



**AUM Library
Annual Report
June 1, 2013 – May 31, 2014**

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**AUM Library
Annual Report
June 1, 2013 – May 31, 2014**

Submitted by:
Barbara Hightower, Library Dean

Executive Summary

This year has continued to be one of change and challenge for the Library. Progress was made toward a much needed inventory of the Library's collections, a cleanup of records in the online catalog, and improvements in the comfort and appearance of the Library. Beginning in June, students could reserve group study rooms on the third and fifth floors online. The Library increased weekend hours during finals and joined the Warhawk Academic Success Center and the Learning Center in providing snacks for students on those Sundays. The chairs that had been in the classroom/lab since the late 1990's were replaced. Chairs at the tables were reupholstered in brighter colors. Students appreciated both changes. To better use available Library space and to clear space in our off-site storage for a Speech & Hearing classroom, we discarded print and microform materials that did not support the curriculum or that are accessible in electronic format.

We saw an increase in the number of items checked out by users, and an increase in the number of users in Archives & Special Collections. Government Documents also saw an increase in reference transactions. Tables on the second floor and the classroom/computer lab frequently were busy. The number of interactions at the Reference Desk increased by 8%. The number of library instruction sessions declined by 33.6% in the number of sessions taught and 31.5% in the number of students attending. This decline is primarily attributed to the change in ENGL1010 assignments. Beginning in Fall 2013, students were not required to complete a research assignment in these classes.

While we made progress in some areas, the substantial cut of 20% in the Library's O&M budget required cancellation of resources including Wiley Interscience, Journal Citations Report, current materials in the American Chemical Society database, and downsizing the Sage Premier collection to focus entirely on education. A number of journal subscriptions were also cancelled. The loss of these resources diminishes the Library's ability to support the curriculum and research needs of AUM's students and faculty. The 26.8% increase in the number of interlibrary loan requests made by the Library's users and the decrease of 17.6% in the number items loaned by the Library to other libraries can be attributed, at least in part, to the loss of our resources.

The Library continues to face a number of significant staffing challenges. Currently seven library faculty (including the Dean), 14 full-time staff, three part-time staff, and student workers carry on the operations of the Library, which is open over 80 hours/week. The Dean is the direct supervisor for four library faculty and eight of the full-time staff (57% of the Library's full-time employees). Direct reports to the Dean should be five (24% of the full-time employees). In addition, the Dean continues to serve as the Library Instruction Coordinator. When the Dean retires April 1, 2015, the Library Instruction Coordinator's duties will need to be shifted to another librarian if we are not allowed to hire a new librarian.

The Head of Public Services position remains vacant. This position is critical to operation of the Library as Access Services, Archives/Special Collections, Collection Development, Government Documents, Library Instruction, and Reference come under Public Services. In the absence of a Head of Public Services, these areas report to the Library Dean.

Government Documents continues to be staffed by two full-time staff with the assistance of Rickey Best, the Collection Development Librarian. To adequately function as a regional depository, the full-time faculty position for this area should be filled.

Conversion of two part-time staff positions to full-time positions in Interlibrary Loan and Reference in September eased the workload in these areas. In March, Tim Bailey (Systems Librarian) assumed supervision of Jason Kneip (Web Services and Emerging Technologies Librarian), removing one direct report from the Dean.

Goals for 2014-2015

- Hire a new Dean of the Library
- Complete the Library's new website
- Complete the inventory of the collections and cleanup of the online catalog
- Increase the number of e-books
- Increase awareness of the Library's resources
- Investigate better use of existing space
- Investigate further digitization of archival collections

Access Services Circulation/Reserves

Submitted by:
Karen Williams, Access Services Librarian

The Access Services unit supports the mission of the AUM Library by providing access to the physical information resources that support the curriculum and research needs of AUM's faculty, students, and staff. The unit also assists in supplying the informational needs of the general public. The Access Service unit is located on the first floor and offers the first opportunity for patrons to ask questions concerning the library, the building and the campus. This unit is responsible for checking out circulating materials, including reserve materials and books borrowed via interlibrary loan and universal borrowing. The unit is also responsible for the maintenance of the circulating collection, including shelving new books, re-shelving, shelf-reading, and stacks maintenance. The Access Services unit has one faculty librarian position, 4 full-time staff positions and 2 part-time staff positions. The librarian position was staffed by Karen Williams. The full-time staff positions were staffed by Tom Russell, Tone Aultman, Tabitha Singleton, and Beth Parrish

Between June 1, 2013 and May 31, 2014 a total of materials 10,423 were circulated. This is a 4% increase from the previous year, when 10,049 materials were circulated. (See Appendix A) The literature, history, social sciences and medicine/nursing areas of the collection had the most use. (See Appendix B) The total use of traditional reserves items, including newspapers was 1,628. There were 153 items placed on traditional reserve. There were a total of 43 electronic reserve items, which were used a total of 1039 times. (See Appendix C and D)

The circulation of materials increased in the following user groups: AUM Alumni, Auburn undergraduates, Visiting Scholars, and AUM graduate and undergraduate students. All other user groups remained the same or saw a decrease in circulation. (See Appendix B)

A reserve system for the Group Study Rooms on the third and fifth floor was introduced in June. The rooms were checked out a total of 754 times. The most popular times to check out the group study rooms were between the hours of one and three. (See Appendix F)

Goals Completed for the 2013-2014 year:

1. Investigate the feasibility of conducting an inventory using shareware that integrates with Voyager. (Assessment: using the shareware, inventory was completed in both the Travel and Media collections. Procedures for inventory were developed and refined.)

Goals not accomplished for 2013-2014

1. Investigate feasibility of automatically sending delinquent accounts to the Cashier's Office via Banner. (Assessment: process and needed steps determined, interested parties contacted) This has not been thoroughly investigated.

Goals for 2014-2015

1. Continue towards the completion of the goals currently in progress and the goals not accomplished.
2. Conduct an inventory of the main, oversized, off-site and juvenile/picture book collections. Identify and search for not on shelf items.

APPENDIX A
CIRCULATION DEPARTMENT STATISTICS FOR 2013-14
(excludes ILL charges and universal borrowing charges)

Patron Group	2012-2013	2013-2014	%Change
AUM Alumni	222	265	25%
AUM Spouse	0	0	0
Business/State Agencies	0	0	0
Community Users	565	383	- 32%
Consortia	250	173	- 31%
Continuing Ed. Students	0	0	0
FAC (Auburn)	1	0	-100%
GRAD (Auburn)	4	2	- 50%
MFAC (AUM)	1791	1385	- 23%
MGRAD (AUM)	1437	1521	6%
MSTAF (AUM)	631	612	- 3%
MUND (AUM)	5110	6010	18%
STAFF (Auburn)	22	0	- 100%
UND (Auburn)	3	14	367%
Visiting Scholars	13	58	347%
Total	10,049	10,423	4%

APPENDIX B
Circulation Transactions by Library of Congress Classification

Class	Charge Transactions	Class	Charge Transactions
AC	3	DB	2
AM	1	DC	69
B	66	DD	16
BD	7	DF	48
BF	143	DG	17
BJ	21	DJK	2
BL	66	DK	27
BM	9	DL	2
BP	8	DP	4
BQ	4	DR	7
BR	29	DS	128
BS	48	DT	70
BT	21	DU	1
BV	14	DX	1
BX	21	E	727
CB	7	F	155
CC	2	G	9
CR	3	GA	1
CT	6	GE	1
D	189	GF	12
DA	77	GN	10
		GR	6

Class	Charge Transactions	Class	Charge Transactions
GT	31	JV	13
GV	137	JX	4
H	20	JZ	36
HA	19	K	5
HB	20	KD	9
HC	38	KF	54
HD	99	KJA	1
HE	3	KL	4
HF	71	LA	22
HG	12	LB	331
HJ	7	LC	64
HM	54	M	15
HN	14	ML	87
HQ	176	MT	5
HS	1	N	140
HT	30	NA	19
HV	200	NB	16
HX	15	NC	34
JA	12	ND	124
JC	50	NE	7
JF	17	NK	10
JK	70	NX	20
JN	7	P	75
JQ	3	PA	117
JS	4	PB	1

Class	Charge Transactions	Class	Charge Transactions
PC	14	QR	77
PE	25	R	23
PF	7	RA	33
PG	16	RB	24
PJ	8	RC	115
PK	1	RD	9
PL	46	RF	5
PN	755	RG	13
PQ	88	RJ	33
PR	939	RM	27
PS	912	RS	5
PT	29	RT	144
Q	22	S	8
QA	201	SB	9
QB	2	SD	1
QC	25	SF	1
QD	22	SK	1
QE	3	T	12
QH	33	TA	2
QK	3	TD	9
QL	24		
QM	1		
QP	50		

Class	Charge Transactions
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TF	1
TJ	1
TK	6
TL	2
TN	1
TP	8
TR	14
TS	1
TT	5
TX	10
U	8
UA	19
UB	2
UF	3
UG	4
V	3
VC	1
VM	1
W	7
Y	2
Z	30
ZA	3

TOTAL 8,323

**Appendix C
Miscellaneous Statistics**

	2012-2013	2013-2014	%Change
ALL print reserve charges (includes newspapers)	1,602	1,628	2%
Guest cards purchased	27	25	- 8%
K-12 Students	195	137	-30%
Monies Collected	\$4550.84	\$3,445.61	-25%

**Appendix D
Reserve Statistics-Print**

Semester	# of Reserve items
Summer 2013	6
Fall 2013	41
Spring 2014	106
Total	153

Electronic Reserves

Semester	Database link	Posted Article	Open Web	Uses
Summer 2013	2	0	0	5
Fall 2013	0	21	0	422
Spring 2014	0	20	0	612
Total	2	41	0	1,039

Appendix E
MONEY RECEIVED AT CIRCULATION

Category	Amount
Book and Material Replacement	\$453.36
Fines	\$2,312.25
Guest Card Purchased	\$625.00
ILL Charges	\$55.00
Total	\$3,445.61

Appendix F
Group Study Rooms Circulation by time of day

Time	# of Checkouts
8:00 am	42
9:00 am	36
10:00 am	47
11:00 am	46
12:00 pm	53
1:00 pm	68
2:00 pm	86
3:00 pm	88
4:00 pm	61
5:00 pm	61
6:00 pm	66
7:00 pm	44
8:00 pm	44
9:00 pm	11

Archives & Special Collections

Submitted by:
Samantha McNeilly
Senior Library Associate, Archives & Special Collections

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 hours of operation are Monday-Friday from 7:45am until 4:45pm. Hours of operation may vary due to staff scheduling for desk shifts and other duties. The unit consists of one full-time senior library associate 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 36 new titles during the past year. The University Archives & Manuscripts section currently holds approximately 750 cubic feet of records. The following materials represent the most substantial accessions over the past year:

- 6 cubic feet, Foster Dickson collection (*items delivered in June, deal completed in May)
- 2 cabinets of Tenure & Promotion materials

Physical Environment and Conditions

The department moved to a larger area on the 8th 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. The staff also continues to strive for the most desirable environmental conditions in the unit through the following methods: running dehumidifiers when necessary.

