

AUM Library

2007-2008 Annual Report

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Executive Summary

This year has seen the retirement of two long-time staff members, Betty Tims, Head of Public Services, and Louise Redd, Library Associate. Because of budgetary constraints, their positions have been frozen for the new fiscal year. As a result, the library is short-staffed.

Thanks to the support of Vice Chancellor Warren, the library has escaped drastic budget cuts and is level funded for the coming year. In spite of this, the library's purchasing power is being affected by double-digit serials inflation, combined with a \$20,000 maintenance cost associated with the maintenance of the library's Integrated Library System (ILS). This amount will have to come off of the top of the library's budget October 1st.

Public Services: The Library has seen a significant decrease in traffic this year, both in terms of physical traffic within the building and in terms of the materials being checked out. In fact, library use at the Reference desk declined by 47%, and the number of items circulated decreased by 7%. However, the instructional component of the library, led by Barbara Hightower, has had another banner year. Instructional sessions have increased by 7.5% to 143 class sessions, and the number of students taught increased to 2,478, an increase of 13% from last year. This increase was accomplished in spite of the loss of Betty Tims beginning in January of 2008.

Interlibrary loan has continued its phenomenal service. We remain a net lender of items to users throughout the state and the nation. The strength of the library's collections can be noted by the decrease in the number of requests made by faculty for materials. Borrowing requests for materials not owned by AUM were down by 7.6%. Items loaned, however, increased by 14.1%, demonstrating the importance of the AUM Library and its holdings to the state.

Electronic Access to library materials through the library homepage decreased from a high last year of 252,974 visits to 235,658 this year, a decline of 7%. Even with this decline, the library reached a high in terms of the number of hits on its website, reaching 2,220,369. The web-visits included a total of 42,777 unique IP ranges. Visits to the library came predominantly from the United States, followed closely by users in Sweden, Japan, France, China and Canada. The Library Web Manager is currently working with University Relations to mirror the new University website when it is released in February of 2009. The Library homepage will now look the same graphically as the University homepage.

Technical Services: The library this year acquired 4,755 titles, a decrease of 16% from last year. We received 5,178 titles and a total of 8,217 titles were withdrawn, either as part of the weeding project the library has undertaken for the past two and one-half years or because of damage to the item.

In order to increase efficiency, the library has begun utilizing EDI (Electronic Document Interchange) with its primary book vendor. The EDI allows for faster turn-around in ordering, along with greater accuracy in terms of receiving titles.

Special Projects: The library received external funding of \$13,500 to license and test software that will harvest state publications that are “born” digital. These publications are in most instances no longer available in print. The library staff has to date harvested, cataloged, and made available to the citizens of the state of Alabama some 74 publications which are available by title through the library catalog and through the Online Computer Library Center’s WorldCat database.

The library is nearing completion of its weeding project which should be completed this fall. Additionally, the library will be looking at purchasing tables of contents for its holdings and loading those into the catalog to increase accessibility of its titles. This will be done once the weeding project is completed.

The library has upgraded its Interlibrary Loan package, moving from the Voyager software to ILLIAD from OCLC. This software allows for greater efficiency in integrating the requests into the borrowing system.

The library also initiated a blog this spring in order improve communications with technology savvy students. A virtual tour of the library was also developed by Samantha McNeilly, Library Assistant in Archives & Special Collections, and was posted on Flickr in addition to the library homepage.

Support of the University Strategic Plan: Three goals with various objectives from the Strategic Plan were identified. The following is an update on the library’s progress relative to these goals.

Goal 1. Objective 1A1.c. Individual units will develop student outcomes and will indicate measures of assessment of each. – Library response: The library has developed a program to assess student scores on projects for the Business Cornerstone courses and also with a course in Nursing. The objective has been that 80% of the students would score 80% or better on the assignment. During this past year, scores in the Cornerstone indicated 90% of the students in one section and 75% of the students in a second section scored at the 80% level. Five of the students in the Fall of 2008 missed by one point scoring at the 80% level.

Objective 1G1. Submit self-study to SACS. Deadline September of 2007. – Response: As co-chair of the University Self-Study project, this was completed. The University submitted its initial self-study in September of 2007, has undergone the off-site review and a visit from the on-site committee, has prepared and submitted its focused report, and is awaiting the review and decision of the C&R Committee of the Southern Association which will take place at its December 2008 meeting.

Objective 1G2. Host on-Site SACS Committee. April 1-3, 2008. – Response: Completed.

Goal 2. Objective 4A. Develop partnerships and programs that will strengthen AUM’s connection, reputation, and working relationship with State and Federal Agencies. – Response: AUM has worked with the State Department of Archives & History on a project to digitally harvest state publications, catalog them, and make them available to citizens of the state.

Additionally, the library has partnered with the Montgomery City-County Public Library system to co-sponsor the “Let’s Talk About It!” lecture series, focusing on Jewish Literature. The first session will be August 12th at 6:00 p.m. at the E.L. Lowder branch of the public library on Bell Road.

Objective 6E2d. Host unit/department workshops on grant opportunities and grant writing. – Response: The AUM Library has hosted a grant writing workshop in October of 2007 which had twenty individuals from on-campus and from the community. We are presently working on trying to host another workshop either in the fall of 2008 or the Winter of 2009.

Goal 4 Customer Service. Objective 2B3 Develop a student success course that is mandatory for all incoming students. – Response: The Library has communicated successfully with the Student Affairs office and are being integrated into the course development program.

Objective 5D3 Provide employee training to foster professional development. – Response: The library scheduled 35 training sessions, including 9 sessions devoted to either Banner HR or Finance training for university personnel.

Objective 3B1 Explore opportunities to partner with Auburn University on academic program offerings. Response: With the development of the seamless admissions program, the Library has established protocols with the AU Library for the provision of electronic reserves (the AUM Library will be the responsible Library) and is working to hire a graduate teaching assistant employed in the AU Library to teach instruction courses for the seamless admission courses.

Challenges: With the lean budget this year, the Library will be challenged to maintain access to its journal collections in the face of inflation predicted to be in the 11% range.

Additionally, the Library faces a number of challenges regarding the provision of wireless service to students and faculty. Efforts to work with the ITS staff have effectively failed. Students are unable to log-in within the Library using the wireless network and their student ids. The passwords that we are provided frequently do not work. We have been directed to send students to the ITS Help Desk or the Taylor Center Lab to configure laptops, which we have done. However, we have received numerous complaints from the students about the lack of assistance they receive when they come back and their laptops still will not access the wireless network.

Also, the Library suffers from a lack of adequate speed within the computers based on the network protocols. With one or two exceptions based on special projects, most library computers operate at a speed of 10.0 Mbps. Presently, the Computer Center has available for deployment 100.0 Mbps, but when we have requested that the Library be added to this level, we have been told that is a decision the CIO must make and it will be a part of Phase II for upgrades. Recent discussions, however, have indicated that the Library is not included in the next upgrade. This is a significant problem for staff in the acquisitions and cataloging areas who must work with multiple programs operating at the same time.

Respectfully submitted,

Rickey Best
Dean
AUM Library

Public Services Annual Report

2007-2008

The Public Services Department is made up of the units in the AUM Library that have direct contact with library patrons. These units are Reference, Library Instruction, Interlibrary Loan, Government Documents, Access Services, and Archives/Special Collections. The reports of each of these units are attached and are a record of the year's activities.

The Public Services Department had a major change this year with the retirement of Betty Tims. Lucy Farrow began training with Ms. Tims in the fall in anticipation of Ms. Tims' retirement and took over as Acting Head in January 2008, and became Head in June 2008. Ms. Tims leaves a legacy of excellence for all of the AUM Library, but especially for those in the Public Services Department. We have a high standard to uphold.

Reference statistics are down dramatically for the year. There was an overall decrease of 47% in Reference transactions (reference questions, directional and telephone questions) as well as a 30% decrease in materials reshelved. The numbers for the Reference transactions are consistently under reported, but the decrease in the numbers of materials reshelved is partially attributable to the increase in periodicals that are available via electronic services such as JSTOR. The "Ask-A-Librarian" email Reference Service was down for most of the year due to computer problems.

The Library Instruction program increased by 7.5% in the total number of sessions taught while the number of students taught increased by 13%. Although we know that the AUM community is accessing the library via WebCT, the number of library accesses through WebCT cannot be calculated this year due to the failure of the server log.

The Interlibrary Loan unit was left short handed again by the departure of the library assistant, Marcia Hinnen. Samantha Bradley was hired and trained, but only stayed eight months. Despite being short handed, the ILL unit continued to do excellent work. Overall, ILL borrowing requests decreased by 7.6 % while lending requests increased by 17.6%

The Government Information Services unit continues to see changes in distribution patterns from GPO as well as changes in staffing. The number of paper documents is up 15% in spite of the transition to electronic formats. The number of microfiche continues to decline and is down by another 20%. Distribution of electronic formats is up 12%. The number of reference questions has declined by 18% but email and telephone questions are up by 19%, mainly due to email questions. The staffing changes come as a result of Lucy Farrow's move to Public Services and the resulting vacancy.

The Access Services unit circulated a total of 20,594 materials this year. This is a decrease of 7% from the previous year. The literature, history and education areas of the collection had the most use. The total for the use of all reserve items, including newspapers was 1,607, a 45% decrease from last year. The total number of items placed on reserve was 884 items, a 12% increase. Of those 884 reserve items, 179 of these items were electronic. This is an increase in the number of

electronic reserves by 118% over the previous year. There were 390 uses of the electronic documents on reserve in 2007-2008.

Archives/Special Collections had a slight decrease in walk-in patrons of 5%. The largest patron group continues to be undergraduates, followed by AUM faculty and members of the public. The unit added materials from the Chancellor's Office, University Relations, Academic Affairs, Staff Council, the Aumnibus, the Library, and the Capri Theater.

Access Services Annual Report
Circulation/Reserves
2007-2008

The Access Services unit serves a variety of patrons who use the AUM Library. This unit is responsible for checking out normal circulating materials as well as reserve, interlibrary loan, and universal borrowing materials. This unit is also responsible for stacks maintenance of the circulating collection including shelving new books, re-shelving, shelf-reading, shifting, and keeping the stacks in order. The unit is staffed by three full time staff members, Dale Morris, Tom Russell, and Gwen Williams, as well as a part-time staff member, Debra Todd. The librarian position in Access Services was vacant for 11 months of the year and was filled in May by Dr. Judy Solomon. The staff members are to be commended for their hard work in keeping the unit functioning while they were short-handed.

A total of 20,594 materials were circulated this year. This is a decrease of 7% in the total number of materials circulated when compared with last year. The literature, history and education areas of the collection had the most use. This is consistent with the previous year's use. Among user groups, circulation was down in all groups with the exceptions of AUM Faculty, who checked out 6% more than the year prior, AUM Alumni who checked out 49% more, Auburn staff who checked out 80% more, and Auburn undergraduates who checked out 35% more. There were 2,475 K-12 users who registered at the circulation desk. This is a decrease of 6% from the previous year; however, it is highly likely that the number of registered students is under reported. Some students are unaware that they are required to register, and others do not feel it is necessary.

The total for the use of all reserve items, including newspapers was 1,607. This is a decrease of 45% from last year. The total number of items placed on reserve was 884 items which is an increase of 12%. Of those 884 reserve items, 179 of these items were electronic. This is an increase in the number of electronic reserves by 118% over the previous year. There were 390 uses of the electronic documents on reserve in 2007-2008.

Total monies collected at circulation were \$11,982.30, a decrease of 1% from the previous year. This total includes book and material replacement, fines, guest cards, interlibrary loan charges, and used books or materials sold.

See attached pages for complete circulation statistics.

Annual Report
Reference
2007-2008

The Reference unit serves the AUM community by providing assistance in obtaining information needed for research, class activities, and personal needs. While librarians and staff from other units in the library help staff the main reference desk, the actual staff in the unit are Maranda Faulk, Library Associate, Dale Lee, Library Assistant, and Betty Tims, Librarian, to December 2007, and Lucy Farrow since January 2008. Dale Lee's reporting line has been changed so that he reports directly to the Dean, but his duties remain in the Reference unit.

