hosted open access e-journals to the Voyager catalog. With respect to serials cleanup and the remaining portions of the inventory project, in addition to supervising the department’s efforts, he contributed in hands-on fashion by researching and correcting problematic records in Voyager, changing location for some items, and assisting with barcoding and creating item records for reference and periodical volumes that had not previously been barcoded.