Records Management Activities

Senior Library Associate, Samantha McNeilly 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: 110 cu. ft.

Please see **Table D** for further information on records management activities for the past year.

Projects and Accomplishments

- Archives and Special Collections has a regular student worker who assists in processing collections.
- Processing: the following collections were processed to some degree during the past year:
 - Capri Files: 2 cu. ft.
 - Deaccession and donation of approx. 23 blueprints
- A digitization project to scan all of the photos held in the Archives was undertaken. There were approximately 700 photos added to the collection. Collection total= approx. 2000.

Usage Statistics

The number of walk-in visitors to Archives and Special Collections during 2013-14 was 49. This figure is up from 2012-13 during which there were 41 visitors. Our largest patron group continues to be undergraduate students, followed by AUM faculty and staff and graduate students, who use our facilities at nearly an equal ratio. A detailed report of statistics in the aforementioned areas can be found at the end of this report. During 2013-14 we had two visiting scholars who conducted research in the Congressman William Dickinson Collection; it remains our most utilized collection.

Goals for 2013-14

- Acquisition and processing of the Temple Beth Or collection
- Continue creating a working inventory of archival holdings
- Continue digital database of photos
- Increase awareness of Records Management program
- Increase awareness of Archives & Special Collections holdings
- Continue working with the Technical Services unit to build our digital library holdings by adding digitized materials using CONTENTdm
- Analyze collections that would be suitable for digitization
- Look into feasibility of digitizing AUM Thesis collection

Table A
Archives & Special Collections Usage Statistics

Walk-in Visits by Patron Type							
Status	Faculty	Staff	Under-graduat	Graduate Students	Public	Visiting Scholars	Total
2013							
June	0	0	0	0	2	0	2
July	0	3	1	0	0	1	5
August	0	0	1	1	0	0	2
September	1	0	9	0	1	0	11
October	1	0	5	0	1	0	7
November	0	0	2	0	0	0	2
December	0	0	1	0	0	0	1
	2	3	19	1	4	1	30
2014							
January	0	0	0	0	2	0	2
February	0	0	0	0	1	0	1
March	1	1	3	2	3	0	10
April	0	0	1	0	2	0	4
May	0	0	1	0	0	1*	2
	3	4	24	3	13	2	19
Total by Patron Type							49
* multiple visits by same visiting scholar (6)							

**Table B
Walk-in Visits by Collection Type/Service**

Walk-in Visits by Collection Type/Service					
	Special Collecti ons	Archive s	Geneal ogy / Local	Records Managem ent	
2013					
June	2	0	0	0	2
July	2	3	0	0	5
August	1	1	0	0	2
September	10	0	1	0	11
October	6	0	1	0	7
November	2	0	0	0	2
December	1	0	0	0	1
	24	4	2	0	30
2014					
January	0	0	2	0	2
February	0	0	1	0	1
March	7	2	1	0	10
April	2	1	1	0	4
May	1	6	0	0	7
	10	9	5	0	24
Totals by Collection Type	34	13	7	0	54
Total Walk-in Visits					54
*49 individuals, 54 visit types					

Table C
Walk-in Use by Patron & Collection Type

Walk-in Use by Patron & Collection Type							
Status	Faculty	Staff	Under-graduates	Graduate Students	Public	Visiting Scholars	Total
Special Collections	3	1	20	1	7	0	32
Archives	0	3	2	2	0	7	14
Genealogy/Local History	0	1	0	0	6	0	7
Other		1	0	0		0	1
Total	3	6	22	3	13	7	54
					Total Collections		

Table D
Records Management Activities

Records Management Activities		
	Dispositi on Request s	Vol.of Records Approve d (cu. ft.)
2013		
June	5	67.00
July	0	0.00
August	3	32.00
September	1	5.00
October	0	0.00
November	0	0.00
December	0	0.00
	9	104.00
2014		
January	1	6.00
February	0	0.00
March	0	0.00
April	0	0.00
May	0	0.00
	1	6.00
Requests Approved		
	10	110.00
Total Vol. of Records Approved for Destruction		

Collection Development

Submitted by:
Rickey Best, Collection Development Librarian

Introduction

The library has seen numerous challenges during this past year caused by the loss of space to house its collections. The library has had to weed 913 serial titles, consisting of 22,477 volumes from the collection. These totals do not reflect the data for June of 2013, which will be reported on the next annual report. The loss of these titles will impact library services, both to the campus community as well as to other libraries by limiting support we can provide through Interlibrary Loan.

The library ordered 1,292 titles for the collection (1,281 monographs, 11 video recordings). During the 2013-2014 reporting year, the library received as gifts 227 hardback titles, 240 paperback, 0 periodical issues, and 11 dvd/video/audio discs. Of this total, the library added 68 hardback titles (30%), 50 softback titles (21%), 0 periodical issues (5%), and 10 of the dvd/video/audio discs (91%). Due to the reduction in space available to the library, a determination has been made that the library will no longer accept gifts without prior agreement.

This year saw cancellations of the Wiley Interscience Data Base and the Journal Citations Report; the American Chemical Society database, although the library did retain access to the ACS web archives product; the Sage Premier collection was downsized to focus entirely upon education, losing access to a number of social science journals which have been beneficial for course and program assessments. The library also cancelled access to the ProQuest Newsstand database, removing access to more than 200 newspapers.

The library undertook a survey of the faculty at the request of the faculty senate to discern which databases held by Auburn that the faculty wants access to. The survey indicated that a number of faculty were unaware that the library already had access to the sources they were asking us to get from Auburn.

Unfortunately, access to the Auburn library databases is not possible for the faculty on this campus because of vendor license restrictions. Using the survey, the library did identify databases such as PAIS (Political Science and Public Administration) and EdITLib (Education) which we have added. The Library has also provided access to open source databases such as ArXiv (Mathematics, Physics and Engineering). The library is continuing to review the requests and asking for price quotes from vendors.

Database Usage Statistics

This year has seen some significant increases in use for some databases, combined with continuing reductions in use for other databases. The library is demonstrating good return on investments for the majority of its full-text subscriptions. Table one below shows average cost per full-text retrieved. Table two shows the average cost per search for those databases which are indexes only and do not link out to full text.

Table One
Cost per Full-Text Retrieval by Database

Database	Cost per Full-Text Retrieved
CQ Researcher Databases	\$0.31
Cinahl Plus Text	\$0.37
PQ Nursing & Allied Health	\$0.74
SportDiscus	\$0.94
PsycArticles	\$0.97
Westlaw Campus (based on transactions)	\$0.99
Criminal Justice Periodicals Index w/text	\$1.25
New York Times	\$1.51
JSTOR	\$1.59
SocIndex w/text	\$1.71
Cochrane Library	\$2.35
Market Research Reports	\$2.78
Communication & Mass Media Complete	\$2.89
Standard & Poor's Net Advantage (based on analysis)	\$2.95
PQ Research Library	\$3.07
PsycCritiques	\$3.90
Art Full Text	\$4.30
Library Literature	\$4.49
Science Direct	\$5.55
Mergent	\$5.66
Newsstand	\$5.84
Sage	\$6.74
LION	\$8.12
PQ Dissertations & Theses	\$8.39
Oxford	\$9.79
Project Muse	\$13.54
PQ Congressional	\$24.69
MLA	\$49.51
American Chemical Society	\$65.64
PsycTests	\$88.65
History Vault: Black Freedom	\$200.00
ERIC	\$334.00
History Vault: JFK to Watergate	\$500.00
Average Cost	\$40.09

Databases such as ERIC with Full-Text have been impacted by the pulling of the ERIC documents from online because of privacy issues with personally identifiable information about the researchers. ERIC still serves its purpose as an index. For patrons that need ERIC

documents, the Library can request a priority rush to correct and scan the original microfiche and make that available, though this process has not proven to be trouble free.

Databases which showed the most significant declines in full-text retrieval from the previous year are included in table three below.

Table Two
Average Cost per Search on
Index only databases

America: History & Life	\$.03
BioAbstracts	\$16.64
EconLit	\$.02
ERIC	\$38.96
Historical Abstracts	\$.03
MathSciNet	\$.23
PsycInfo	\$.05

Table Three
Databases Showing Usage Decline

Database	Percentage Decline from 2013 Statistics
American Chemical Society	<7.12%>
Bio One	<53.69%>
Cinahl Plus Text	<23.56%>
CQ Databases	<53.79%>
LION	<34.07%>
MLA via LION	<42.78%>
Market Research.com	<59.47%>
Mergent	<88.10%>
Oxford Journals	<28.55%>
PQ Criminal Justice Periodicals Index	<9.54%>
PQ Education	<67.89%>
PQ Nursing & Allied Health	<33.85%>
PsycArticles	<0.004%>
PsycCritiques	<49.74%>
Sage (Education)	<5.72%>
SocIndex with Full-Text	<10.53%>
WestLaw Campus (Docs / Lines viewed)	<87.93%>

Academic Search Premier: This database is available to the library through the Alabama Virtual Library. Usage data is provided to demonstrate the potential impact should the AVL cancel this product and the AUM library be required to pick it up.

Table Four
Academic Search Premier

Month	FT Retrieved FY 2012-2013	FT Retrieved FY 2013-2014	% Change for FT Retrieved
June	1,368	1,202	<12.13%>
July	1,529	1,950	27.53%
August	1,051	945	<10.08%>
September	2,195	2,046	<6.78%>
October	3,166	3,004	<5.11%>
November	4,665	3,257	<30.18%>
December	1,365	1,217	<10.84%>
January	938	1,250	33.26%
February	3,327	2,718	<18.30%>
March	3,098	2,356	<23.95%>
April	5,322	4,025	<24.37%>
May	931	501	<46.18%>
Total	28,955	24,489	<15.42%>

Alabama Virtual Library Databases

These databases are available to the library through the Alabama Virtual Library. Usage data is provided to demonstrate the potential impact should the AVL cancel this product and the AUM library be required to pick it up.