The unit is responsible for maintenance of the reference and serials collections, maintenance of film reader/printers and Xerox machines. The unit was involved in major weeding and shifting projects in the reference collection and the second floor storage area. Maranda Faulk and her student assistants completed this project. The Reference unit also provides staffing for the classroom/computer lab. The computer lab supports the library's instruction program as well as providing the AUM community with a lab in which they can conduct research and write papers. The lab is staffed by several student assistants and is open all the hours the library is open. Lab use is down by 37%, and there are several possible reasons. We now have more patrons who bring their own laptops and don't need our lab. We also have those who prefer to use the Taylor Center lab where they can get free printing, and in fact, we often refer people there to print articles or assignments. We also have increased the number of library instruction classes we are teaching and therefore making the lab unavailable more often. All of these factors impact lab use.

The two guest computer workstations were used 34% less than in 2006-2007. The decrease in numbers may be attributable to a good number of patrons who did not sign the guest user log, and also to more guest users who are coming into the library with their own laptop computers. The library also provides access to 4 computers on the first floor and many guests use those computers instead of the second floor machines. There are no use statistics for the first floor computers, but observation indicates they are heavily used.

Although there were 13,666 reference transactions in 2007-2008, Reference Desk transactions are down by 47%. These statistics include general reference questions, directional and telephone questions as well as help with machine problems. Although there is a habitual tendency to under record activity so that the real numbers are higher, they are probably not 47% higher. Libraries across the country have reported consistently lower statistical use due to the availability of resources through electronic services. We are still providing resources; we just don't require our patrons to come to the physical location to use them.

The "Ask A Librarian" email reference service suffered a set back with the loss of the referral form. The form has been inaccessible for over a year. To work around the loss of the form, the contact information has been changed to a direct email link. Since that change has been made, the service has received 3 questions, 2 from AUM patrons, one non-affiliated patron. There will

need to be a great deal of marketing and promotion of the alternative reference services once the web issues are resolved.

In January, the Reference unit opted to install Microsoft Office on the computers in the Reference area in addition to the computers in the lab. This addition allows students to use the library computers for word processing at those times when the lab is in use. The students and staff have been pleased with the change.

In April 2008, the library negotiated with the AUM IT Department and began a program that allows us to assign guest passwords for wireless access to library guest users. The guest patrons have been pleased to have access, although there have been some challenges in the implementation of the program.

Ask-A-Librarian E-mail Reference Service Annual Report June 2007 – May 2008

This is the fifth full year for the Ask-A-Librarian E-mail reference service at the AUM Library. Lucy Farrow has been the coordinator during this time. The service was unavailable for most of the year due to the loss of the active form. At the request of the coordinator, the Ask-A-Librarian link was directed to the email account. There were 3 requests, in April and May, two from AUM students and one non-affiliated user.

The direct email link is a temporary work around for the service. The loss of the form with the subsequent, this form is unavailable notice completely shut down the service for months. Once new online services are available, the service will have to be marketed and aggressively promoted to regain the use that has been loss.

Archives & Special Collections Annual Report June 1, 2007 - May 30, 2008

Submitted by:

Jason Kneip,
Archives & Special Collections Librarian

Introduction:

The Archives & Special Collections unit of the AUM Library is located in room 804 of the Library Tower. The hours of operation are Monday-Friday from 8am until 5:30pm. Hours of operation may vary due to staff scheduling for desk shifts and other duties. The unit consists of one full-time librarian and one full-time library assistant.

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 30 new titles during the past year. The University Archives & Manuscripts section currently holds approximately 700 cubic feet of records. The following materials represent the most substantial accessions over the past year:

- 100 cubic feet of materials from the Chancellor's Office
- 15 cubic feet of materials from University Relations consisting mainly of photographs, newspaper clippings, archived press releases, and documentation from various campus event coordinated by the Unit.
- 10 cubic feet of materials from Academic Affairs.
- 10 cubic feet of materials from Staff Council.
- 20 cubic feet of materials from the Aumnibus.
- 10 cubic feet of materials from the Library (purchase orders & travel vouchers).
- One bound volume of the Southern Courier, a local newspaper documenting the Civil Rights struggle.
- 5 cubic feet of materials from the Capri Theater.

Physical Environment and Conditions:

The department has not added or gained any additional storage space in the past year. The staff continues to strive for the most desirable environmental conditions in the unit through the following methods: running our HEPA air filter several times a week, vacuuming floors with the Rainbow vacuum on a monthly basis, and running our dehumidifiers when necessary.

The Archives & Special Collections staff also conducts humidity readings for other areas of the Library. Please see **Table G** for Temperature and Relative Humidity Readings Reports for the past year.

Records Management Activities:

During the past year, AUM decided to go with a different bulk shredding vendor primarily to save money. The new vendor, Data Bank, is very cooperative in visiting different locations on campus to pick up bulk shredding. This has resulted in my not having to consolidate several bulk shredding orders into a single order, which was the case with our previous vendor, Shred-It. Archives and Special Collections still continues to act as a liaison between individual offices and departments on campus and the bulk shredding vendor contracted by the University (Shred-It).

The Archives and Special Collections Librarian also continues to serve as the University Liaison to the State Records Commission concerning matters of records management. There have not been any changes to the Records Disposition Authority during the past year.

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

- Total number of Records Disposition approved: 25
- Volume of records approved for destruction: 199.25 cubic feet

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

Projects:

- In December, I recorded a two-hour oral history with Cong. William L. Dickinson where he discussed his political career. The oral history was recorded as a digital file that we will hopefully make available to the public in the future.
- Archives and Special Collections created a small book exhibition and prepared a Power Point presentation for the Friends of the AUM Library Dean's Dinner (May).

- Archives and Special Collections prepared Power Point presentations for the retirement parties of Betty Tims and Louise Redd.
- The Archives and Special Collections staff created a virtual tour of the AUM Library using the photograph sharing web site Flickr.
- Samantha taught students of Dr. Gribben’s English course about the basic of book repair.
- Samantha created an exhibit for the second floor display cases titled “From Bestsellers to Blockbusters.”
- Archives and Special Collections assisted the Marketing department in creating a display of classic advertisements by encapsulating 15-20 items.

Usage Statistics:

The number of walk-in visitors to Archives and Special Collections during 2007-08 was 76. Our largest patron group continues to be undergraduate students, followed by AUM faculty and members of the public, who use our facilities at nearly an equal ratio.

The unit has also begun tabulating usage statistics for incoming phone calls and emails messages of requests for information.

A detailed report of statistics in the afore-mentioned areas can be found in the following tables.

Table A.

Archives & Special Collections Usage Statistics

Walk-in Visits by Patron Type							
Status	Faculty	Staff	Under-graduates	Graduate Students	Public	Visiting Scholars	Total
2007							
June	3	0	1	2	1	0	
July	4	1	2	1	0	0	
August	1	0	1	0	0	0	
September	2	1	2	0	1	0	
October	1	1	6	0	1	1	
November	1	0	7	1	0	0	
December	0	0	1	0	0	0	
2008							
January	0	0	9	0	1	0	
February	1	0	8	1	0	0	
March	0	0	3	0	0	0	
April	0	1	4	0	0	2	
May	0	0	1	0	2	0	
Totals by Patron Type							
	13	4	45	5	6	3	
					Total Patrons		76

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

	Special Collections	Archives	Genealogy / Local History	Records Management
2007				
June	6	1	1	0
July	7	1	0	0
August	1	1	0	0
September	4	2	0	0
October	4	4	2	0
November	7	1	0	0
December	0	1	0	0
2008				
January	1	8	1	0
February	2	8	0	0
March	2	1	0	0
April	4	3	0	0
May	2	0	1	0
				0
Totals by Collection Type	40	31	5	0
Total Walk-in Visits				76

**Table C.
Walk-in Use by Patron & Collection Type**

Status	Faculty	Staff	Under-graduates	Graduate Students	Public	Visiting Scholars	Total
Special Collections	12	0	20	5	3	0	40
Archives	1	4	22	0	0	3	30
Genealogy/Local History	0	0	1	0	3	0	4
Other	0	0	0		0	0	
Total	13	4	45	5	6	3	
				Total Collections Use:			76

**Table D.
Archives & Special Collections E-mail Log**

	Special Collections	Archives	Genealogy / Local History	Records Mgmt.	Other
2007					
June	0	2	0	0	0
July	0	0	0	0	0
August	0	0	0	0	0
September	0	0	0	0	0
October	0	2	0	0	0
November	0	0	0	0	0
December	0	0	0	0	0
2008					
January		1	0	0	0
February	0	2	0	0	0
March	0	1	0	0	0
April	0	4	0	0	0
May	0	2	0	0	0
Totals by type	0	14	0	0	0
Total E-mails	14				
*Note: Patron inquiries by email were not tabulated for previous years.					

**Table E.
Archives & Special Collections Phone Log**

	Special Collections	Archives	Genealogy / Local History	Records Mgmt.	Other
2007					
June	2	1	1	0	0
July	1	0	0	1	0
August	0	3	0	1	0
September	1	1	0	1	0
October	0	2	0	2	0
November	0	1	0	1	0
December					
2008					
January	0	1	0	0	0
February	0	0	0	1	0
March	0	0	0	0	0

April	1	0	0	0	0
May	0	1	0	0	0
Totals by type	5	10	1	7	0
Total Calls	23				

**Table F
Records Management Activities**

	Disposition Requests Approved	Vol. of Records Approved (cu. ft.)
2007		
June	5	55.00
July	1	1.00
August	4	15.00
September	3	9.00
October	3	11.00
November	3	28.00
December	1	1.00
2008		
January	0	0.00
February	2	29.25
March	2	46.00
April	1	4.00
May	0	0.00
Total Disposition Requests Approved	25	
Total Vol. of Records Approved for Destruction		199.25

Table G

Temperature & Relative Humidity Readings for 2006-07

Temperature & Humidity Readings 2007-2008												
	2nd Floor		3rd Floor		4th Floor		5th Floor		6th Floor		8th Floor	
Date	Temp	RH	3rd Temp	3rd RH	4th Temp	4th RH	5th Temp	5th RH	6th Temp	6th RH	8th Temp	8th RH
07/03/07	72	54%	71	53%	71	60%	71	47%	69	49%	72	58%
08/13/07	74	48%	72	51%	72	60%	72	43%	71	45%	71	60%
09/28/07	72	50%	71	54%	71	61%	69	45%	69	51%	72	57%
10/23/07	70	44%	70	40%	70	40%	69	40%	64	45%	68	41%
11/16/07	72	32%	72	33%	73	34%	73	32%	70	34%	72	33%
06/03/08	72	58%	74	55%	74	56%	74	62%	73	45%	71	57%

Interlibrary Loan

Interlibrary loan annual report 2007-2008

The ILL unit was staffed by Karen Williams, Samantha Bradley (from Oct to May), and one 20-hr student assistant.

In November 2007, the decision was made to switch ILL management systems from ILL Management to Illiad. In April 2008, Lending was transferred to Illiad.

This past year, interlibrary loan borrowing requests decreased, with 1485 transactions this year compared to 1607 transaction in 2006-2007, a decrease of 7.6 percent. Lending transactions increased from 1831 items lent in 2006-2007 to 2154 items lent in 2007-2008, an increase of 17.6 percent.

(See Appendix 1).

AUM provided 396 copies of articles to NAAL libraries last year and loaned 734 books, for a total of 1130 lending transactions, a 14.1 percent increase from the previous year. Borrowing decreased with 428 original items and 275 copies from NAAL members totaling 703 borrowing transactions, a decrease of 29 percent. AUM borrowed 47.3 percent of requested materials from NAAL members during 2007-08, a decrease of 11.8 percent. Materials loaned to NAAL members decreased from 54.1 percent in 2006-07 to 52.5 percent this past year. (see Appendix 2 and 3)

Unfilled lending transactions (where the AUM library could not supply materials to another library) decreased by 17.9 percent. (see Appendix 4a)

There were 229 refusals by the ILL unit in the past year. Refusals occurred when AUM already owned the requested item or policies prevented the department from making the request. However, of the 229 refusals, 189 were filled "in house," mainly through AUM library's holdings or full-text databases. (See Appendix 4b and 4c)

The average turn around time to fill lending requests for both copies and loans remained at under one day. The average turn around time for borrowing requests decreased from 4.6 days to 3.9 days for copies and increased from 7 days to 7.3 days for loans. (These statistics also include requests that were filled "in-house")
(See appendix 5 and 6)

AUM faculty generated the largest number of requests with a total of 548 copies and 472 loans. Undergraduates requested 29 copies and 170 loans. Graduate students requested 110 copies and 202 loans, and staff requested 8 copies and 49 loans. (These statistics also include requests that were filled "in-house".)
(See appendix 7)

The top five departments with the highest number of interlibrary loan requests for the past year were: History –479; English – 314; Library - 116; Psychology - 114; and Biology - 78. These statistics also include requests that were filled "in-house."
(see appendix 8).