Table Five
AVL Databases

Database	FT Retrieved FY 2012-2013	FT Retrieved FY 2013-2014	% Change for FT Retrieved
19 th Century British Newspapers	0	28	Infinity
19 th Century UK Periodicals	0	0	N/A
Academic One File	210	805	283.33%
Agriculture Collection	1	5	500.00%
Business Index ASAP	137	139	1.45%
Business Insights: Essentials	2,235	959	<57.09%>
Business & Company Resource	202	0	<100.00%>

Center			
Communications & Mass Media Collection	5	108	2,006.00%
Contemporary Authors	0	0	N/A
Contemporary Literary Criticism	28	23	<17.85%>
Culinary Arts Collection	0	21	Infinity
Educator's Reference Complete	67	123	83.58%
Eighteenth Century Collections Online	2,828	1,675	<40.77%>
Expanded Academic ASAP	512	400	<21.87%>
Fine Arts & Music Collection	0	65	Infinity
GreenR	7	4	<42.85%>
Gale Literary Databases	80	34	<57.50%>
Gale Virtual Reference	53	14	<73.58%>
Gardening, Horticulture & Landscape	0	2	Infinity
General OneFile	89	36	<59.55%>
Total	6,454	4,441	<31.18%>

America: History and Life: The cost for this index is \$3,806.08.

*Table Six
America: History and Life*

Month	Searches FY 2012- 2013	Searches FY 2013- 2014	% Change for Searches
June	6,374	5,216	<18.16%>
July	6,238	5,734	8.07%
August	4,970	6,336	27.48%
September	9,130	10,470	14.67%
October	13,810	12,317	<10.81%>
November	13,341	12,656	<5.13%>
December	4,372	4,239	<3.04%>
January	3,567	5,416	51.83%
February	13,047	15,539	19.10%
March	10,167	11,354	11.67%
April	15,962	19,301	20.91%
May	3,088	2,920	<5.44%>
Total	104,066	111,498	7.14%

Cost per search \$3,806.08 / 111,498 \$0.03 = \$.03

It appears that the federated searching link from Ebsco that is in operation has influenced the searches attributed to America: History and Life – generalized searches were made against each database and have attributed searches more broadly than desired.

American Chemical Society: The Library subscription cost for this database is \$2,200.00.

Table Seven
American Chemical Society

Month	FT Retrieved FY 2012-2013	FT Retrieved FY 2013-2014	% Change for FT Retrieved
June	17	31	82.35%
July	11	180	1,536%
August	16	6	<62.50%>
September	3	52	1,633.33%
October	53	17	<67.92%>
November	5	48	860.00%
December	77	4	<94.80%>
January	62	13	<79.03%>
February	37	2	<94.59%>
March	45	1	<97.77%>
April	33	6	<81.81%>
May	34	5	<82.29%>
Total	393	365	<7.12%>

NOTE: The library was forced to cancel its subscription to the ACS current titles in January of 2014. The cost per full-text retrieved below indicates the cost per retrieval. The cost per archives reflects what the library is currently paying based on its subscription to the archives only component.

Cost per Full-text retrieved: $\$23,961.25 / 365 = \65.64

Cost per archives only (since January 2014) $\$2,200 / 27 = \81.48

As this chart indicates, the library subscription costs to the full-site were cost effective in providing access to the more current journals not included in the archives collection.

Art Full-Text: Subscription cost for this database is \$5,022.30.

Table Eight
Art Full-Text

Month	FT Retrieved FY 2012-2013	FT Retrieved FY 2013-2014	% Change for FT Retrieved
June	54	34	<37.03%>
July	31	79	154.83%
August	13	8	<3.84%>
September	34	37	8.82%
October	88	147	67.04%
November	124	170	37.09%
December	55	26	<52.72%>
January	19	25	31.57%
February	190	107	<43.68%>
March	121	275	127.27%
April	162	253	56.17%
May	31	5	<83.87%>
Total	922	1,166	26.46%

Cost per full-text retrieved: \$5,022.30 / 1,166 = \$4.30 per article

Biological Abstracts (ISI Web of Knowledge): Subscription Cost for this database is \$3,378.67

Table Nine
Biological Abstracts

Month	Items Requested FY 2012-2013	Items Requested FY 2013-2014	% Change for Items Requested
June	6	0	<100.00%>
July	3	33	1,000.00%
August	8	23	187.50%
September	22	11	<50.00%>
October	13	20	53.84%
November	10	18	80.00%
December	1	8	800.00%
January	1	33	3,333.33%
February	27	21	<22.22%>
March	71	30	<57.74%>
April	24	0	<100.00%>

May	0	6	Infinity
Total	186	203	9.13%

Cost per items requested $\$3,378.67 / 203 = \16.64 per article.

BioOne: Subscription cost for this database is \$5,380.28

Table Ten
BioOne

Month	Searches 2012-2013	Searches FY 2013- 2014	% Change for Searches
June	59	21	<64.40%>
July	36	24	<22.22%>
August	66	53	<19.69%>
September	187	65	<65.24%>
October	99	36	<63.63%>
November	162	32	<80.24%>
December	43	27	<37.20%>
January	21	37	76.19%
February	67	40	<40.29%>
March	59	30	<49.15%>
April	33	17	<48.48%>
May	6	6	0.00%
Total	838	388	<53.69%>

Cost per item requested $\$5,380.28 / 388 = \13.86 per article.

Business Source Premier: This database is available to the library through the Alabama Virtual Library. Usage data is provided to demonstrate the potential impact should the AVL cancel this product and the AUM library be required to pick it up.

Table Eleven
Business Source Premier

Month	FT Retrieved FY 2012-2013	FT Retrieved FY 2013-2014	% Change for FT Retrieved
June	862	517	<40.02%>
July	720	791	9.86%
August	645	1,336	107.13%
September	1,525	2,917	91.27%
October	1,097	1,785	62.71%
November	1,132	1,583	39.84%
December	196	479	144.38%
January	278	534	92.08%
February	1,089	1,319	21.12%
March	1,216	1,093	<10.11%>
April	1,435	2,157	50.31%
May	198	274	38.38%
Total	10,393	14,785	42.25%

CINAHL Plus Full-Text: Subscription cost for this database is \$4,007.88.

Table Twelve
CINAHL Plus Full-Text

Month	FT Retrieved FY 2012-2013	FT Retrieved FY 2013-2014	% Change for FT Retrieved
June	1,438	819	<43.04%>
July	2,360	889	<62.33%>
August	963	67	<93.04%>
September	909	1,132	24.53%
October	1,062	1,285	20.99%
November	1,797	1,134	<36.89%>
December	291	107	<63.23%>
January	666	1,110	66.66%
February	1,562	1,092	<30.08%>

March	1,144	987	<13.72%>
April	1,465	1,330	<11.80%>
May	357	219	<38.65%>
Total	14,014	10,711	<23.56%>

Cost per full-text retrieved is \$4,007.88 / 10,711 = \$0.37

Cochrane Library: Subscription cost for this database is \$2,712.00

Table Thirteen
Cochrane Library

Month	FT Retrieved FY 2012-2013	FT Retrieved FY 2013-2014	% Change for FT Retrieved
June	215	153	<28.83%>
July	126	110	<12.69%>
August	71	115	61.97%
September	124	181	45.96%
October	66	182	175.75%
November	46	60	30.43%
December	10	4	<60.00%>
January	26	96	269.23%
February	120	64	<46.66%>
March	117	112	<4.27%>
April	15	55	266.66%
May	5	22	340.00%
Total	941	1,154	22.63%

Cost per full-text retrieved \$2,712.00 / 1,154 = \$2.35 per article.

Communication & Mass Media Complete: Subscription cost for this database is \$4,441.15.

Table Fourteen
Communication & Mass Media Complete

Month	FT Retrieved FY 2012-2013	FT Retrieved FY 2013-2014	% Change for FT Retrieved
June	54	75	38.88%
July	25	66	164.00%
August	49	72	46.93%
September	137	90	<34.30%>
October	350	102	<70.85%>
November	223	182	18.38%
December	43	68	58.13%
January	64	67	4.68%
February	131	255	94.65%
March	173	258	49.13%
April	192	271	41.14%
May	53	29	<45.28%>
Total	1,494	1,535	2.74%

Cost per full-text retrieved \$4,441.15 / 1,535 = \$2.89 per article.

Congressional Quarterly Database: Subscription cost for this database (CQ Researcher) is \$614.00.

Note: Other databases come with CQ Researcher.

Table Fifteen
Congressional Quarterly Databases

Dataset	Total Searches FY 2012/13	Total Searches FY 2013/14	% Change	Pages Viewed FY 2012/13	Pages Viewed FY 2013/14	% Change
CQ Congress	14	43	207.14%	153	167	9.79%
CQ Electronic Library	775	610	<21.29%>	7,759	1,746	<77.49%>
CQ PAC	176	555	215.34%	2,657	2,094	<21.18%>
CQ Researcher	1,037	1,158	11.66%	12,569	6,483	<48.42%>
CQ SSC	201	520	158.70%	3,183	1,486	<53.31%>
CQ Weekly	26	64	146.15%	209	281	34.44%
Total	2,229	2,950	32.34%	26,530	12,257	<53.79%>

Cost per pages viewed: \$614.00 / 12,257 = \$0.05 per page viewed.

Table Sixteen
CQ Databases Full-Text Retrieved

Month	FT Retrieved FY 2012- 2013	FT Retrieved FY 2013- 2014	% Change for FT Retrieved
CQ Global Researcher	8	95	1,087.50%
CQ Researcher	1,358	1,765	29.97%
CQ Weekly	32	100	212.50%
Total	1,398	1,960	40.20%

Cost per full-text retrieved \$614.00 / 1,960 = \$0.31 per article.

EconLit: Subscription cost for this database is \$2,433.00

Table Seventeen
EconLit

Month	FT Retrieved FY 2012- 2013	FT Retrieved FY 2013- 2014	% Change for FT Retrieved
June	0	0	0%
July	0	0	0%
August	0	0	0%
September	0	5	Infinity
October	0	0	0%
November	6	0	100.00%
December	1	0	100.00%
January	0	0	0.00%
February	0	0	0.00%
March	0	0	0.00%
April	1	4	300.00%
May	0	1	Infinity
Total	8	10	25.00%

Table Eighteen
EconLit

Month	Searches FY 2012- 2013	Searches FY 2013- 2014	% Change for Searches
June	3,049	5,167	69.46%
July	15,716	5,724	<63.57%>
August	9,905	6,243	<36.97%>
September	12,839	10,339	<19.47%>
October	3,531	12,144	243.92%
November	4,290	12,525	191.95%
December	13,108	4,208	<67.89%>
January	13,632	5,398	<60.40%>
February	9,096	15,414	69.45%
March	4,941	11,365	130.01%
April	6,153	19,113	211.59%
May	6,371	2,892	<54.60%>
Total	102,631	110,532	7.69%

Cost per full-text retrieved \$2,433.00 / 10 = \$243.30 per article
 Cost per search \$ \$2,443.00 / 110,532 = \$0.02

Historical Abstrac: Subscription cost for this database is \$3,806.08.

Table Nienteen
Historical Abstracts

Month	Searches FY 2012- 2013	Searches FY 2013- 2014	% Change for Sessions
June	6,361	5,163	<18.83%>
July	6,153	5,730	<6.87%>
August	4,955	6,275	26.63%
September	9,093	10,386	14.21%
October	13,753	12,222	<11.13%>
November	13,405	12,581	<6.14%>
December	4,353	4,213	<3.21%>
January	3,545	5,407	52.52%
February	12,985	15,489	19.28%
March	10,103	11,403	12.86%
April	15,900	19,275	21.22%
May	3,066	2,889	<5.77%>

Total	103,672	111,033	7.10%
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Cost per search is \$3,806.08 / 111,033 = \$0.03 per search.

JSTOR: Maintenance costs for these databases are \$34,600.00 annually.

Table Twenty
JSTOR

Month	FT Retrieved FY 2012- 2013	FT Retrieved FY 2013- 2014	% Change for FT Retrieved
June	1,326	1,090	<17.79%>
July	1,345	1,309	<2.67%>
August	784	717	<8.54%>
September	2,031	1,381	<32.00%>
October	1,834	2,173	18.48%
November	3,125	2,609	<16.51%>
December	1,310	1,249	<4.65%>
January	1,230	1,120	<8.94%>
February	1,965	2,486	26.51%
March	2,047	2,830	38.25%
April	3,252	3,671	12.88%
May	670	996	48.65%
Total	20,919	21,631	3.40%

Cost per full-text retrieved \$34,600.00 / 21,631 = \$1.59 per article retrieved.

Library Literature: Subscription cost for this database is \$2,206.67

Table Twenty-One
Library Literature

Month	FT Retrieved FY 2012- 2013	FT Retrieved FY 2013- 2014	% Change for FT Retrieved
June	16	24	50.00%
July	41	20	<51.21%>
August	14	8	<42.85%>

September	8	32	300.00%
October	12	62	416.66%
November	41	154	275.60%
December	91	34	<62.63%>
January	40	11	<72.50%>
February	53	24	<54.71%>
March	46	25	<45.65%>
April	73	82	12.32%
May	14	15	7.14%
Total	449	491	9.35%

Cost per full-text retrieved is \$2,206.67 / 491 = \$4.49 per article.

LION / MLA: Subscription cost for this database is \$3,616 (LION); \$5,496 (MLA)

Table Twenty-Two
LION / MLA

Month	LION FT Retrieved FY 2012-2013	LION FT Retrieved FY 2013-2014	LION % Change for FT Retrieved	MLA FT Retrieved FY 2012-2013	MLA FT Retrieved FY 2013-2014	MLA % Change for FT Retrieved
June	40	44	10.00%	2	6	200.00%
July	62	15	<75.80%>	7	5	<28.57%>
August	13	9	<30.76%>	11	7	<36.36%>
September	46	69	50.00%	19	4	<78.94%>
October	78	128	64.10%	23	14	<39.13%>
November	122	73	<40.16%>	32	1	<96.87%>
December	76	23	<69.73%>	20	6	<70.00%>
January	45	7	<84.44%>	19	8	<57.89%>
February	39	35	<10.25%>	2	7	250.00%
March	9	14	55.55%	23	11	<52.17%>
April	130	22	<83.07%>	21	26	23.80%
May	14	6	<57.14%>	15	16	6.66%
Total	675	445	<34.07%>	194	111	<42.78%>

Cost per full-text retrieved LION is \$3,616.00 / \$8.12

Cost per full-text retrieved MLA is \$5,496.00 / \$49.51

Market Research Database: Subscription cost for this database is \$3,045.00

Table Twenty-Three
Market Research

Month	Pages Viewed FY 2012-2013	Pages Viewed FY 2013-2014	% Change in Pages Viewed
Total	2,702	1,095	<59.47%>

Cost per pages viewed is $\$3,045 / 1,095 = \2.78%

MathSciNet: Subscription cost for this database is \$565.95

Table Twenty-Four
MathSciNet

Month	Searches FY 2012-2013	Searches FY 2013-2014	% Change for Searches	Records Viewed FY 2012-2013	Records Viewed FY 2013-2014	% Change
June	147	378	157.14%	42	185	340.47%
July	136	432	217.64%	56	220	292.85%
August	203	319	57.14%	75	171	128.00%
September	242	339	40.08%	69	161	133.33%
October	126	208	65.07%	36	103	186.11%
November	273	117	<57.14%>	105	35	<66.66%>
December	67	79	17.91%	21	36	71.42%
January	116	96	<17.24%>	74	40	<45.94%>
February	32	120	275.00%	6	60	900.00%
March	133	92	<30.82%>	74	32	<56.75%>
April	152	118	<22.36%>	49	64	30.61%
May	107	124	15.88%	53	75	41.50%
Total	1,734	2,422	39.67%	660	1,182	79.09%

Cost per search is $\$565.95 / 2,422 = \0.23 per search.

Cost per record viewed is $\$565.95 / 1,182 = \0.47 per record.

Mergent: Subscription cost for this database is \$7,800

*Table Twenty-Five
Mergent*

Month	Searches FY 2012- 2013	Searches FY 2013- 2014	% Change for Searches	Pages Viewed FY 2012- 2013	Pages Viewed FY 2013- 2014	% Change in Pages Viewed
Total	3,364	348	<89.65%>	11,580	1,378	<88.10%>

Cost per search is \$7,800 / 348 = \$22.41 per search

Cost per page viewed is \$7,800 / 1,378 \$5.66 per page viewed.

Oxford Journals: Subscription cost for this database is \$7,472.00

*Table Twenty-Six
Oxford*

Month	FT Retrieved FY 2012- 2013	FT Retrieved FY 2013- 2014	% Change for FT Retrieved
June	50	30	<40.00%>
July	42	58	38.09%
August	79	38	<51.89%>
September	40	56	40.00%
October	114	86	<24.56%>
November	57	89	56.14%
December	22	23	4.54%
January	63	23	<63.49%>
February	111	90	<18.91%>
March	133	82	<38.34%>
April	124	152	22.58%
May	233	36	<84.54%>
Total	1,068	763	<28.55%>

Cost per full-text retrieved is \$7,472.00 / 763 \$9.79 per article retrieved.

Point of View Reference Center: This database is available to the library through the Alabama Virtual Library. Usage data is provided to demonstrate the potential impact should the AVL cancel this product and the AUM library be required to pick it up.

Table Twenty-Seven
Opposing Viewpoints in Context

Month	FT Retrieved FY 2012-2013	FT Retrieved FY 2013-2014	% Change for FT Retrieved
June	70	22	<68.57%>
July	98	136	38.75%
August	0	6	Infinity
September	155	16	<89.67%>
October	75	16	<78.66%>
November	37	29	<21.62%>
December	4	8	100.00%
January	5	28	460.00%
February	23	257	1,017.39%
March	23	127	452.17%
April	48	154	220.83%
May	1	2	100.00%
Total	539	801	48.60%

PQ Databases General: Subscription cost for these databases are included in the following table, along with the cost per full-text

Table Twenty-Eight
ProQuest Databases

Month	FT Retrieved FY 2012-2013	FT Retrieved FY 2013-2014	% Change for FT Retrieved
CJPI	1,372	1,241	<9.54%>
Congressional	18	114	533.33%
Dissertation & Theses	211	540	155.92%
Ethnic Newswatch *	79	160	102.53%
ERIC	8	14	75.00%

History Vault-JFK-Watergate	0	2	Infinity
History Vault-Black Freedom 20 th Century	1	5	500.00%
History Vault-Vietnam War	0	1	Infinity
New York Times (Historical)	888	3,246	265.54%
News stand	212	455	114.62%
Nursing & Allied Health	6,923	4,579	<33.85%>
Research Library	1,156	3,773	226.38%
Total	10,854	14,130	30.18%

* Ethnic Newswatch is an AVL supplied database. Costs per full-text are not included in the table below.

*Table Twenty-Nine
ProQuest Databases Cost per Full-Text Retrieved*

Month	Subscription Cost	Full-Text Retrieved 2013-2014	Cost per full text retrieved
CJPI	\$1,555.00	1,241	\$1.25
Congressional	\$2,815.00	114	\$24.69
Dissertation & Theses	\$4,535.00	540	\$8.39
ERIC	\$4,676.00	14	\$334.00
History Vault-JFK-Watergate	\$0.00	2	\$0.00
History Vault-Black Freedom 20 th Century	\$1,000.00	5	\$200.00
History Vault-Vietnam War	\$500.00	1	\$500.00
New York Times (Historical)	\$4,913.00	3,246	\$1.51

News Stand	\$2,661.00	455	\$5.84
Nursing & Allied Health	\$3,429.00	4,579	\$0.74
Research Library	\$11,594.00	3,773	\$3.07
Total	\$37,678.00	14,130	\$2.66

PQ Education Full-Text: Subscription cost for this database is included in the cost for ProQuest Research Library

Table Thirty
PQ Education Full-Text

Month	FT Retrieved FY 2012-2013	FT Retrieved FY 2013-2014	% Change for FT Retrieved
Total	3,336	1,071	<67.89%>

Project Muse: The subscription cost for this database is \$12,312.00.

Table Thirty-One
Project Muse

Month	FT Retrieved FY 2012-2013	FT Retrieved FY 2013-2014	% Change for FT Retrieved
June	20	28	40.00%
July	79	57	<27.84%>
August	30	37	23.33%
September	61	87	42.62%
October	52	91	75.00%
November	87	145	66.66%
December	59	28	<52.54%>
January	45	17	<62.22%>
February	126	125	<0.01%>
March	44	106	140.90%
April	64	139	117.18%
May	15	47	213.33%
Total	682	907	32.99%

The cost per full-text article retrieved is $\$12,312.00 / 907 = \13.57 per article.