Universal Borrowing/ALLIES

In the past year, AUM filled 81 requests through UB and charged out approximately 148 items to "walk-in" UB patrons. In addition, AUM patrons requested 651 items via UB and checked out 785 items. There were approximately 71 requests that were unfilled, which means that there were 205 items that AUM patrons checked out at another UB library. (see appendix 10)

**Appendix 1:
ILL STATISTICS
FOR JUNE 2007 TO MAY 2008**

****	LENDING				BORROWING			
****	BOOKS		COPIES		BOOKS		COPIES	
*****	OCLC	MAIL	OCLC	MAIL	OCLC	MAIL	OCLC	MAIL
June	96	0	37	0	83	0	60	4
July	111	0	61	0	92	0	60	0
Aug.	136	0	54	0	64	0	77	0
Sept.	175	0	70	0	103	0	59	0
Oct.	172	0	76	0	79	1	27	1
Nov.	126	0	74	0	83	0	38	0
Dec.	37	0	18	0	25	0	17	0
Jan.	142	0	52	0	77	1	25	1
Feb.	128	0	67	0	67	0	42	1
March	147	0	68	0	104	0	35	3
April	110	0	56	0	98	0	32	14
May	111	0	29	1	54	0	55	3
TOTAL	1491	0	662	1	929	2	527	27

a b c d e f g h

Originals loaned (a + b) 1491

Photocopies loaned (c + d) 663

Originals borrowed (e + f) 931

Photocopies borrowed (g + h) 554

TOTAL INTERLIBRARY LOAN (all)

3639

**Appendix 2
ILL NAAL STATISTICS
FOR JUNE 2007 TO MAY 2008**

****	LENDING		BORROWING	
****	BOOKS	COPIES	BOOKS	COPIES
June	51	19	34	31
July	41	41	38	37
Aug.	51	32	20	23
Sept.	86	37	56	26
Oct.	81	53	46	20
Nov.	62	40	50	16
Dec.	18	5	7	11
Jan.	76	30	23	12
Feb.	68	41	28	33
March	85	42	50	21
April	70	38	45	16
May	45	18	28	29
TOTAL	734	396	428	275

TOTAL NAAL INTERLIBRARY LOAN

1933

**Appendix 3: Percentages of ILL transactions filled through NAAL libraries
6/1/07-5/31/08**

Lending: Total originals loaned, all libraries	1491
Total originals loaned, NAAL libraries	734
Percentage NAAL originals loaned	49.2%
Total copies loaned, all libraries	663
Total copies loaned, NAAL libraries	396
Percentage NAAL copies loaned	59.7%
Percentage NAAL transactions of all loans	52.5%
 Borrowing: Total originals borrowed, all libraries	 931
Total originals borrowed, NAAL libraries	428
Percentage NAAL originals borrowed	46%
Total copies borrowed, all libraries	554
Total copies borrowed, NAAL libraries	275
Percentage NAAL copies borrowed	49.6%
Percentage of all NAAL borrowing transactions	47.3%
 Total percentage of ILL transactions made through NAAL libraries	 50.4%

**Appendix 4A: Statistics for unfilled or canceled transactions (borrowing and lending),
6/1/07-5/31/08**

Lending Transactions	
Unfilled: OCLC	1248
Mail	0
Borrowing Transactions	
Unfilled: OCLC	60
Mail	0

Appendix 4B: Reasons for Refusal of request by ILL unit

AUM holds material requested	69
Filled from Full-text database	82
Filled using internet site	38
Bad Citation	7
Time limit	3
Not available on OCLC	22
Policy Problem (Textbook)	4
Exceeds max cost	3
Policy Problem (not a student)	1
 Total filled In house	 189
Total returned to patron unfilled	40

Appendix 4C: Request filled from AUM Databases by Database

Academic Search Premier	30
American Chemical Society	2
Business Source Premier	4
Infotrac	5
J-Stor	13
LexisNexis Academic	2
Literature Resource Center	3
ProQuest Research Library	7
Sage Journals	1
Science Direct	10
Shaw-Shoemaker	1
Wiley Interscience	4
Total filled from AUM databases	82

Appendix 5: Lending Turn Around Time 6/1/07-5/31/08*

(report excludes observed turn around time values that exceed 30 days)

Turnaround time (days)	Copies	Loans
0	534	1136
1	10	11
2	1	0
3	3	0
4	1	0
Averages	0.0	0.0

*report does NOT include lending requests processed via ILLIAD

Appendix 6: Borrowing Turnaround Time 6/1/07-5/31/08*

Turnaround time (days)	Copies	Loans
0	108	27
1	113	19
2	65	72
3	73	86
4	35	83
5	41	82
6	51	101
7	29	79
8	7	55
9	15	29
10	4	34
11	4	43
12	5	26
13	5	25
14	1	16
15	3	14
16	0	5
17	1	7
18	2	9
19	1	6
20	2	4
21	1	6
22	1	4
23	0	1
24	0	2
25	0	5
26	1	1
29	1	3
30	1	3
31	2	0
35	1	0
37	1	0
40	0	1
42	1	0
50	1	0
69	0	1
Averages	3.9	7.3

*these numbers also include requests filled "in-house"

Appendix 7: Patron Status Report, 6/1/07-5/31/08*

Copies (photocopies borrowed)

Patron Status	Filled	Unfilled	Cancelled	Total
Faculty	523	25	0	548
Grad. Student	106	4	0	110
Staff	8	0	0	8
Student	28	1	0	29
Totals	665	30	0	695

Loans (books borrowed)

Patron Status	Filled	Unfilled	Cancelled	Total
Faculty	458	13	2	472
Grad. Student	194	8	0	202
Staff	48	1	0	49
Student	164	6	0	170
Totals	864	28	2	894

Total copies & loans

Total Charges

Faculty	1020	\$1807.80
Graduate Students	312	\$476.00
Undergraduates	192	\$57.50
Staff	119	\$47.50
Totals	1891	\$2388.80

*these numbers include requests filled "in-house"

Appendix 8: Borrowing Requests by Department 6/1/07-5/31/08*

Patron Dept	Copies (C)				Loans (L)				Total C&L	Total Charges \$
	Filld	Unfil d	Cancl'd	Total	Filld	Unfilld	Cancl'd	Total		
210 acct	4	5	0	9	21	2	0	23	32	46.00
220 i.s.	2	0	0	2	1	0	0	1	3	0.00
230 Econ	8	0	0	8	18	1	0	19	27	75.00
240 mngmnt	4	0	0	4	7	1	0	8	12	11.00
250 mrketing	11	0	0	11	10	0	0	10	21	0.00
310 ECE	0	0	0	0	1	0	0	1	1	0.00
320 FSPE	15	0	0	15	4	0	0	4	19	324.00
330 sp ed	7	0	0	7	2	0	0	2	9	59.00
340	3	0	0	3	0	0	0	0	3	0.00
410 eng	109	9	0	118	193	3	0	196	314	430.00
420 F.A	3	0	0	3	54	4	0	58	61	32.50
430 hist	145	3	0	148	323	8	0	331	479	815.80
440 com	13	0	0	13	20	0	0	20	33	75.00
450 socio	3	0	0	3	25	0	0	25	28	0.00
460 thea	0	0	0	0	21	0	0	21	21	0.00
470 intl studies	3	1	0	4	5	0	0	5	9	35.00
510 bio	58	4	0	62	15	1	0	16	78	53.00
520 JPS	38	0	0	38	5	0	0	5	43	41.00
530 pol sci	12	0	0	12	18	0	0	18	30	70.00
540 math	35	4	0	39	4	0	0	4	43	37.00
550 phy sci	47	2	0	49	4	1	0	5	54	5.00
560 psych	69	2	0	71	37	5	1	43	114	226.00
610 libry	2	0	0	2	1	0	0	1	3	0.00
650 libry	55	0	0	55	57	2	0	59	114	22.50
700 nurs	16	0	0	16	2	0	0	2	18	21.00
800 admn	2	0	0	2	15	0	0	15	17	10.00
TOTAL S	664	30	0	694	863	28	1	892	1585	2388.80

*these numbers include requests filled "in-house"

Appendix 9 Charges by department 6/1/07-5/31/08

Department	Charges \$
210 acct	46.00
220 i.s.	0.00
230 Econ	75.00
240 mngmnt	11.00
250 mrketing	0.00
310 ECE	0.00
320 FSPE	324.00
330 sp ed	59.00
340	0.00
410 eng	430.00
420 F.A	32.50
430 hist	815.80
440com	75.00
450 socio	0.00
460 thea	0.00
470 intl studies	35.00
510 bio	53.00
520 JPS	41.00
530 pol sci	70.00
540 math	37.00
550 phy sci	5.00
560 psych	226.00
610 libry	0.00
650 libry	22.50
700 nurs	21.00
800 admn	10.00
TOTALS	2388.80

Appendix 10 UB/ALLIES

Lending Requests Filled/Unfilled 6/1/2007-5/31/2008

Status	Requests
Filled	81
Unfilled: Not found	3
Cancelled	2
Total	86

Filled Lending Requests by Patrons' Home Library 6/1/2007-5/31/2008

Library	Requests
Alabama	24
Auburn	32
Jacksonville State	22
UAB	3
Total	81

Borrowing Statistics by Holding Library 6/1/2007-5/31/2008

Library	Checkouts	Requests	Walk-in Checkouts (est)	Unfilled Requests (est)
Auburn	547	343	204	1
Alabama	89	131	1	43
UAB	93	110	no data	17
Jacksonville State	57	67	no data	10
Total	785	651	205	71

Library Instruction Annual Report 2007-2008

The Library Instruction program grew this year in both the number of sessions and the number of students attending those sessions. Student attendance at instruction sessions increased by 13%, and the total number of sessions increased by 7.5% over academic year 2006-2007 (see table below).

Library Instruction Sessions & Number of Students Attending 2007-2008 Compared with 2006-2007

Month	Instruction Sessions 2006-2007	Instruction Sessions 2007-2008	Students 2006-2007	Students 2007-2008
June	13	12	149	195
July	6	6	72	74
August	11	21	258	418
September	16	12	308	173

October	22	23	346	399
November	12	13	209	235
December	0	1	0	13
January	14	16	282	358
February	19	13	274	181
March	12	11	181	180
April	8	15	114	252
May	0	0	0	0
Totals	133	143	2193	2478

We saw an increase in the number of English Composition courses (see table below) with the largest increase in the number of sessions taught for ENGL1020. At the beginning of the Fall semester, the Library Instruction Coordinator spoke at a meeting of the English composition adjunct faculty, and Dr. Alan Gribben head of the Department of English and Philosophy urged that faculty request library instruction for their sections of ENGL1010 and ENGL1020.

**Library Instruction Session for English Composition Courses
2007-2008 Compared to 2006-2007**

Month	ENGL1010 2006-2007	ENGL1010 2007-2008	ENGL1020 2006-2007	ENGL1020 2007-2008
June	2	1	3	1
July	1	3	1	3
August	0	0	0	0
September	0	2	2	2
October	10	7	3	10
November	7	9	3	1
December	0	0	0	1
January	0	0	0	0
February	2	1	4	9
March	3	1	6	8
April	7	9	0	2
May	0	0	0	0
Totals	32	33	22	37

Librarians conducted the majority of sessions in the Library's computer lab but went elsewhere on campus including the Schools of Business and Nursing. The Library Instruction Coordinator also communicated with students in the NURS3831: Computers in Nursing course through WebCT email and conducted instruction sessions for these students via Wimba Live Classroom. This is the second year these online tools have been used with NURS3831.