PsycArticles: The subscription cost for this database is \$7,447.09

Table Thirty-Two
PsycArticles

Month	FT Retrieved FY 2012- 2013	FT Retrieved FY 2013- 2014	% Change for FT Retrieved
June	321	421	31.15%
July	384	468	21.87%
August	635	351	<44.72%>
September	789	630	<20.15%>
October	923	904	<2.05%>
November	549	1,320	140.43%
December	204	206	.01%
January	314	281	<10.50%>
February	865	895	3.46%
March	592	932	57.43%
April	1,766	1,075	<39.12%>
May	304	132	<56.57%>
Total	7,646	7,615	<0.004%>

Cost per full-text retrieved is \$ 7,447.09 / 7,615 = \$0.97 per article retrieved.

PsycCritiques: The subscription cost for this database is \$757.63

Table Thirty-Three
PsycCritiques

Month	FT Retrieved FY 2012- 2013	FT Retrieved FY 2013- 2014	% Change for FT Retrieved
June	23	25	8.69%
July	12	1	<91.66%>
August	16	10	<37.50%>
September	15	37	146.66%
October	27	32	18.51%
November	52	24	<53.84%>
December	22	7	<68.18%>
January	5	4	<20.00%>
February	84	26	<69.04%>
March	23	10	<56.52%>

April	95	15	<84.21%>
May	12	3	<75.00%>
Total	386	194	<49.74%>

Cost per full-text retrieved is \$3.90 per critique.

PsycInfo: The subscription cost for this database is \$6,442.72

Table Thirty-Four
PsycInfo

Month	Searches FY 2012- 2013	Searches FY 2013- 2014	% Change for Searches
June	6,746	5,768	<14.49%>
July	6,367	6,186	<2.97%>
August	5,840	11,576	98.21%
September	10,209	11,576	13.39%
October	14,981	13,236	<11.64%>
November	14,095	13,599	<3.51%>
December	4,730	4,429	<6.36%>
January	3,910	5,853	49.69%
February	13,939	16,566	18.84%
March	10,307	12,152	17.90%
April	16,749	20,131	20.19%
May	3,536	3,224	<8.82%>
Total	111,409	119,575	7.32%

Cost per search is \$6,442.72 / 119,575 = \$0.05 per search.

Psyc Tests: The subscription cost for this database is \$3,277.00

Table Thirty-Five
Psyc Tests

Month	FT Retrieved FY 2012-2013	FT Retrieved FY 2013-2014	% Change for FT Retrieved
June	NA	0	0%
July	NA	14	Infinity
August	NA	0	0%
September	NA	1	Infinity
October	NA	1	Infinity
November	NA	0	0%
December	NA	0	0%
January	0	0	0%
February	2	13	550.00%
March	0	1	Infinity
April	4	5	25.00%
May	0	2	Infinity
Total	6	37	516.66%

Note: Psyc Tests has only been available to the AUM Library since January, 2013.

Cost per full text retrieved is $\$3,277.00 / 37 = \88.56 per full text retrieved

Sage: The subscription cost for this database is \$14,366.00

Table Thirty-Six
Sage

Month	FT Retrieved FY 2012-2013	FT Retrieved FY 2013-2014	% Change for FT Retrieved
June	243	130	86.92%
July	146	86	69.76%
August	218	115	89.56%
September	253	167	51.49%
October	171	218	127.48%
November	248	187	32.62%
December	164	48	241.66%
January	87	167	191.95%

February	254	211	20.37%
March	198	275	138.88%
April	201	466	231.84%
May	70	61	14.75%
Total	2,253	2,131	<5.72%>

Cost per full text retrieved is $\$14,366.00 / 2,131 = \6.74

Note: Because of cost and decline in usage, the library has cancelled the Sage Full-Text collection and subscribed only to the Education sub-set of the collection.

Science Direct: The subscription cost for this database is \$55,537.77

*Table Thirty-Seven
Science Direct*

Month	FT Retrieved FY 2012- 2013	FT Retrieved FY 2013- 2014	% Change for FT Retrieved
June	947	546	73.44%
July	775	717	8.08%
August	646	1,024	158.51%
September	1,036	1,213	117.08%
October	800	1,318	164.75%
November	1,005	1,195	118.90%
December	428	600	140.18%
January	572	646	112.93%
February	972	892	8.96%
March	788	813	103.17%
April	1,021	1,305	127.81%
May	60	450	750.00%
Total	9,050	10,719	118.44%

Cost per full text retrieved is $\$59,533.77 / 10,719 = \5.55

SocIndex: The subscription cost for this database is \$5,117.72

Table Thirty-Eight
SocIndex

Month	FT Retrieved FY 2012- 2013	FT Retrieved FY 2013- 2014	% Change for FT Retrieved
June	155	179	15.48%
July	121	245	102.47%
August	89	82	<7.86%>
September	225	269	19.55%
October	343	400	16.61%
November	706	418	<40.79%>
December	135	163	20.74%
January	86	149	73.25%
February	442	308	<30.31%>
March	306	238	<22.22%>
April	646	503	<22.13%>
May	88	36	<59.09%>
Total	3,342	2,990	<10.53%>

Cost per full text retrieved is \$5,117.72 / 2,990 = \$1.71 per article

Sport Discus: The subscription cost for this database is \$3,404.00.

Table Thirty-Nine
Sport Discus

Month	FT Retrieved FY 2012- 2013	FT Retrieved FY 2013- 2014	% Change for FT Retrieved
June	192	292	52.08%
July	173	309	78.61%
August	371	175	<52.83%>
September	64	337	426.56%
October	43	456	90.57%
November	223	408	82.95%
December	350	95	<72.85%>
January	137	118	<13.86%>
February	49	493	906.12%

March	25	325	1,200.00%
April	54	523	868.51%
May	95	60	<36.84%>
Total	1,776	3,591	102.19%

Cost per full text retrieved is \$3,404.00 / 3,591 = \$0.94 per article

Standard & Poor's Net Advantage: The subscription cost for this database is \$8,337.20.

Table Forty
Standard & Poor's Net Advantage

Month	Data & Analysis FY 2012-2013	Data & Analysis FY 2013-2014	% Change Data & Analysis	Total usage FY 2012-2013	Total usage FY 2013-2014	% Change in Total Usage
January	20	27	35.00%	56	194	246.42%
February	68	383	463.23%	269	1,264	369.88%
March	50	234	368.00%	388	1,309	237.37%
April	231	414	79.22%	987	1,763	78.62%
May	74	199	168.91%	319	1,767	453.91%
June	81	84	3.70%	850	474	<44.23%>
July	79	115	45.56%	690	559	<18.98%>
August	42	755	1,697.61%	226	6,464	2,760.17%
September	85	177	51.97%	388	1,073	176.54%
October	60	228	280.00%	261	1,014	288.50%
November	69	158	128.98%	479	594	24.00%
December	56	49	<12.50%>	165	136	<17.57%>
Total	915	2,823	208.52%	5,078	16,611	227.11%

Cost per use is \$8,337.20 / 16,611 = \$0.50 per usage

Cost per data analysis is \$8,337.20 / 2,823 = \$2.95 per analysis

Westlaw Campus: The subscription cost for this database is \$7,961.76.

Table Forty-One
Westlaw Campus

Month	Transactions FY 2012- 2013	Transactions FY 2013- 2014	% Change for Transactions	Docs / Lines FY 2012- 2013	Docs Lines FY 2013- 2014	% Change Docs / Lines
Total	10,585	12,982	22.64%	340,804	41,109	<87.93%>

Cost per transaction = \$ 7,961.76 / 12,982 = \$0.99 per transaction

Cost per docs viewed = \$7,961.76 / 41,109 = \$0.19 per document lines viewed

Government Information Services

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

The Government Information area continues to suffer from full-time support from a librarian. The collection development librarian handles the review of disposition lists from the selective libraries that AUM has responsibility for. In addition, the librarian makes claims for materials that have not been received by our library.

As indicated by table one below, on site usage of the documents collection has increased by slightly more than 10%.

Table 1: Documents Reference Transaction

Year	Documents	Legal	Telephone	Total
2013/2014	270	36	0	306
2012/2013	264	15	n/a	279
% Change	+2.27%	+140.00%	n/a	+10.39%

As table 2 reports, actual paper use increased by more than 25%. Overall usage of the documents and legal-collection in tangible formats decreased significantly. The library has not yet been able to implement a measure to track electronic access to government publications, though legal publications usage is tracked using figures provided from the Westlaw database.

Table 2: In-House Documents & Legal Usage

Year	Paper	Fiche	Legal	Total
2013/2014	118	0	30	148
2012/2013	94	4	102	204
% Change	+25.53%	-100.00%	-70.59%	-27.45%

Table 3 shows relative stability in the amount of resources received by the library, with only a .002% difference from last year. The amount of paper documents received is up, but fiche and electronic documents are down. The decrease in fiche was expected, as the Government Printing Office is having difficulty in finding vendors to produce the microfiche. As fiche availability decreases, the electronic format will increase.

Table 3: Documents Received by Type

Year	Paper	Fiche	Electronic	Total
2013/2014	4,192	2,637	100	6,929
2012/2013	3,860	2,925	129	6,914
% Change	+8.60%	-9.85%	-22.48%	+.002%

The significant increase this year in the number of items discarded is due to a weeding project that discarded superseded publications and hearings which were replicated in microformat. The project had not taken place for a number of years due to the lack of attention paid to the documents collection by not having a depository librarian.

Table 4: Items discarded by Type

Year	Paper	Fiche	Maps	Total
2013/2014	2,851	0	201	3,052
2012/2013	1,705	13	308	2,026
% Change	+67.21%	-100.00%	-34.74%	+50.64%

As a new entity in the documents report, figures on the number of records per month are being reported here for the first time. 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. Documents reflected in table 1 are by item type whereas the bibliographic records can cover multiple items.

Table 5: Document Records Loaded in OPAC

Month	Records Loaded
June 2013	285
July 2013	306
August 2013	282
September 2013	251
October 2013	1,311
November 2013	329
December 2013	206
January 2014	70
February 2014	621
March 2014	1,230
April 2014	109
May 2014	1,442
Total	6,442

Interlibrary Loan

Submitted by:
Karen Williams
Access Services Librarian

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

In 2013-2014, the ILL unit was staffed by Karen Williams, Beth Parrish, and one 20-hr student assistant.