In addition to instruction sessions for individual courses, librarians and library staff participated in activities outside the Library. We spoke at the New Graduate Student Orientation in August, the Library's third annual New Faculty Orientation in September, and the Spring 2008 Faculty

Development Institute (our fourth year at the FDI). The Library Instruction Coordinator coordinated the Library's table at the New Student Orientation where librarians and staff spoke to new students and their parents and showcased browsing books and videos/DVDs from the Library's collections.

The AUM community continues to access the Library through WebCT (see table below). The number of accesses expanded from 57 for the Fall 2005-Spring 2006 semesters to 1097 for Summer 2006-Spring 2007 semesters. We are unable to calculate the number of accesses for the entire period of Summer 2007 through Spring 2008 as the server log did not function for the months of May through July 2007. May is included as part of the summer semester because the students in NURS3831, which begins in May, account for most of the library accesses.

Library Accesses through WebCT

School	Fall 2005 - Spring 2006*	Summer 2006 – Spring 2007**	Summer 2007***	Fall 2007	Spring 2008
Nursing	17	991	---	472	160
Education	40	62	---	6	5
Sciences	0	36	---	2	1
Liberal Arts	0	7	---	42	35
Business	0	1	---	0	0
Totals	57	1097	---	522	201

* Statistics are not available prior to the Fall 2005 semester.

** Statistics cover the period from May 2006 through April 2007 to include accesses by students in NURS3831 for Educational Advancement for Registered Nurses which begins in May.

*** Statistics for the period May – July 2007 are not available due to problems with the server log. This time period typically includes the highest number of accesses because of the NURS3831 course.

Next year's goals include:

- creating online tutorials and other online materials that can be used for courses taught on campus and online.
- developing instructional materials that can be used to better integrate information literacy skills into library instruction sessions, especially for English Composition and Nursing courses
- increasing evaluation and assessment of library instruction activities and student learning outcomes

Government Information Services Annual Report 2007-2008

The Government Information Services unit is becoming accustomed to being perpetually short-staffed and constantly in training mode. The short staffing situation has occurred with the temporary freezing of the Document's Librarian position as of January 2008. Lucy Farrow continues to keep the basic librarian responsibilities of the Regional and Depository going while Lynn Ferguson and Cheryl Meehan keep the day to day processing and services going. One student assistant is employed, working 20 hours a week.

The number of paper items received is up 15% in spite of the turn to electronic formats. According to GPO, 95% of new titles published are electronic format. The number of microfiche is down again this year 20% from the previous year. The number of items received in fiche has declined dramatically in the past five years. As the microfiche contracts expire, GPO's intent is to make the publications electronic. This has not gone as quickly as planned. New microfiche contracts have been awarded recently, with some shipping problems resulting. The number of electronic items (CD's) is up by 12% but the electronic shipments seem to vary greatly from year to year.

The reference statistics are down about 18% this year but still up from two years ago. Some of the questions are general reference questions about databases and not strictly government documents reference and some are students who have questions on specific assignments. Many of the documents and legal questions are the result of specific classes. When those classes are not taught, or taught by someone else, our statistics can show it. However, the telephone and email questions are up by 19% with the increase due to more email questions. Users are finding additional ways to ask questions in addition to the telephone and walk-in.

During the past year, 2527 weekly cataloging records were added to the catalog and edited by the staff. This is down by about 27% from the previous year. The count does not reflect the items not included in the catalog or the serials checked in such as *Federal Register* or *Congressional Record*. Those records must also be edited to add new issues. The processing of the monthly Marcive records was assigned to Lynn Ferguson as part of her job duties. Lynn has done an excellent job of getting the records edited and has completely eliminated the backlog of records. The next step is to begin loading the backfile of MARC records into the catalog for years prior to 2000.

The documents librarian, as the Regional Librarian, also provides services to the selective depository libraries in the area. These services range from advice on retention of documents to proper disposal procedures to discussions on dropping depository status. There were approximately 76 email contacts this year. The past year approximately 45 disposal lists were checked and several excellent titles brought into our collection. This year there have also been several discussions and an ongoing plan to work more closely with the University of Alabama to share collections as well as regional responsibilities.

Statistical Tables

Table 1: Documents Reference Transactions

Year	Documents	Legal	Telephone	Total
2007/2008	314	172	33 (30 email) 63 (total)	549
2006/2007	386	228	32 (19 email) 51 (total)	665
2005/2006	169	69	34 (6 email)	272
2004/2005	234	191	32	457
2003/2004	313	301	54	619
2002/2003	215	128	17**	360
2001/2002	354	194	46	594

**Data is incomplete due to loss of records from May 2002-December 2002

Table 2: In-House Documents and Legal Usage

Year	Paper	Fiche	Legal	Total
2007/2008	373	34	1682	2089
2006/2007	501	123	2619	3243
2005/2006	282	105	1411	2361
2004/2005	380	101	1975	2456
2003/2004	670	157	2805	3632
2002/2003	725	161	3344	4230
2001/2002	1459	151	4841	6451

Table 3: Documents Received by Type

Year	Paper	Fiche	Electronic
2007/2008	4671	2409	218
2006/2007	3972	2984	193
2005/2006	5161	3229	330
2004/2005	5715	3315	221
2003/2004	5865	3967	372
2002/2003	7670	6827	333

Automation Annual Reports

Web-Manager Report

Annual Report 2007-2008
Submitted by Daryl Woods, Library Web Manager

Daryl Woods, the library web manager completed the loading of the faculty vitae and syllabi for SACS in the Fall of 2007. Recently, Daryl has been busy redesigning the library's website to match the design to that of the current homepage. The web manager also implemented a new in-house server based search engine to relieve the library of its dependence on outside server technology.

This summer the web manager launched the new library blog. It is used to distribute information about the library, library related events, collections information (such as the new books list), and other types of information that keeps patrons informed on library activities and issues. During the period of August 1, 2007 to May 31, 2008 the library's website received 2,220,369 hits and 42,777 distinct visits. The library databases received approximately 66,941 hits. The top six countries of origin for visitors to the website are the United States with 84% followed by Sweden, Japan, France, China and Canada with only a little over 1% of our visitors respectively. All other countries total less than 1% respectively.

Goals:

University Relations has reported that they are completely redesigning the university's website. They want the library to accommodate this new design. The Web Manger will work to redesign the library's website to coincide with the theme of the university's new design to be launched at the beginning of Spring '09.

Work with Automation in order to get Request Forms housed on main campus's server working on our server.

Create an internal blog for the librarians in order to provide another means for archival communication.

Computer Support Services Annual Report 2007-2008

Submitted by Larranesto Brumby
Senior User Services Technician

New Computer units

- a. We have configured and installed four new Gateway 4620D computers in the Government Documents section. The Government Documents computers include Windows XP Sp3 and Office 2007. These computers comply with federal specifications for public access computers.
- b. Office 2007 has been installed on all Reference, Lab and Guest computers.
- c. The Math Lab program has been set up on Lab workstations to provide students with additional access to this software when the Learning Center is not open.
- d. A new Gateway 4620D was installed for use with the Microfiche printer and film reader.
- e. Eight Dell laptops were acquired and loaded with Windows XP Sp3 and Office 2007. The laptops will be used to support the library instruction program where instruction classes are either larger than 30 or less than 8.

Servers

- a. A new 9525 Server was added to the library domain for use with the Iliad system. The system was set up and began running this spring.
- b. All servers are checked daily, including Application Logs; Security; Systems; Directory Services; DNS Server applications; and File Replication Services.
- c. Daily backups are performed on all servers with Symantec Backup exec 12.

Issues and Goals

- a. Wireless access continues to be a problem – students cannot get access to the university network easily or efficiently, and are not receiving assistance from ITS staff in doing so.
- b. Work to ensure that all lab computers can print to shared printers.
- c. Maintain helpdesk phone support and remote assistance for all library personnel and student users.
- d. Begin upgrading from Office 2003 to Office 2007 for all library staff members; begin preparations for transfer from Windows XP to Vista.
- e. Perform Patron update weekly.

Annual Report, 2007 - 2008 – Library Automation

Submitted by Timothy P. Bailey
Systems Librarian

Summary outline

Electronic records added:

- Added a total of 11979 bib records to location “GPO”
- Added a total of 104756 bib records to location “internet”
 - NetLibrary 6 & 7
 - US Serials Set – modified for off campus access
 - ACLS Humanities e-books – modified for off campus access, replaced in OPAC

Updated Voyager to version 6.5.3

- Coordinated with Auburn University
- Installed new clients over Christmas break
- Tested new clients
- Installed new Oracle/MSAccess Reports—migrated customized reports (i.e., the reports for the deaccession project, Circulation reports) to new version

ILL—worked with Karen Williams and Larry Brumby to initiate ILLIAD conversion; abandoning Voyager ILL Management system due to costs

Implemented patron Purge functions in Voyager

- Purging based on three years past expire date, no historic fines/fees/charges

Reference software upgrades

- AICPA (aka “Checkpoint” software) – Client upgraded at reference
- SciFinder Scholar – client upgraded in reference and across campus

Installed and maintained Connexion client to current versions, Tech Services and GovDocs

EDI

- Established with Baker & Taylor
- Per Diane, Baker & Taylor is the only vendor we use this with, due to the high volume of orders
- 263 orders sent in the '07-'08 year
- Must revisit receiving messages from Baker & Taylor via EDI

Maintenance and updating of databases

- Now at 133 databases; this number is fluid, as it only reflects currently active databases, not the number removed
- Removed 7 databases:
 - Reference USA (non-renewal)
 - WorldWide Political Science Abstracts (non-renewal)
 - AccessScience (dropped by AVL)
 - Pre-CINAHL (publication no longer exists)
 - Stedman’s Medical Dictionary (dropped by AVL)

Clinical Pharmacology (dropped by AVL)
Now proxying 150 resources, including databases, electronic journals, electronic monograph collections and websites

Online submittable forms

Down at end of 2007 year report, due to security changes at Auburn
Work will commence with Darryl Woods on getting those converted to run on servers located at AUM

Worked with School Of Nursing, Auburn/AUM to maintain dual campus access for faculty and students enrolled in the Nursing degree programs

Worked with IT Services to configure the proxy server to accommodate new wireless and campus network architecture

Introduction of DHCP protocol across campus; intranet vs. extranet addresses
EZProxy recognizes non-wireless intranet addresses, passes them through
Wireless users are asked to authenticate against EZProxy
Still tracking down which IP addresses are recognized by vendors

SSN conversion

Students converted in total in Fall 2007
Fac/staff converted Summer '07: ongoing
Workflow issues

Login problems (approximately 180 e-mails dealing with login problems sent during this time; in prior years this has not been tracked, due to the small number of requests for help I received; phone calls have also increased dramatically).

The 2007-2008 year for the Automation department at the AUM Library was quite busy, with a number of different actions taking place through out the year. With the addition of numerous electronic bibliographic records, the number of records in the OPAC has grown to 559796 unsuppressed bibliographic records, with 9105 suppressed bibliographic records in the catalog as well. This is anticipated to have an impact on maintenance fees for Ex Libris. Work continued as normal on adding and updating MARCIVE records for the Government Documents section. A total of 11979 bib records were added to the OPAC for the location GPO. Similarly, records were added and updated for the netLibrary VI and VII collections, the ACLS Humanities E-Book collection, and the United States Serials Set from Lexis-Nexis in the location "internet." 104756 bibliographic records were loaded to the location "internet" in the 2007-2008 year. Each electronic monograph collection (netLibrary, ACLS, US Serials Set) is located in location "internet," making it impossible to break out the number of records loaded for netLibrary, ACLS, and the US Serials Set individually. The vast majority of these records are for those in the Congressional Serials Set; loading of the Congressional Serials Set continues as more records are released.

Of much interest was the modification and re-loading of the ACLS Humanities E-Book collection records and the US Congressional Serials Set. In both cases, records were downloaded from the vendor and then modified to accommodate off campus access. To do this,

the MARCEdit program was employed. This set of tools allows users to convert raw MARC records into a text format, allowing mass modifications of records. Modifications were then made such that the 856 field sends patrons through the proxy server and verifies their status. MARCEdit was then used to convert the text files back into MARC. These edited MARC records were then transferred to the Voyager server pool, and loaded using the Voyager bulkimport program. A profile was used that allowed for the replacement of older records with the now-modified current records. Additionally, because the ACLS and Congressional Serials Set were already included in the EZProxy configuration, these modified records were able to be used without requiring further modifications to the EZProxy authentication system.

Work with the Auburn Library Technology Group continued as it has in the past. This year the two big issues were the upgrade to Voyager 6.5.3 and the loss of the Voyager ILL Management suite. Regarding the Voyager upgrade, efforts were made to have the upgrade done during the time of least anticipated impact to students, faculty, and staff at both Auburn and AUM. The upgrade was expected to take longer than usual, running approximately one work week from beginning to end. The upgrade included not only upgrades to the Voyager system, but also upgrading the Oracle database installation and the Solaris operating system that run in the background. Because of the length of time the upgrade took, final upgrade of clients at the desktop level was pushed back from the beginning of Christmas break to the end. Clients for Voyager were installed just prior to the return to campus of the Library faculty and staff; machines in locked offices were not upgraded until after the formal end of Christmas break. Finally, with the installation of a new version of the Oracle database, the MSAccess Reports function of Voyager had to be upgraded, a process that involved saving the old version of the Access reports file, installation and upgrade of the new Access Reports, and the import of locally developed Access reports, such as those used in the deaccession project and for Circulation.

Interlibrary Loan provided a good bit of work. At the end of last year, it was thought that the Voyager ILL Management program would continue to be supported, based on conversations with Ex Libris. On attempting to schedule an upgrade during Fall 2007, however, this was discovered to not be the case. Working with Larry Brumby and Karen Williams, the ILLIAD suite was purchased and set-up began in Spring 2008. At this time, ILLIAD for Lending has been set up and is in full service. ILLIAD for Borrowing, requiring more extensive training and customization, is set to be implemented in Summer 2008. Currently, the Voyager ILL Request function continues to work as needed for patrons to request materials. Once ILLIAD for Borrowing is implemented, the Voyager ILL request forms will be turned off, with patrons directed instead to the AUM Library's ILLIAD website, where users will be able to place requests, track what they have ordered, and look up past requests. The ability to see what has been ordered in the past is particularly anticipated, as it eliminates the onerous task of re-ordering materials that have already been used, saving time and effort for patrons and the ILL department. While the ability to charge materials out through Voyager was lost with the discontinuation of the ILL Management software, ILLIAD for Borrowing will allow Circulation faculty and staff a point-of-service check out, alleviating security concerns regarding borrowed materials.

Patron purge functions were implemented in Voyager during the 2007-2008 year. These functions existed in previous versions, but bugs had not been completely resolved until the

version installed currently. Patron records are purged based on three criteria: the patron record expire date must be over three years old; the patron cannot have outstanding fines or fees; and the patron cannot have historical charges on their record. The purge functions eliminate patrons who have not attended AUM in the past three years and who have never checked anything out. Patrons with outstanding balances on their account are not purged. Purging of patrons with prior charges should be revisited in the next year.

Other software that required upgrades were the AICPA/Checkpoint software, used by the Accounting classes, and SciFinder Scholar, used by the Physical Sciences and Chemistry classes and faculty. Each of these required that a new client be downloaded and installed. In each case, login files to be loaded on accessing the program needed to be created. In the case of the AICPA materials, the updates were done in the Reference area and in the Library Lab; no installations outside of the library were done. With SciFinder Scholar, a product of the Chemical Abstracts Society, several faculty had the product installed on their machines in their offices. Working with Dr. Steve Arnold, I was able to upgrade both the in-library machines and the office machines in the Department of Physical Sciences and Chemistry. It is unfortunate that the SciFinder Scholar upgrade was not done before support of the older version was discontinued. However, a timely response and the prompt installation of the newer SciFinder Scholar client in the Department sufficed to smooth any difficulties encountered by faculty.

New Connexion clients were installed in fall 2007 and spring of 2008 as released by OCLC. This is a minor upgrade but a major requirement of the AUM Library, as the Connexion client is the major method used to update and create bibliographic holdings information for the AUM Library at OCLC. Upgrades were done in Technical Services and Government Documents. Additionally, Connexion was installed for Ms. Lucy Farrow as Head of Public Services; this was required because of her move from Government Documents to Head of Public Services.

EDI (electronic document interchange) continued as a focus of efforts in Acquisitions. During the 2007-2008 year there were 263 orders sent to Baker and Taylor, our primary bookseller/purchasing agent, using EDI. Ideally, EDI would be extended to include other vendors; however, as much of our purchasing has been done either through Baker and Taylor or through agents (such as publishers or Amazon.com) which do not support EDI at this time, the need to extend EDI to other agents than Baker and Taylor is not regarded by Acquisitions as being of the greatest importance. Much more important is the implementation of the messaging function from Baker and Taylor that would hopefully eliminate the need for paper invoices. There is some resistance to moving toward the paperless transaction on the part of Acquisitions; options are being explored so as to implement this functionality in the coming year.

The databases and electronic journals continued to be updated as has been the practice in the past. There are currently 133 databases listed on the AUM library's databases-by-alpha page; this number is fluid, of course, and only reflects currently active databases, not the total number of databases ever listed. With budget cutbacks and the anticipated loss of materials by the AVL, this number will likely fall between this year and the next. A total of 7 databases were removed from the proxy server this year. These databases are:

ICPSR (non-renewal by AUM)

ReferenceUSA (non-renewal by AUM)

Worldwide Political Science Abstracts (non-renewal by AUM)
Pre-CINAHL (this publication was folded into CINAHL by EBSCO)
Stedman's Medical Dictionary (dropped by the AVL)
AccessScience (dropped by the AVL)
Clinical Pharmacology (dropped by the AVL)

Additionally, there are now over 150 items being proxied by the EZProxy service. This includes databases, electronic journals, and electronic monographs. While netLibrary has always been proxied, the records for the netLibrary collections have not included the proxy prefix. Work is under way in response to the requirements of the AU-AUM Seamless Admit program to enable off campus access to these netLibrary records through the OPAC, using MARCEdit to modify the records for proxied/off-campus access and the Voyager bulkimport process to replace existing records with the modified ones.

Online submittable forms, which had gone astray at the end of last year (2006-2007) have not been re-enabled. These forms failed because of security changes made to the servers they were housed on at Auburn. It is hoped that Darryl Woods and I can work on getting these recreated here at AUM on our servers, in order to avoid the problems frequently encountered when the Library Technology Group at Auburn makes changes at their end. Ultimately, housing these forms and processes here at AUM would be to the benefit of both campuses, allowing Auburn the ability to make changes as needed at their end while preserving the level of service that AUM patrons require.

Work with the School of Nursing has also been underway to provide access to AUM materials to all School of Nursing students. As this is essentially a joint program coordinated between the two campuses, students from both campuses may have a need to access materials from the AUM Library's databases. The addition of AU School of Nursing students has had a negligible impact on the duties of the Systems Librarian. Lists of AU School of Nursing students are received from Glenn Anderson of the R.B.D Library at Auburn and from Dr. Anita All, Auburn School of Nursing. These students are then added to our authentication system, using their 902* student number from Auburn wherever possible. So far there has been little else that needed doing with regards to this—most of the requests for help with logging in either come from the same two or three AU School of Nursing students or from AUM students directly. Because students are enrolled in the AU School of Nursing at the Fall semester for an entire year these updates only need to take place at the beginning of the Fall semester, rather than continuously as is the case with AUM students.

Coordination with IT Services continued as it has in previous reporting cycles. IT Services has itself undergone quite a few changes itself in the past year, which could explain problems encountered by the Library and its patrons. For example, the campus was switched, for the most part, from using static, or dedicated, IP addressing to a system of dynamic addressing. In the dynamic system, IP addresses are not assigned to particular machines, but are given out as needed. When the user logs off, the IP address is "recycled" for use by another machine. This is not so tricky, so long as the proxy service is aware of all the addresses being assigned. However, during Fall 2007 and Spring 2008, a system of internal (or intranet) IP addressing was also added, to accommodate higher network traffic rates that the deployment of the wireless network

necessitated. While using on campus webpages, one IP address from the intranet set of addresses is used, and when users visit websites off campus, the older IP ranges are used as needed. Because of the way the proxy server “sees” traffic, and the fact that the proxy server sits on campus, on campus users were being queried for their last name and Library barcode, as if they were attempting to log into a database from off campus. By working with Jon Fisher, I was able to determine the intranet IP ranges for both desktop and wireless network connections, broken down by specific building. Wireless users are still prompted for last name and barcode, while desktop users are passed through, based on the building they are trying to access the Library’s databases from. This set up was decided on as part of ensuring that access is limited to only legitimate AUM patrons; since the wireless network is accessible to mainly AUM students, faculty, and staff, with a few guest logins for the community users of the Library to use, this might be revisited in the future. IT Services had also configured the wireless network to disallow communications with the Library’s proxy server. This problem was being corrected at the end of Spring 2008. There were also problems involving various vendors and their records of which IP addresses are legitimate, caused by either the vendor getting an incomplete set at the time of purchase, or, as is more likely the case, the vendor reverting to an older set of IP ranges, inadvertently excluding IP ranges that have been added in the last few years. To track this down requires that I go to the Taylor Center lab, log in, and then try to connect to every database, one vendor at a time. I had scheduled myself to do that between semesters, but the Taylor Center lab, which uses one of the newer IP ranges the vendors may not be aware of, was closed for maintenance; I shall revisit this issue either at the end of Summer 2008 or in the Fall semester.

Finally, work has been underway for almost two years to move the University away from SSN-based identifiers towards a University issued ID number. These changes, mandated for students by state and federal privacy regulations, have been rocky. Communications with members of the team responsible for IT Services and Personnel have been poor. No one seems aware of what is going on regarding this process, so many units, such as the Library, are left to implement the new ID numbers as best they can. Patrons affected by the change have frequently expressed dismay and displeasure on being informed by the Library of the changes; however, there seems no other unit on campus willing to own the issue of publicizing the change. Student records were extracted from AUM’s Banner Student Records system. A simple change to the script which extracts the student data from Banner was made by Marvin Fay in IT Services, allowing student records to be extracted with the Senator ID based barcodes rather than the SSN-based ones. Ultimately, SSNs for student records were eliminated entirely by using the Senator ID as the primary key to load the records, and by eliminating the SSN field data prior to loading. More adversely affected are faculty and staff, whose records come from two disparate sources, Human Resources at Auburn and Banner from AUM’s IT Services. Because these two data sources do not talk to one another, it is up to the Library Automation department to “mesh” these records into one set. At this point, Marvin Fay is working closely with me regarding extracting faculty and staff records from AUM’s Banner installation and deserves recognition for his help and continued assistance regarding this matter. Among the problems encountered are: that there is nothing to distinguish full-time from part-time employees; that student workers are marked in AUM’s Banner installation as “employed” (they are, but are not part of the faculty/staff records maintained by Human Resources, and, as students, should not have the same privileges as faculty and staff in the Library); and that there are a number of legitimate (i.e., non-student) employees who are not in the AUM Banner installation. Additional problems have arisen because of a lack

of communication within IT Services—if a faculty or staff member attempts to retrieve their Senator ID from <https://mars.aum.edu/secure/enrollmentservices/idlookup/> and fails, no message is generated explaining the problem, and, should the faculty or staff member call the IT Services Helpdesk, many times they are told that Senator IDs are not issued to faculty and staff. This is incorrect. It is unfortunate that the Library seems to be the only unit taking the lead on publicizing this change, as many faculty and staff (and not a few students) encounter the need for these IDs only at the Library. Because we maintain a link to the ID Look-up page, patrons often call the Automation department to complain when they cannot retrieve their Senator ID, obviously believing the Library maintains that page. While I try my best to mollify them, and most often succeed, it reflects poorly on AUM as a whole that something as important as this has been basically ignored, especially at a time when so much effort is being made to improve customer service at the University level.