This past year, interlibrary loan borrowing requests increased, with 1854 transactions this year compared to 1357 transactions in 2012-2013, an increase of 26.8 percent. Lending transactions decreased from 1326 items lent in 2012-2013 to 1092 items lent in 2013-2014, a decrease of 17.6 percent. (See Appendix 1)

AUM provided 152 copies of articles to NAAL libraries last year and loaned 471 books, for a total of 623 lending transactions, a 19.6 percent decrease from the previous year. Borrowing increased with 586 original items and 408 copies from NAAL members totaling 994 borrowing transactions, an increase of 30.4 percent. AUM borrowed 53.6 percent of requested materials from NAAL members during 2013-2014, an increase of 2.1 percent. Materials loaned to NAAL members decreased by 1.4 percent, with 57 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 15.3 percent. (See Appendix 4a)

398 borrowing requests were filled "in house," with the majority available through the internet. In addition, 166 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 –782; History –512; Fine Arts 162; Business 148; and Psychology 84. (See Appendix 5)

Universal Borrowing/ALLIES

In the past year, AUM filled 91 requests through UB and charged out approximately 199 items to "walk-in" UB patrons. In addition, AUM patrons requested 394 items via UB and checked out 598 items. There were approximately 17 requests that were unfilled, which means that there were 221 items that AUM patrons checked out at another UB library. (see appendix 6)

Off-site Storage

Between June 1, 2013 and May 31, 2014, 57 books and 251 reels of microfilm were retrieved from off-site storage for AUM library patrons. In addition 45 Lending Loan requests were filled with items from off-site storage. (These lending statistics are included with the total number of filled interlibrary loan lending requests.)

Goals completed for 2013-2014

- ILLIAD has been upgraded to version 8.4

On-going

- Evaluating and making needed changes to the ILLIAD software is an ongoing project.

Goals for 2014-2015

- Upgrade ILLIAD to version 8.5.

**Appendix 1
ILL STATISTICS
JUNE 2013 TO MAY 2014**

****	LENDING		BORROWING	
****	BOOKS	COPIES	BOOKS	COPIES
June	50	44	94	76
July	69	28	71	36
Aug.	71	29	64	28
Sept.	84	36	73	94
Oct.	97	45	82	95
Nov.	77	29	50	64
Dec.	29	11	30	30
Jan.	48	8	107	98
Feb.	81	16	140	77
March	80	23	141	81
April	47	19	111	49

May	46	25	86	77
TOTAL	779	313	1049	805

TOTAL INTERLIBRARY LOAN (all) 2946

Appendix 2
ILL NAAL STATISTICS
JUNE 2013 TO MAY 2014

****	LENDING		BORROWING	
****	BOOKS	COPIES	BOOKS	COPIES
June	26	19	50	36
July	41	12	25	16
Aug.	38	15	39	16
Sept.	56	15	46	50
Oct.	65	16	47	53
Nov.	48	13	30	35
Dec.	19	3	29	31
Jan.	28	6	58	44
Feb.	52	12	84	47
March	43	14	66	31
April	29	12	78	25

May	26	15	34	24
TOTAL	471	152	586	408

TOTAL NAAL INTERLIBRARY LOAN 1,471

Appendix 3
Percentages of ILL transactions filled through NAAL libraries
June 1, 2013-May 31, 2014

Lending:	Total originals loaned, all libraries	779
	Total originals loaned, NAAL libraries	471
	Percentage NAAL originals loan	60.5%
	Total copies loaned, all libraries	313
	Total copies loaned, NAAL libraries	152
	Percentage NAAL copies loaned	48.5%
	Percentage NAAL transactions of all loans	57.0%
Borrowing:	Total originals borrowed, all libraries	1049
	Total originals borrowed, NAAL libraries	586
	Percentage NAAL originals borrowed	55.9%
	Total copies borrowed, all libraries	805
	Total copies borrowed, NAAL libraries	408
	Percentage NAAL copies borrowed	50.7%
	Percentage NAAL transactions of all borrowed items	53.6%
Total percentage of ILL transactions made through NAAL libraries		49.9%

Appendix 4A
Statistics for unfilled or canceled transactions (lending)
June 1, 2013-May 31, 2014

Unfilled Lending Transactions- Reason for Cancellation

Non-circulating	135
Holdings end before requested volume	365
Checked Out	58
Lack volume/issue	105
Holdings begin after requested volume	56
Other/undetermined	99
Not on Shelf	116
Title not owned	115
Exceeds max cost	18
Issue not yet received	2
At bindery	6
Lost	9
Not as cited	68
Exceeds copy limits	4
Total Lending Unfilled	1158

Appendix 4B
Reasons for Refusal of request by ILL unit

AUM holds material requested- reference book	2
AUM holds material requested- circulating book	49
AUM holds material requested- print periodical	16
AUM hold material-microforms	2
Filled from Full-text database	8
Filled from Full-text database using DocDel Module	74
Filled using internet site	35
Filled from internet site using Doc Del Module	218
Filled from print/micro periodicals using Doc Del Module	32
Filled from circulating collection using Doc Del	28
Filled from Gov Docs collection using Doc Del	1
Available as ebook	7
Bad Citation	9
Time limit	12
Not available on OCLC	36
Policy Problem (Textbook)	4
Cancelled by Patron	37
Exceeds given Max Cost	9
Policy Problem (not currently enrolled)	8
Item is non-circulating	3
Too new for interlibrary loan	15
Item is in a foreign language	9
Copyright restrictions	11

Checked out	1
Policy Problem- patron has library fines	12
Total filled In house	398
Total returned to patron unfilled	166

Appendix 4C
Request filled from AUM Databases by Database

Academic OneFile	2
Academic Search Premier	6
BioOne	3
Business Source Premier	2
CINAHL	1
Communication & Mass Media Complete	2
IEEE Explore	3
JSTOR	12
Oxford Journals	2
Project Muse	3
Newspaper Source	1
ProQuest Education	2
ProQuest Research Library	9
PsycArticles	2
PubMed Central	1
Sage Publications	4
Science Direct	15
Springer Ebooks	1
Sports Discus	3
Total filled from AUM databases	74

Appendix 5
Borrowing Requests by Department and User Status*

Department	Faculty	Graduate	Staff	Undergraduate	Total
Accounting	29	0	0	0	29
Biology	36	1	54	29	120
Business	0	147	0	1	148
Communication	68	0	0	3	71
Counseling and Leadership	1	0	2	9	12
Early Childhood Education	2	0	0	0	2
Economics	18	0	0	0	18
Education	0	17	0	3	20
English	457	271	0	54	782
Fine Arts	45	0	105	12	162
Foundations	3	30	0	0	33
History	439	52	0	21	512
Information Systems	3	6	0	2	11
International Studies	6	12	0	0	18
Justice and Public Safety	1	0	0	2	3
Library	16	0	18	0	34
Management	0	0	0	1	1
Marketing	5	0	0	0	5
Math	57	0	0	0	57
Medical Technology	2	0	6	0	8
Nursing	15	12	0	21	48
Other-Unlisted	0	1	8	1	10

Physical Sciences	49	0	1	10	60
Poli Sci/ Public Admin	0	15	0	3	18
Psychology	28	54	0	2	84
Sociology	9	0	0	3	12
Sponsored Programs	0	0	6	0	6
TOTAL	1289	618	200	177	2284

*Total includes items that were unfilled or filled “inhouse”

**Appendix 6
UB/ALLIES**

Lending Requests Filled/Unfilled 6/1/2013-5/31/2014

Status	Requests
Filled	91
Unfilled: In Process	1
Unfilled: Not owned	1
Unfilled: Not found	15
Unfilled: noncirc	1
Cancelled	1
Total	110

Lending Statistics by Patrons' Home Library 6/1/2013-5/31/2014

Library	Checkouts	Requests
Alabama	40	30
Auburn	227	57
Jacksonville State	20	23
UAB	3	0
Total	290	110

Borrowing Statistics by Holding Library 6/1/2013-5/31/2014

Library	Checkouts	Requests	Walk-in Checkouts (est)	Unfilled Requests (est)
Auburn	410	193	217	0
Alabama	73	85	No data	12
UAB	68	73	No data	5
Jacksonville State	47	43	4	0
Total	598	394	221	17

Library Automation

Submitted by:
Tim Bailey, Systems Librarian

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 Automation does this by providing access to our many electronic resources, including databases, searchable indexes, and the online catalog, and indirectly by providing access to data on the use of these resources for collection development purposes. Access to the electronic resources is provided for both on campus and off campus users.

Voyager

During the 2013-2014 year, Library Automation continued to maintain a high-level of workload. With the continued addition of numerous electronic bibliographic records, the number of records in the Library’s Voyager online catalog has grown to 1,131,712 bibliographic records as of May 31, 2014 (see Table 1). An additional 53,108 suppressed bibliographic records for items no longer owned by the Library remain in the catalog.

Library Automation uses Voyager functions to provide data for use in the collection development process. These functions included setting up Access Reports that pull detailed information about purchases, invoices, and line items. These reports will be especially useful during auditing. SQL queries for use with Access Reports were created/revised and distributed. Other new statistics pulled include the setup of the Voyager search logging functions. This search logging 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.

E-mail notices notifying patrons of incipient overdues and fines and fees continue to be generated by Circulation staff, reducing the costs associated with printing and mailing notices on paper. These notices are e-mailed using Voyager’s Reporter client, interfacing with the AUM e-mail server. Assistance was provided in saving/recovering notices already sent.

Voyager was upgraded over the December break, as per usual. The Auburn and AUM Libraries are now running version 8.2.0 of the Voyager ILS (integrated library system).

Electronic records continued to be added to the catalog (see Table 3). These included the EBSCO ebook collection (formerly the netLibrary collection), GPO, and Springer e-books collections, and the U.S. Congressional Serials Set records.

Records continued to be added to Voyager for both the internet (113,326 records added in 2013-2014) and government documents (150,977 records added) locations (see Table 3). These records included the continued addition of the Springer e-book collection, the addition of e-journal records, Government Documents, Films on Demand records, and the continued addition of the Humanities E-book Collection holdings, among others. The number of records added to

Government Documents increased over last year, while the records added to the location “internet” decreased.

A total of 8,464 records were deleted from Voyager (see Table 4). These records were mostly composed of items removed from the main circulating collection, the Browsing Collection, periodicals, offsite storage, and 2nd floor storage. Items were removed from other areas as well, though these five areas were the ones principally involved in the discarding.

Beginning in the Spring 2013, the patron expire update was run as was the patron purge function. This process allows the deletion of patrons who are no longer attending AUM and who have not been active within three years. The deletion of patrons with historic fines was not enabled, allowing the recovery of that data should it be needed. This process is not run continuously, as the need is not pressing. However, it will be run during each semester break. Students were loaded into Voyager on a twice weekly basis.