The ID changeover also impacted the number of requests for assistance in logging in to the Library's databases from off campus. During the 2007-2008 year, approximately 180 e-mails dealing with login problems were exchanged regarding login problems. A similar, though probably higher, number of phone calls and an increasingly large amount of time have been spent explaining the Senator ID-based library barcode to patrons who are attempting to log in to the databases from off campus. It is expected that these calls and e-mail will decrease as patrons become more familiar with the new Senator-ID based barcodes.

This year has been one of progress in Library Automation here at AUM. As always, there are a number of ongoing projects needing resolution. The Automation unit spends much time performing routine tasks, and, as the implementation of new systems and ID numbers spread, there is no reason to believe that these tasks will in any way become less important or fewer in numbers. Anecdotally, it is obvious that a lack of publicizing changes at the University level trickles down to the point of service that is the Library, resulting in stress and greater work for all units in the Library. Some projects require immediate attention, such as maintaining and troubleshooting access, while others can be planned out, such as upgrades to various library systems or the implementation of new University IDs. I have tried to give a fair account of the previous year's activities and equal credit to those members of the library and university faculty and staff whose efforts meshed with mine.

Technical Services Department Annual Report June 1, 2007—May 31, 2008

Submitted by
Colleen Valente
Head of Technical Services
July 11, 2008

Staff
John Gantt, Cataloging Librarian
Diane Westfall, Library Associate
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Tabitha Singleton
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I. 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, 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.

II. Staff Changes

Michelle Scott took the Library Assistant position that became available when Cheryl Meehan resigned to fill a position in Government documents.

Louise Redd, Library Associate, retired in March.

III. Statistical highlights

Acquisitions: Acquisitions staff ordered 4,755 new titles this last year, which includes 63 videos. This represents a decrease of 923 titles over last year (5678) or a decrease of 16%. For the first time this year, we have broken out gift statistics into categories. We received: 408 hardback books; 1215 paperback books, 1962 periodical issues and 26 av items (VHS, DVD or CD) for a total of 3611 items which was the same number received last year.

The unit received 5,178 items (5,097 books, 77 videos and 4 CD-ROMS).

Cataloging: Cataloging staff added 5,552 titles to the catalog, a decrease of 5.25% which continues the downward trend noted last year, when we added 5,858 new titles to the catalog.

The number of added volumes and copies has decreased, as well. Last year 625 volumes were added to the collection. This year we added 415-- a decrease of 33.6% Last year 45 copies of items in the collection were added; this year we only added 12 copies or nearly 70% fewer.

The number of books being weeded has declined significantly, as the project nears completion. This year 8,217 titles were withdrawn. Last year 13,817 titles were withdrawn.

IV. Projects:

Old projects have been mostly completed or, with the retirement of Louise Redd, have slowed down.

- Tabitha relabeled 693 volumes which is considerably fewer than last year when she relabeled 3,424 volumes. The majority of the volumes that needed new labels have received them.
- Acquisitions implemented EDI ordering through Baker & Taylor.
- John and I started cataloging and archiving state documents. This project got off to a slow start with a number of technological glitches that OCLC had to fix. However, they have done what needed to be done and we are able to proceed apace.

V. Staff Activities

- Diane attended a two day workshop “Just for Copy-Cats” which firmed up her cataloging skills. She attended a customer service session offered by the university: “Email & Telephone Strategies for Effective Communication”. With the retirement of Louise Redd, she has had to take over the bulk of the work Louise did with regard to new books—printing labels and updating OCLC holdings.
- Anne attended the Voyager Users’ Group meeting last November. She was a member of the Strategic Planning Committee, and also attended two customer service training sessions.
- John continues to represent the library on the Faculty Senate. He was also elected to the position of Moderator-elect for the TSSRT Round Table. He has taken on new tasks by absorbing work that Louise did, e.g. he keeps the monthly statistics and is responsible for adding new volumes of old titles to the collection. He also attended two customer service sessions.

Library Database Usage

June 1, 2007 – May 31, 2008

ABC-CLIO: America: History & Life / Historical Abstracts

Usage of these core historical databases continues to decline. Last year's decline of 68% in access has been followed by a 49% decrease in access to America History & Life and Historical Abstracts combined. The overall searches in both databases decreased by 44%.

	<u>2006-2007</u>	<u>2007-2008</u>	<u>Percentage Change</u>
AHL Access	81	66	-18.5%
AHL Searches	138	100	-27.5%
H.A. Access	98	22	-77.5%
H.A. Searches	158	31	-80.3%

While these are the core databases for the discipline, they are expensive. The combined subscription price for both is \$11,724. For this year, the average access cost for the two databases was \$65.49 per access. The average search cost was \$39.60.

Month	AHL / Access	AHL / Searches	Historical Abstracts Access	Historical Abstracts Searches
June 07	1	1	0	0
July 07	2	2	0	0
August 07	4	5	1	0
September 07	6	8	0	0
October 07	2	2	4	8
November 07	2	5	2	3
December 07	1	1	0	0
January 08	5	3	1	2
February 08	19	25	8	7
March 08	10	22	4	6
April 08	13	25	2	5
May 08	1	1	0	0
Total	66	100	22	31

AMERICAN CHEMICAL SOCIETY

This year has seen a positive upswing in the usage of this database. While it is not possible to accurately compare the number of accesses to this database for the previous year, (the vendor did not provide this data until January of 2007), there was a 181% increase in the number of times the database was accessed, and an increase of 148% in the number of full-text articles accessed.

The database contains the premiere journals in the discipline, and faculty and students benefit from having access to the database to help them keep current in the research trends in the field. The renewal cost for the database this year was \$29,579. This results in an average search cost of \$194.59 per search, and an average cost to access the full-text articles of \$43.69. This is 45% cheaper than last year's average cost of \$96.21.

Month	Accesses	Searches	Full-Text Articles
June 07	15	0	15
July 07	31	5	54
August 07	38	0	101
September 07	41	5	73
October 07	49	9	103
November 07	46	26	76
December 07	27	21	77
January 08	39	71	46
February 08	32	6	46
March 08	30	2	20
April 08	42	4	47
May 08	15	3	19
Total	405	152	677

ART INDEX FULL-TEXT

Usage of this database has continued to grow, albeit slightly. The number of searches conducted in the database increased by 2% and the number of full-text articles accessed increased by 38%. The subscription cost for this year was \$4,830, resulting in a per search cost of \$8.76, and a full-text access cost of \$40.25. While this is a significant improvement from last year's average cost of \$53.86 per full-text, the resulting cost remains far too high for this database. Issues regarding resolution of images and lack of color printing may be factors in the limited full-text access. To address this, the Library is looking at adding a color copier this fall which should provide significant support for the students in general, and for the users of this database in particular.

Month	Searches	Full-Text
June 07	17	1
July 07	14	2
August 07	8	0
September 07	15	1
October 07	29	4
November 07	122	31
December 07	48	14
January 08	27	27
February 08	74	10
March 08	36	4
April 08	139	26
May 08	22	0
Total	551	120

BIOGRAPHY REFERENCE BANK

The Biography Reference Bank is provided through the Alabama Virtual Library. This year saw a decrease in the number of searches by 15%, but an increase in the number of full-text articles by 43%.

Month	Searches	Full-Text
June 07	3	6
July 07	7	28
August 07	24	22
September 07	17	3
October 07	19	1
November 07	44	19
December 07	35	19
January 08	16	15
February 08	44	4
March 08	40	11
April 08	29	16
May 08	7	9
Total	285	153

BIOONE

BioOne is a collaborative partnership between scientific societies, libraries, academe, and the private sector. The publications in this database, which consists of 168 journals in the fields of Biology, are published by small societies and not-for profit publishers. The subscription cost for this database for 2007-2008 was \$4,516.

The usage of this database saw a significant decline in terms of the number of sessions (down by 49%). This number must be viewed with skepticism, however, as the vendor site has a computer glitch which is not recording the sessions for 2008. The number of searches increased by 12%, and the number of full-text articles retrieved decreased by 33%. The per search cost for this year is \$7.88, a five-cent increase over last year, and the full-text cost for journals \$7.97 per article, a significant increase from last year's \$4.75.

This database provides great value for the faculty and the students. While AUM pays \$4,516 per year, the subscription costs to the journals is more than \$13,670 minimum. A number of the titles do not report subscription prices, so the cost value will only increase.

Month	Sessions	Searches	Full-Text Accessed
June 07	50	41	31
July 07	72	45	34
August 07	71	83	41
September 07	87	119	98

October 07	71	68	76
November 07	37	28	20
December 07	0	33	41
January 08	0	22	27
February 08	0	44	64
March 08	0	39	39
April 08	0	38	76
May 08	0	13	19
Total	388	573	566

CAMBRIDGE SCIENTIFIC ABSTRACTS DATABASES

The following databases are licensed by the AUM Library. Unfortunately, the vendor's statistical reports do not provide access to full-text access through these databases. However, the Library has provided links within the searches for each of the databases to allow the user to click out to a journal article where the Library has full-text access in another database. Usage of these databases has increased by 450% over the previous year. All of the sources except PAIS and Worldwide Political Science Abstracts are new additions made available by the publisher.

The subscription cost for 2007 for CSA was \$7,283. The per search cost is \$2.94 per search.

Database	Searches Run 2007-2008	Percentage Change from 2006-2007
COS Scholar	337	-.02%
CSA Worldwide Political Science Abstracts	485	75%
PAIS Archive	307	17%
PAIS International	307	17%
Recent References Related to the Natural Sciences	0	-100%
Recent References Related to the Social Sciences	136	-52%
Web Resources Related to Natural Sciences	305	663%

Web Resources Related to Social Sciences/Humanities	595	-36%
Total	2,472	1%

CURRENT CONTENTS CONNECT

Current Contents Connect is subscribed to at the request of the faculty in Biology. However, the Library maintains a print subscription as well as the electronic subscription. Given the continuing decline in usage of the electronic subscription, efforts will be made this year to discuss with the department head in Biology the need to maintain a duplicate subscription.

Given the rapid rise on costs associated with the electronic version (from \$1,300 in 2002 to \$6,000 this year), this is one of the most expensive databases we provide access to. The average session cost is \$127.65, and the average search cost is \$125.00. Unfortunately, because this is an abstracting / indexing only database, full-text articles are not accessible through it.

Month	Total Sessions	% Change from 2006-2007	Total Searches	% Change from 2006-2007
June 07	0		0	
July 07	0		0	
August 07	3		3	
September 07	2		2	
October 07	6		6	
November 07	12		12	
December 07	9		9	
January 08	1		1	
February 08	4		4	
March 08	3		3	
April 08	6		6	
May 08	1		2	
Total	47	+176%	48	+140%

EBSCO DATABASES

Ebsco has become the major serials and database vendor in the country. Many of the databases listed below are available to AUM students and faculty through the Alabama Virtual Library (AVL). The AVL is a line item in the state budget, administered by the Alabama Public Library Service, and licenses access to databases for use by the general public, K-12 students, and college and university students. The figures below show AUM's usage of the Ebsco databases. Those databases that are listed in **bold** are those paid for by AUM.

For the twelve databases that AUM subscribes to individually, we pay a total of \$31,395. This equates to \$1.60 per access. Searches in the databases equal \$4.51 per search. The cost of the full-text articles retrieved comes to \$2.62 per article. Given an average cost of \$35 to receive an article through Interlibrary Loan, this is money well spent.

EBSCO DATABASES

Database Name	Sessions	Searches	% Change from 2006-2007	Full-Text Articles Retrieved	% Change from 2006-2007
Academic Search Premiere	14,417	31,147	-30%	29,895	-10%
Academic Search Publications	15	15	N/A	0	N/A
Alt Health Watch America: History & Life	623	1,525	-14%	730	-110%
Automobile Repair Reference Center	62	213	N/A	0	N/A
Book Collection: Nonfiction	9	15	-93%	15	+7%
Book Index with Reviews	484	1,386	-18%	61	-36%
Business Source Premiere	152	622	-41%	0	-500%
Business Source Premiere Publications	8,161	25,373	-4%	20,448	-2%
CINAHL Plus References	12	12	N/A	0	N/A
CINAHL Plus with Full-Text	176	225	-12%	0	-400%
CINAHL Plus with Full-Text/ Publications	5,495	18,003	+39%	8,731	+62%
CINAHL-Subject Headings	8	1	N/A	0	N/A
Communication & Mass Media Complete	344	607	N/A	0	N/A
Datamonitor Company Profiles	870	1,701	+3%	1,287	+83%
Ebsco Animals	210	76	+9%	287	-9%
Ebsco Publishing Citations	273	1,007	-29%	32	-43%
ERIC w/Full-Text	357	551	+63%	0	-100%
	3,174	11,662	-1%	0	-100%

Funk & Wagnalls Encyclopedia	404	1,264	-5%	39	+11%
Health Source Consumer Edition	762	2,161	0%	740	+26%
Health Source- Nursing/ Academic Edition	1,121	2,679	-5%	1,344	+33%
Historical Abstracts	63	230	N/A	0	N/A
History/Reference Center	646	1,760	-24%	419	-37%
Human Resources Abstracts	80	276	N/A	0	N/A
Image Collection	41	110	+900%	133	+1008%
Library, Info Science & Technology Abstracts	213	800	-21%	0	N/A
Literary Reference Center	2,185	4,367	+4%	5,321	+9%
MAS Ultra-School Edition	348	870	+211%	281	+115%
Masterfile Premier	705	1,589	-59%	776	-5%
Middle Search Plus	309	889	+28%	109	+68%
Military & Government Collection	368	1,117	-27%	195	0%
Newspaper Source	1,040	3,259	-24%	1,331	-16%
NoveList	N/A	N/A	N/A	N/A	N/A
Primary Search	488	1,568	+492%	116	-50%
Professional Development Collection	807	2,159	-12%	1,050	+28%
PsycARTICLES	2,587	6,112	+5%	6,760	+51%
PsycARTICLES References	29	59	N/A	56	N/A
PsycCRITIQUES	257	1,012	N/A	141	N/A
PsycINFO	2,259	9,043	-10%	4	-99%
PsycINFO References	121	192	+60%	0	+400%
Regional Business News	373	1,257	-13%	64	-473%
SocIndex w/Full- Text	1,253	2,429	+8%	1,912	+229%
Vocational and Career Collection	488	1,514	+6%	135	-20%
World History	230	717	-33%	126	-42%

Collection					
Total	52,019	141,574	-8%	82,538	+4%

ISI Web of Knowledge

ISI Web of Knowledge is a new addition to the Library. Web of Knowledge provides access to cited research through the following databases: Science Citation Index, Social Sciences Citation Index, and Humanities Citations Index. All three databases are searchable across the platform.

The Library has access to the Web of Knowledge through an annual subscription and has access to the backfiles to 1997 for a one-time cost. The total cost for this platform for this year is \$32,604. Approximately \$20,000 of this was for the backfiles purchase. Using \$12,604 as the annual subscription costs for the three citation indexes (Sciences, Social Sciences, and Arts & Humanities) included in Web of Science, along with \$3,514 for the Journal Citation Reports, we come up with a cost per session of \$49.74. The total number of searches conducted cost out at \$15.03 per search.

Taking the total costs associated with licensing of Web of Knowledge, including the backfiles, the total access cost is \$100.62 per user and the total search cost would be \$30.41. It is important to recognize, however, that the database has only been available to us by licensing since January of 2007. Data from June 06 through December of 06 is based upon a trial of the database. It is anticipated that with consistent usage, costs will come down significantly.

Month	Total Sessions	% Change from 2006-2007	Total Searches	% Change from 2006-2007
June 07	19	+800%	59	+1375%
July 07	25	+257%	47	+327%
August 07	75	+2400%	252	+1838%
September 07	51	+466%	120	+1400%
October 07	75	+369%	175	+548%
November 07	55	+1733%	131	+1538%
December 07	40	+400%	80	+208%
January 08	48	-29%	174	+7%
February 08	40	-59%	74	-85%
March 08	29	-31%	53	-62%
April 08	50	0%	106	-12%
May 08	13	-77%	13	-35%
Total	520	+60%	1,284	+20%

JSTOR

For a second consecutive year, we have seen increased usage of the journal archives provided via JSTOR. The number of searches has increased by 46% and the number of full-text articles

retrieved has increased by 49%. Annual licensing costs for the six JSTOR components that AUM licenses is \$16,300. Because JSTOR is in the process of moving to a new software platform, usage statistics for May of 2008 have not been posted as of yet. This give an average cost per search in the databases of .91 per search, and the full-text access of \$2.55 per article retrieved. These are enormous cost savings for the library when the cost of housing print copies of these articles is considered.

Month	# Searches	% Change from 2006-2007	# Full-Text Retrieved	% Change from 2006-2007
June 07	783	+3%	558	+56%
July 07	946	-27%	477	+21%
August 07	774	-11%	128	-37%
September 07	1,695	+3%	537	+20%
October 07	2,830	-11%	790	-4%
November 07	2,780	-39%	828	-42%
December 07	1,490	-26%	452	0%
January 08	1,456	-49%	705	-18%
February 08	2,292	+15%	919	+31%
March 08	2,609	-39%	919	-58%
April 08	232	-94%	75	-94%
May 08	N/A		N/A	
Total	17,887	-26%*	6,388	-16%*

*Total percentages listed here are based on the corresponding eleven months from the 2006-2007 annual report. Total figures, as well as the average cost per search and full-text access will be corrected when the new use data is available.

LEXIS-NEXIS ACADEMIC

The usage of the Lexis-Nexis Academic database has seen a significant decline in usage. This decline is attributed to two cases. First has seen a horrific decline in retrieval on business and legal related materials. The inference that is being made is that our students are finding the necessary resources in other databases. This is particularly true with access to the legal resources that are available in Lexis-Nexis Academic. Most of those resources are available through the Westlaw Campus database.

Subscription costs for Lexis-Nexis Academic for this year was \$3,694. The average per search cost is \$0.66. The average cost per full-text retrieved is \$0.58.

Month	# Searches	% Change from 2006-2007	# Full-Text Retrieved	% Change from 2006-2007
June 07	136	-51%	86	-74%
July 07	293	-61%	303	-60%
August 07	171	-146%	185	-35%
September 07	448	+13%	445	+20%

October 07	644	+31%	770	+45%
November 07	675	-23%	832	-20%
December 07	243	-33%	302	-44%
January 08	345	+37%	343	+28%
February 08	349	-6%	405	+16%
March 08	667	+82%	657	-16%
April 08	1,512	+91%	1,854	+46%
May 08	143	+36%	171	+33%
Total	5,626	+3%	6,353	-5%

Lexis-Nexis Congressional Serials Set

The Serials set is a part of a multi-year purchase by the AUM Library from Lexis-Nexis. As a Regional Depository, we need to provide access to federal documents to the university and the citizens of the state. The library has completed its payment for this database. Because the database has been completed, there is no comparison for the cost per search or cost per full-text retrieval.

Month	# Searches	% Change from 2006-2007	# Full-Text Retrieved	% Change from 2006-2007
June 07	9	-74%	0	-100%
July 07	13	+117%	6	+600%
August 07	5	-78%	0	-100%
September 07	22	-57%	9	-72%
October 07	21	-36%	6	-71%
November 07	25	-24%	13	-100%
December 07	13	+550%	8	-72%
January 08	21	-5%	16	0%
February 08	36	-45%	16	-11%
March 08	24	-31%	7	-59%
April 08	27	-72%	13	-59%
May 08	6	+600%	8	+800%
Total	222	-26%	102	-65%

Lexis-Nexis Statistical

The annual subscription cost to the Lexis-Nexis Statistical database is \$4,110. The average per search cost for the database is \$11.16. The average cost per full-text retrieved is \$20.44.

Month	# Searches	% Change from 2006-2007	# Full-Text Retrieved	% Change from 2006-2007
June 07	0	-100%	0	-100%
July 07	34	-62%	14	-39%

August 07	10	0%	4	0%
September 07	4	-89%	4	-79%
October 07	43	-26%	21	-22%
November 07	45	-62%	24	-82%
December 07	39	-28%	24	-17%
January 08	10	-50%	5	-69%
February 08	63	-3%	42	+133%
March 08	46	+31%	18	+6%
April 08	64	-33%	37	+16%
May 08	10	-44%	8	-27%
Total	368	-45%	201	-42%

LION

LION is a research tool containing full-text and linking to the PROQUEST MLA version. It facilitates research by the English faculty and students. The cost for this year's subscription is \$2,847, giving a per session cost of \$0.75; a per search cost of \$0.12; and a full-text retrieval cost of \$0.62. This is certainly one of the most productive and cheapest databases licensed by the Library.

Month	Sessions	% Change from 2006-2007	# Searches	% Change from 2006-2007	# Full-Text Retrieved	% Change from 2006-2007
June 07	51	-26%	369	-2%	81	-16%
July 07	262	-44%	1,445	+57%	288	-15%
August 07	19	-60%	91	-74%	13	-88%
September 07	86	-28%	540	-49%	65	-67%
October 07	501	+86%	4,085	+128%	615	+48%
November 07	913	+22%	5,231	+52%	1,311	+55%
December 07	268	+14%	919	+29%	206	0%
January 08	69	-40%	299	0%	128	+16%
February 08	248	+5%	1,831	+35%	384	+62%
March 08	457	+3%	3,892	+50%	604	-13%
April 08	824	-39%	4,050	-47%	867	-57%
May 08	74	-39%	298	-12%	59	-20%
Total	3,772	-11%	23,050	+9%	4,621	-13%

MATHSCINET

The growth in usage of the MathSciNet databases is indicative of the levels of research being conducted by the faculty within the Mathematics department. The minimal cost of this database (\$464.00) is a testament to the cooperative negotiating powers of the Network of Alabama Academic Libraries and the willingness by the larger institutions to share resources. Auburn,

UAB, and the University of Alabama all share a higher proportionate cost, allowing smaller institutions such as ourselves to license access in an inexpensive manner.

The average cost per session for MathSciNet for this year is \$0.18. The average cost per search is \$0.13.

Month	Sessions	% Change from 2006-2007	# Searches	% Change from 2006-2007
June 07	147	-9%	267	-34%
July 07	257	+110%	318	+7%
August 07	210	+467%	290	+119%
September 07	167	-15%	221	-48%
October 07	210	+337%	275	+49%
November 07	354	+79%	389	+27%
December 07	200	+16%	293	+56%
January 08	241	+54%	320	+23%
February 08	370	+203%	409	+122%
March 08	176	+47%	271	+38%
April 08	204	+200%	293	+150%
May 08	92	-6%	134	-14%
Total	2,628	+76%	3,480	+22%

MERGENT ONLINE

Mergent is an on-line business database providing faculty and students with research information on company stocks and financial performance. Overall, this database has seen a substantial drop from the nearly 600 logins last year. However, this remains a significant database for the students and faculty in the School of Business.

The 2007-08 subscription cost to the database is \$9,115. The average access (login) cost for the database is \$126.59, significantly above last year's average of \$22.67. The average search cost is \$68.02, down from last year's average of \$79.26, and the average cost for pages viewed is \$26.88, compared to last year's \$27.37.

Month	Logins	% Change from 2006-2007	Searches	% Change from 2006-2007	Pages Viewed	% Change from 2006-2007
June 07	1	+100%	1	+100%	1	+100%
July 07	11	-87%	4	-85%	7	-90%
August 07	6	-76%	4	-55%	6	-73%
September 07	16	-75%	63	+142%	137	+140%
October 07	7	-91%	14	0%	48	-32%
November 07	14	-7%	31	+417%	60	+757%
December 07	0	-100%	0	-100%	32	+540%
January 08	1	0%	0	0%	0	0%
February 08	7	-86%	8	-47%	32	-26%

March 08	6	-67%	6	+100%	10	-29%
April 08	3	-93%	3	-75%	6	-85%
May 08	0	-100%	0	-100^	0	-100%
Total	72	-82%	134	+17%	339	+2%

NETLIBRARY

NetLibrary includes electronic books held by the AUM Library. Access to titles is available through the Library's online catalog as well as through the NetLibrary homepage. The Library has access to six shared collections, purchased through the Southeastern Library Information Network (SOLINET) consortium. The Library has recently received a software interface to be loaded on the Library servers that will allow students' off-campus more convenient access to the titles. They will no longer be required to come in to the Library to create an account before they can view the titles from off-site.