Database (non-Voyager) Maintenance

The 20% cut to the Library’s O & M budget required cancellation of databases. Based on cost per search/full text retrieval, the databases dropped included LexisNexis, Web of Science, Resources for College Libraries, Wiley Interscience, Biography Reference Bank, and the OCLC Collection Manager Assessment tool, among others. However, the Library was able to subscribe to several databases requested by faculty. These include the Ambrose BBC Shakespeare video collection; Films on Demand; the Publications of the American Physiological Society; the Annual Review of Psychology; and a number of journals which migrated from printed subscriptions to electronic-only versions. Work was done to set up electronic journals to replace or supplement printed subscriptions wherever possible as an adjunct to the cancellation process and to free up space in the Library.

The number of databases listed on the Library’s databases by alphabetic order page is now at 154 unique databases. There are also 174 proxied resources, a rise from the 2011-2012 year count of 133 resources. These resources include databases, electronic journals, electronic monograph collections and websites. Usage statistics for the databases and logins to retrieve these statistics were provided to the appropriate parties throughout the year.

The EZProxy software, which handles the authentication of patrons for off-campus access to the Library’s databases, was updated in August 2013. SerialsSolutions, the Library’s third party journal finding service, was updated to reflect current holdings and now includes e-journals from individual publishers as well as some non-full-text databases and monographic collections.

The Library gets database trials through the Network of Alabama Academic Libraries (NAAL) and from vendors of databases the Library is considering. The trial databases are listed on a database trial page in LibGuides.

The Systems Librarian works with the School of Nursing and the “AUM-at-AU” program to ensure that cross-enrolled students have off-campus access to the Library’s databases. Most queries concerning off-campus access come from faculty and School of Nursing students at the Auburn campus.

Other Activities

ILLIAD, the Library's interlibrary loan system, was upgraded in Spring 2014 to version 8.4. The Systems Librarian worked with Karen Williams and Larry Brumby to establish the new version and connectivity with OCLC's Worldshare ILL Service. This required configuration of a new server and installation of an SSL security certificate. Bill Broadway in IT Services assisted with the purchase and set up of the certificate. Assistance with restarting ILLIAD services when server is updated and rebooted throughout the year was provided.

ARES is the Library's electronic reserves system. The Systems Librarian worked with Circulation and IT Services to resolve problem with access to electronic reserves from Blackboard from off campus. The server had not been made accessible to off campus traffic

EBSCO EDS is the Library's "discovery service," branded as Multi-search on the Library's website. A discovery service is a third party subscription-based service which seeks to integrate numerous data sources (including the library's online catalog and online serials databases) into one seamless interface. Throughout the year, weekly updates of holdings were sent to EBSCO for replacement of older holdings, allowing for currency of data. New resources were added as they were licensed by EDS. Currently we have coverage of numerous EBSCO, Gale, JSTOR, and other resources in EDS. A problem with the automated loading process at BSCO's end was resolved in Spring 2014.

Work with Technical Services and Public Services

In 2012, the Library added Springer E-books. Springer materials continued to be added on a monthly basis. The Systems Librarian provided log files, including bib and MFHD IDs to Technical Services for verification of access. When a problem with access to the Springer titles was identified, the Systems Librarian worked with librarians using the NAAL list of Springer titles to verify access to these titles. This involved setting up, suppressing, and deleting bibliographic and holdings records for Springer titles with no access. A list of 287 Springer titles not in the Library's catalog was created so the Technical Services could add the titles. In collaboration with John Gantt and Amanda Scott, a workflow for loading and verifying access to new records from the Springer collections was established.

Additionally, Technical Services along with the Automation was highly involved in the process of removing materials from the Library. To facilitate this, MacroExpress, a suite of tools which allows users to assign simple keystrokes to accomplish complicated, multistep processes through the creation of a repetitive program called a "macro," was updated and redeployed to those staff and faculty working on the removal project. Macros, the small, user generated processes, were developed and tested by the Systems Librarian and then copied to the machines of staff and faculty using MacroExpress in the weeding project. Macros can be used in a number of ways, across platforms and software; as such, the development and use of these macros is not limited to the process of removing materials, but can be developed for any repetitive process, allowing for increased efficiency and savings in terms of time and manpower.

An inventory of the Library's collections was begun in Spring 2014. The Systems Librarian worked with Larry Brumby and Karen Williams to set up the Library Stacks Management

System (LSMS) for the inventory and did troubleshooting on problems encountered during the inventory process. The LSMS software and Voyager Access reports were installed on a laptop that could be used on the Tower floors during the inventory. The Access Query to pull data for the inventory was modified. A secondary installation to serve as a “catch” for items missed in initial sweep (i.e., items checked out when section initially inventoried, now returned and to be accounted for) was created.

Goals for the Upcoming Year

1. Ensure continuous operation of the system; communicate regularly with Auburn Library and with AUM staff and vendor as needed. Arrange alternative sources for system when needed.
2. Review and identify possible open source systems that will allow the library to move away from Voyager as the ILS system within 3 to 5 years.
3. Provide training to new staff members on system functionality for their area(s) of responsibility.
4. Continue with the deletion of expired patron records in Voyager.
5. Troubleshoot problems with databases.
6. Keep current with changes and upgrades to databases.
7. Communicate with EBSCO as needed. Maintain the multi-search discovery service and make recommendations on changes and upgrades.

Table 1
Number of Records in Voyager

Bibliographic count

- unsuppressed records = 1,131,712
- suppressed records = 53,108

Item count

- unsuppressed records = 281,806
- suppressed records = 40,824

Holdings count

- unsuppressed records = 1,209,267
- suppressed records = 19,759

Table 2
Searches in Voyager

2,509,620 searches run between June 1, 2013 and May 31, 2014 (This increase in searches is likely related to the use of the EBSCO Discovery Service)

- compared to 1,859,939 searches run in the same period for 2012-2013
- 436,958 searches run in 2011- 2012
- 392,903 searches run in 2010-2011

Table 3
Items Added to Voyager

Bibliographic records added to location internet = 113,326

- 732,752 total bib records in location internet as of May 31, 2014
- monographs in location internet = 728,994
- Serials in location internet = 913
- Other formats (only 6 suppressed) = 2,746
 - These formats include non-book and non-serials formats such as books, visual materials, maps, sound recordings, computer files.

Bibliographic records added to location Government Documents = 150,977 (These materials include microfiche, maps, and documents available over the internet)

Table 4
Items Deleted from Voyager

8,464 items deleted in total from all locations, including reserves

- 290 from location main
- 111 from location “main,bc” (Browsing collection)
- 8 from location “main,fiche”
- 2 from location “main,os” (oversized)
- 422 from locations in periodicals, including 166 in microfilm and 1 in “per,rsrv”
- 643 from locations in Reference (includes 140 from Legal Reference and 42 from ready reference)
- 758 from location 2nd floor storage
- 2 from location closed stacks
- 6,060 from location offsite storage
- 1 from location Special Collections
- 7 from location “automation”
- 11 from location “av”
- 2 from location “cat”
- 1 from location “cd-rom”
- 6 from location “circ”
- 1 from damaged
- 2 from location “disk”
- 5 from Government Documents locations
- 61 from location “internet”
- 2 from location “media”
- 9 from location Starr Smith collection
- 26 from location “video”
- 96 from location Reserves

Library Instruction

Submitted by
Barbara Hightower, Dean & Library Instruction Coordinator

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

The Library Instruction program saw a decrease of 33.6% in the number of sessions taught and 31.5% in the number of students attending those sessions over the previous year (see tables below). Beginning with the Fall 2013 semester, students in ENGL1010 were no longer required to do a research assignment. Consequently we saw a 56% decrease in the number of sessions done for English Composition courses over the year. The English composition courses accounted for 36.7% of the sessions taught.

Library Instruction Sessions 2013-2014 Compared with 2008-2009, 2009-2010, 2010-2011, 2011-2012, & 2012-2013

Month	Instruction Sessions 2008-2009	Instruction Sessions 2009-2010	Instruction Sessions 2010-2011	Instruction Sessions 2011-2012	Instruction Sessions 2012-2013	Instruction Sessions 2013-2014
June	13	18	15	9	10	6
July	5	3	3	4	4	1
August	6	8	8	7	10	17
September	37	45	27	21	14	8
October	17	19	19	36	26	14
November	14	3	26	14	12	2
December	0	0	0	0	0	0
January	24	19	12	13	5	3
February	15	15	19	9	23	19
March	10	15	13	15	8	4
April	6	8	14	4	7	5
May	0	3	0	0	0	0
Totals	147	156	156	132	119	79

**Number of Students Attending Library Instruction Sessions
2013-2014 Compared with 2008-2009, 2009-2010, 2010-2011, 2011-2012, & 2012-2013**

Month	Students 2008-2009	Students 2009-2010	Students 2010-2011	Students 2011-2012	Students 2012-2013	Students 2013-2014
June	191	234	197	139	131	79
July	56	32	27	46	52	17
August	148	144	136	143	197	300
September	703	843	519	377	232	120
October	302	353	285	513	402	200
November	245	61	413	197	180	36
December	0	0	0	0	0	0
January	496	367	241	270	58	54
February	239	362	303	157	389	314
March	155	264	201	214	125	80
April	89	132	193	75	110	85
May	0	56	0	0	0	0
Totals	2624	2848	2515	2131	1876	1285

**Library Instruction Sessions for English Composition Courses
2013-2014 Compared with 2008-2009, 2009-2010, 2010-2011, 2011-2012, & 2012-2013**

Month	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014
June	6	10	7	1	4	1
July	4	2	1	2	0	1
August	0	0	1	4	1	0
September	11	18	11	5	6	4
October	14	13	12	19	20	9
November	11	2	17	10	9	0
December	0	0	0	0	0	0
January	8	4	13	5	2	0
February	11	11	11	5	14	13
March	8	8	5	11	6	0
April	3	5	10	3	4	1
May	0	0	0	0	0	0
Totals	76	73	77	67	66	29

In addition to instruction sessions for individual courses, the Library Instruction Coordinator spoke at the New Faculty orientation in August.

Goals for 2014-2015

- Create online materials that can be used for courses taught on campus and online.
- Hire a library instruction coordinator if funding becomes available

Reference

Submitted by Barbara Hightower, Library Dean
Maranda Faulk, Senior Library Associate

Reference supports the mission of the 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.

Reference transactions (reference questions, directional and telephone questions) increased each semester for an increase of 8% overall. The numbers for the Reference transactions are consistently under reported.

Shelving of Reference materials and serials decreased each semester with an overall decrease of 32%. The decrease in the number of materials re-shelved is partially attributable to the subscription cancellations to some of our print periodicals and to the weeding of print and microform periodicals.

Some microform materials were returned to the second floor of the Library from our off-site storage facility. This was done when space was cleared to make room for a Speech & Hearing classroom adjacent to the Speech & Hearing Clinic. The Clinic is located in the same building that houses our off-site materials.