This year saw a 10% decrease in the use of the electronic books. However, the top five subject areas for viewing have remained the same five, but re-oriented. As the first table shows, top five subject areas since 2004 remain Business, Social Sciences, Literature, Computer Science, and Medicine. Only the exact rankings have changed.

Top 5 Subject Areas of NetLibrary Books

Subject Ranking (Most Viewed)	2007-2008	2006-2007	2005-2006
1.	Literature	Literature	Business, Economics & Management
2.	Social Sciences: General	Social Sciences: General	Social Sciences: General
3.	Medicine	Medicine	Literature
4.	Business, Economics & Management	Business, Economics & Management	Computer Science
5.	Computer Science	Computer Science	Medicine

NetLibrary Books Accessed by Subject

Subjects	Accesses
Literature	1,090
Social Sciences: General	904
Medicine	663
Business, Economics & Management	634
Computer Science	559
Arts	347
Religion	303
Education	239

History: World & General	222
Law	132
Political Science	127
Philosophy	103
Language & Linguistics	99
History: United States	93
Psychology	68
General Works & Reference	60
Technology, Engineering & Manufacturing	60
Library Science & Publishing	58
Biology & Life Sciences	53
Science: General	50
Networking & Telecommunications	50
Home Economics	46
Sports & Recreation	36
Travel & Geography	32
Agriculture	29
Mathematics & Statistics	22
Sociology and Anthropology	18
Earth Sciences	18
Physics	13
Other	11
Chemistry	3
Total	6,142

OXFORD UNIVERSITY PRESS JOURNALS

The Oxford Journals collection consists of 180 titles published by Oxford University Press. The titles include those in the fields of medicine, life and physical sciences, mathematics, law, humanities, and the social sciences. This database has seen a continued decrease in the number of searches while seeing a significant increase in the number of full-text articles retrieved.

The subscription cost for OUP Journals is \$1,218.50. The average search cost is \$11.28, significantly above last year's average of \$4.99 per search. The average retrieval cost for full-text articles this year was \$2.08 per article, versus last year's \$1.10 per article.

Month	# Searches	% Change from 2006-2007	# Full-Text Retrieved	% Change from 2006-2007
June 07	0	-1300%	40	+11%
July 07	0	-1600%	41	-34%
August 07	2	+200%	50	+82%
September 07	6	-40%	45	-42%
October 07	8	-64%	55	-35%
November 07	26	-7%	65	-36%
December 07	4	-73%	24	-44%

January 08	4	+300%	32	+33%
February 08	28	+75%	42	-28%
March 08	4	+73%	49	-33%
April 08	19	+19%	90	-7%
May 08	7	+133%	25	-7%
Total	108	-30%	558	-21%

PROQUEST DATABASES

A number of the ProQuest databases are available through the Alabama Virtual Library. The AUM Library (through the Network for Alabama Academic Libraries) licenses five databases highlighted in bold below. The cost for these databases is \$17,721. This equals a per search cost of \$2.72 per database, based on the total cost of access divided into the number of searches conducted. The average cost per full-text article retrieved is \$1.72 cents (number of articles retrieved divided by the subscription cost of the databases).

Database	Searches	% Change from 2006-2007	Full-Text Articles Retrieved	% Change from 2006-2007
Criminal Justice Periodicals	7,465	+11%	492	+29%
Education Journals	13,540	-1%	5,150	-24%
ERIC	985	+51%	0	-391%
Ethnic News Watch	6,646	+11%	240	+83%
Evidence Based Resources	1,875	N/A	0	N/A
National Newspapers Abstracts	7,161	+8%	0	N/A
Newspapers	12,019	+44%	13,864	+109%
Nursing and Allied Health	4,906	-53%	3,040	-29%
Research Library	10,348	0%	7,925	-12%
Total	64,945	-1%	30,711	+10%

* These percentages are taken from a comparison with the databases for which there is corresponding data from the previous year's annual report.

READEX DATABASES

The Library has purchased access to the digital version of the American State Papers through Readex. The American State Papers are the earliest federal documents collection dating back to 1789. The collection also consists of Early American Newspapers, the Evans and Shaw-Shoemaker digital collections, consisting of books and pamphlets published in America dating back to the 1600s. These databases provide our students with access to primary source materials.

The following figures below are broken out by the number of searches conducted in each database, followed by the number of documents viewed in each database.

The annual cost for these resources is \$2,535 for maintenance fees to cover the upgrades. With this as the base fee, the average search cost is \$3.84. The average document retrieval cost is \$1.12.

Searches Database	<i>Searches</i>												Total
	June 07	July 07	Aug 07	Sept 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	
American State Papers	0	2	6	0	0	0	0	0	0	0	0	0	8
American Historical Newspapers	4	6	12	2	5	18	0	13	90	20	19	20	209
Evans Digital Coll.	14	6	48	11	18	23	6	10	81	50	55	194	322
Shaw-Shoemaker	17	2	33	10	0	10	7	2	16	4	10	10	121
Total	35	16	99	23	23	51	13	25	187	74	84	224	660

Docs. Viewed Database	<i>Articles/Documents Viewed</i>												Total
	June 07	July 07	Aug 07	Sept 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	
American State Papers	0	0	0	0	0	0	0	0	0	0	0	0	0
American Historical Newspapers	6	1	42	3	0	9	0	33	298	37	42	28	499
Evans Digital Coll.	13	25	58	11	29	38	6	57	446	225	207	546	1,661
Shaw-Shoemaker	2	1	25	5	0	0	0	11	7	0	0	33	84
Total	21	27	125	19	29	47	6	101	751	262	249	607	2,244

SAGE EDUCATION JOURNALS

The SAGE Education database contains a collection of 22 peer-reviewed journals that support the curriculum of the School of Education. The Library was able to take advantage of a consortial offer via the Network of Alabama Academic Libraries to reduce the subscription cost by more than \$5,500. This subscription cost for this database this year was \$1,072. The average per search cost equals \$1.60. The average full-text access cost is \$1.59, versus last year's cost of \$14.90 per article.

Month	Searches	% Change from 2006-2007	Full-Text Accessed	% Change from 2006-2007
June 07	132	+6%	95	+34%
July 07	85	-24%	121	+40%
August 07	10	-52%	7	+250%
September 07	152	+22%	66	+22%
October 07	85	-14%	18	-82%
November 07	74	+7%	102	+200%
December 07	75	+581%	44	+2100%
January 08	12	-80%	66	+842%
February 08	27	-56%	70	+150%
March 08	8	-47%	39	+333%
April 08	9	-89%	40	-15%
May 08	1	-94%	6	-25%
Total	670	-16%	674	+51%

SCIENCE DIRECT

Science Direct is a valuable resource for locating higher end scientific and social science journal articles. Science Direct is a consortially arranged purchase by the Network of Alabama Academic Libraries. Each NAAL member library pays a portion of the subscription agreement based upon FTE. By participating in this purchase, each library has access to the electronic version of titles published by Elsevier that are held by the other academic libraries within the state.

This marks the first year that has seen a decrease in the number of searches conducted, yet the amount of full-text retrieved has increased. Also, for the first year, we have been provided with statistics on the number of individual sessions conducted.

The subscription cost for AUM to participate in the licensing of Science Direct is \$26,152. The combined subscription value of the journals included in the subscription is more than \$1 million. The average session cost is \$7.21; the average search cost is \$6.22; and, the average cost per full-text article retrieved is \$3.93.

Month	Sessions	Searches	% Change Searches from 2006-2007	Full-Text Retrieved	% Change Full-Text Retrieved from 2006-2007
June 07	201	98	+17%	804	+201%
July 07	210	121	-2%	328	+4%
August 07	337	541	+396%	469	+63%
September 07	444	637	+127%	760	+65%
October 07	316	443	+40%	502	+18%
November 07	306	444	+62%	559	+36%
December 07	210	290	-72%	376	+20%
January 08	284	218	-16%	373	+22%
February 08	388	373	+4%	745	+85%
March 08	352	380	-16%	658	+35%
April 08	445	528	+74%	807	+30%
May 08	130	130	-30%	262	-33%
Total	3,623	4,203	+45%	6,643	+42%

SIRS KNOWLEDGE SOURCE AND SIRS DISCOVERER

The following databases are available to the Library's users through the Alabama Virtual Library. As there is no subscription costs associated with these databases, no cost figures are reported.

June 2007- May 2008	Total Access	% Change from 06-07	# Searches	% Change from 06-07	Full-Text Articles Viewed	% Change from 06-07
Knowledge Source	1,501	+318%	808	+16%	173	+41%
Discoverer	308	+422%	83	-4%	54	-27%
Total	1,809	+332%	891	+14%	227	+15%

THOMPSON-GALE DATABASES

The following databases are available to the Library's users through the Alabama Virtual Library. In comparison with last year, there are only nineteen databases that are available. The AVL Council determined to drop three of the sources. The columns contain the number of sessions, searches, and full-text retrievals, along with the percentage change when compared with the specific databases last year.

As there is no subscription costs associated with these databases, no cost figures are reported.

Database Usage Report June 1 '07 – May 31 '08	Sessions	Searches	Full-Text Retrievals
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Academic OneFile	1,073	2,204	469
Biography & Genealogy Master Index	57	83	0
Business Index ASAP	289	442	278
Business & Co. Resource Center	4,320	37,268	2,382
Contemporary Authors	2	1	0
Contemporary Literary Criticism	420	678	37
Expanded Academic ASAP	3,490	3,634	1,870
Gale Literary Databases	321	420	238
Gale Virtual Reference Library	1,020	1,937	61
General Business File	1,218	2,490	422
General OneFile	1,836	2,777	2,039
General Reference Center Gold	1,179	2,127	377
Informe (Spanish)	803	1,767	25
Kids InfoBits	52	352	123
LegalTrac	997	2,004	86
Literature Resource Center	2,875	16,933	3,618
Opposing Viewpoints Resource Center	2,090	5,970	2,195
Professional Collection	934	1,910	102
Scribners	77	73	51
Student Edition	895	1,822	54
Twayne	50	98	47
Total	23,998	84,990	14,474

WILEY INTERSCIENCE

This marks the first complete reporting year for Wiley Interscience. The costs for Interscience are based upon the Library's print-subscription costs with a 5% addition for electronic coverage. However, as this is also a NAAL consortial purchase, the Library has access to the twelve titles it traditionally subscribed to along with an additional 452 titles held by the other NAAL members. Wiley Interscience came online in October of 2006.

The subscription cost for AUM is \$9,708. The average per session search cost for Wiley Interscience is \$10.81; the average per search cost is \$4.88, significantly down from last year's \$55.38; and the average cost per full-text article retrieved is \$23.91 compared to last year's \$62.45.

Overall, the number of sessions this year increased by 32%, the number of searches increased by 1150%, and the number of full-text articles retrieved increased by 50%.

Month	Sessions	Searches	Full-Text Retrieved
June 07	50	172	22
July 07	93	429	37
August 07	94	304	29
September 07	76	203	20
October 07	88	382	51
November 07	78	252	43
December 07	40	103	8
January 08	34	12	14
February 08	99	23	33
March 08	64	10	18
April 08	109	48	77
May 08	73	50	54
Total	898	1,988	406

WILSON LIBRARY LITERATURE & INFORMATION FULL-TEXT

With the increased requirements on library faculty to participate in research and publication, the Library has licensed access to the seminal database in the profession: Library Literature & Information Full-Text. The subscription cost for this database is \$2,266. The average cost per session is \$9.40; the average cost per search is \$3.82; and the average cost per-full-text retrieved is \$5.62.

Usage of this database saw a 10% decrease in the number of sessions, a 6% decrease in the number of searches, and an increase of 49%.

Month	Sessions	Searches	Full-Text
June 07	13	69	120
July 07	10	17	10
August 07	11	41	85
September 07	11	18	10
October 07	31	70	25
November 07	42	78	19
December 07	18	43	10
January 08	12	27	27
February 08	23	73	37
March 08	17	47	18
April 08	35	69	4
May 08	18	41	38
Total	241	593	403