TABLE 1: REFERENCE USAGE STATISTICS

SEMESTER	*REFERENCE TRANSACTIONS	**MATERIALS RESHELVED
SUMMER		
2013-2014	1,604	384
2012-2013	1,487	644
Change	+8%	-40%
FALL		
2013-2014	4,774	822
2012-2013	4,591	1,385
% Change	+4%	-41%
SPRING		
2013-2014	4,230	756
2012-2013	3,758	841
% Change	+13%	-10%
TOTALS		
2013-2014	10,608	1,962
2012-2013	9,836	2,870
% Change	+8%	-32%

* Reference Transactions include: **telephone requests; help with machines; directional questions; and general reference, which includes serials and assistance with electronic databases.**

** Materials Reshelled (both paper and microform formats) 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

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 a 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 it facilitates the identification and retrieval of materials which support the scholarly, educational and personal needs of the AUM community.

Staff Changes

There were no staff changes in Technical Services over the course of AY 2013-2014, except that Anita Griffith became a full-time employee of the University on September 1, 2013, with a primary assignment in Reference. She continues to assist with Serials for part of her time, typically a couple of hours per day, depending on workflow needs in Serials and in Reference. She continues to contribute significantly to our ongoing workflow, as well as to special projects in Serials, most notably the latest round of the periodicals withdrawal project.

Statistical Highlights

Acquisitions: After last year's 102.9% increase in new titles ordered, this year we experienced a decline. Acquisitions staff ordered 1,281 new titles in 2013-2014, including 11 video-recordings. This figure represents a decrease of 748 titles, or approximately 36.9% fewer than last year's total of 2,029. Given the decline in our book budget this year, this decrease was perhaps to be expected. The following are our cumulative statistics for gifts received this year by category: 151 hardback books; 123 paperbacks; 389 periodical issues and 46 miscellaneous-format items, for a total of 709 items. This total reflects a substantial decrease of 1,705 gift items, or 70.6% fewer than we received last year (2,414). Much of this decrease can be attributed to the fact that we are no longer receiving periodical gift issues from one individual who donated many hundreds of issues per year in the past.

The unit received 1,727 volumes/items (1,713 books, 13 videos and 1 CD-ROM), or 197 fewer items than last year, which represents a decrease of about 10.2%.

Acquisitions staff also completed the physical processing of 1,710 books this year.

Cataloging: Cataloging staff added 1,991 titles to the catalog, which represents a slight decline of 3.4% from last year, when we added 2,062 titles. This figure includes print materials (both gifts and purchased items) as well as audio-visual materials. Despite the minor dip from last year's number, the figure is still larger than year before last. Given the relative lack of funds for books in the budget, annual statistics for titles added are likely to remain in the modest range for the foreseeable future. The number of volumes added to the collection (for titles already held) also declined this year. Last year 507 such volumes were added; this year we added 458, for a decrease of about 9.7%. This figure includes multi-part monographs (both gifts and purchased items), annuals and other continuations, and periodical volumes from the bindery. Much of the decrease in added volumes can be attributed to the continuing trend of dropping serial print subscriptions in favor of electronic-only access. As a result of the ongoing 2nd floor periodicals weeding project, this trend has continued in 2013-2014. Thirty-four copies of works already held were added to the collection this year; given our limited funds, our focus is on acquiring new materials, rather than adding copies of items already held.

Due to the ongoing nature of the 2nd floor reference and periodicals withdrawal project as well as a major increase in withdrawal of microform items, our statistics once again reflect a very high number of items withdrawn from the collection this academic year. Taking into account items weeded from all locations (primarily Reference, Periodicals, Microfilm and Microfiche, but also from Main), we withdrew 6,291 titles, 16,984 added volumes, and 26 copies, for a total of 23,301 volumes/items withdrawn, which falls short of last year's total of 37,959 volumes, but is still a remarkable number. In a more typical year, withdrawal numbers would be dramatically lower; for example, over the course of the academic year 2010-2011, we withdrew a total of 900 volumes.

Projects

This academic year, the Department's most extensive project has been the ongoing withdrawal effort aimed primarily at materials on 2nd floor, as well as some from our offsite storage location. Although we did complete significant numbers of withdrawals of monographs and reference works, i.e., a little under 900 volumes, we withdrew a substantially greater number of print periodical volumes, i.e., over 3,800. (That figure does not include withdrawals completed by Anita and Amanda in June and July 2014 as part of a push to withdraw additional titles from 2nd floor storage, since the academic year ends on May 31). In addition, a massive number of microform items, i.e. 18,667, were withdrawn from both 2nd floor and offsite storage over the course of the year. This number includes over 5,200 microfiche titles, the great majority of which were from the Library of American Civilization (LAC), and over 13,400 reels of microfilm. Each of these items required attention to and editing of records in both the Voyager and OCLC databases, as well as physical processing in some cases. Many of the titles in question required time-consuming research and resolution of problems with serial records in order to ensure the accuracy of our holdings in Voyager and OCLC. In all, as noted above, we withdrew 23,301 items from the collection over the course of the academic year. Once again, Technical Services faculty and staff pulled together and worked efficiently and effectively as a team to complete a

great deal of work in a relatively short period of time. It is my understanding that comparably-sized institutions would typically allow significantly more time for completion of a withdrawal project of this magnitude.

Other noteworthy projects undertaken by Technical Services over the course of the year reflect the Library's increasing emphasis on acquiring electronic materials. One of these projects was focused on EBSCO e-journal subscriptions. Technical Services faculty and staff have been collaborating with the Systems Librarian to add records for these e-journals to the Voyager catalog, taking care to ensure that links to the content are functioning properly and that e-journal content is accessible through both Voyager and the Serials Solutions interface. On the monographic side, we have also spent significant time and effort on the NAAL/Springer e-book project, checking the associated records in Voyager to verify that links to Springer e-book content are working, and suppressing or un-suppressing records as necessary. We have kept notes for the Systems Librarian as to which records had working links, and which records on the NAAL master list were not in Voyager at all. Currently, we are continuing to work with the Systems Librarian to identify Springer e-book records that should be deleted from Voyager and from OCLC, and we will continue to verify newly added Springer e-book titles on a regular basis.

Staff Activities

Diane Westfall attended acquisitions- and cataloging-related webinars, including "Acquisitions for new GOBI users" and "RDA and editing bibliographic records." She attended a training/demonstration on the new EBSCO e-book platform given by Lori McGill, and she met with John Laraway, our YBP representative, regarding the ordering of e-books. Diane also served on the Patron-Driven Acquisitions Sub-committee, working with the librarians on establishing policies and procedures for patron-driven acquisitions. She also attended an AUM Human Resources-hosted training session on avoiding burnout. Diane volunteered twice at the Alabama Regional Library for the Blind. In addition to her regular acquisitions and copy cataloging duties, Diane also assisted with the removal of Library of American Civilization (LAC) records from the catalog, and she assisted with checking Springer e-book URLs for content access.

Anne Mulder attended a training session on avoiding burnout offered by AUM Human Resources. Anne also played a significant role in resolving issues with obtaining access to title-level electronic journal subscriptions, in terms of contacting and following up with vendors as well as coordinating with the efforts of Amanda and Tim to correct catalog records for the titles in question (Amanda), to insert working links in those records (Tim and Amanda), and to establish access to the titles through Serials Solutions as well (Tim). As part of the ongoing 2nd floor withdrawal project, she also assisted with resolving problems related to serial records that arose in the process of withdrawing many thousands of periodical volumes from the collection.

Anita Griffith, as noted above, became a full-time Library Assistant in September 2013, with a primary appointment in Reference, but she continues to assist us with Serials, 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 the reporting year, Anita helped to close out serial titles that were being cancelled and/or going online only. She also played a key role in the latest round

of the 2nd floor periodical withdrawal project, which this time focused primarily on microfilm and print periodical volumes from 2nd floor storage. She pulled titles for which we had database and/or microfilm coverage, and researched a number of problematic records along the way. Her attention to detail and accuracy were key assets to the successful completion of this phase of the project.

Amanda Scott continued to serve as the Secretary/Treasurer of the Alabama Chapter of the Special Libraries Association. She also served on the AUM Library Collection Development Committee, the Patron-Driven Acquisitions Subcommittee, and the Emergency/Disaster Handbook Committee. She took on the role of Local Funding Information Network Supervisor for the Foundation Center. At the University level, she served on the Calendar Committee and the APR Administrative Committee. She co-authored a paper with Rickey Best and Tim Bailey, entitled "Cost Differentials between E-Books and Print in Academic Libraries," which was accepted for publication in *College & Research Libraries*. She attended the Annual Convention of the Alabama Library Association in Huntsville, where she and Tim Bailey gave a presentation on the topic of their paper. She attended webinars and online training sessions on topics such as Resource Description and Access, Foundation Center Network Days, and planning for the promotion and tenure process. She attended an AUM training session on embracing change, as well as a demonstration of EBSCO's e-book platform. Amanda contributed significantly to the ongoing 2nd floor withdrawal projects for reference and periodicals, as well as the withdrawal of offsite items (microform, including periodicals and the LAC), and she assisted with the verifying of content links in Springer e-book records. As part of the withdrawal projects, Amanda researched and corrected records as needed in both Voyager and OCLC.

John Gantt served as Treasurer of the Alabama Library Association, which entailed extensive work in overseeing the Association's bank accounts as well as drafting a proposed operating budget for the Association for the 2014-2015 budget year. He also successfully presented his proposed budget to Executive Council for their approval. He continued to serve as the Library's representative on the Faculty Welfare Committee and the Outreach Grant Committee. He also served on the Library's Collection Development Committee, the Patron-Driven Acquisitions Subcommittee, and the Library Dean Search Committee. He attended the Annual Convention of the Alabama Library Association, as well as webinars and online training sessions on Resource Description and Access ("RDA in Action," RDA Toolkit Essentials, and the RDA training workshop facilitated by AACRL, CUS and TSSRT). He attended a demonstration of the new EBSCO e-book platform. He attended AUM training sessions on topics such as embracing change and avoiding burnout in the workplace. He also oversaw and coordinated the Department's contribution to the ongoing 2nd floor withdrawal project, which entailed extensive editing of Voyager records, researching and correcting of problematic records, maintaining and compiling statistics on items withdrawn, and maintaining accurate information on our holdings in the local catalog as well as in OCLC Connexion, the international bibliographic database. He assisted with the verifying of content links in Springer e-book records and coordinated and collaborated with the Systems Librarian and the Cataloging Librarian I to correct and/or remove problematic Springer e-book records from Voyager, as necessary.