I. **Unit Title:** Library Services - General Library

**Unit Administrator:** Terry S. Latour

II. **Data and Information for Department:**

**A. Statistical Overview:**

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bound Volumes</td>
<td>316,691</td>
</tr>
<tr>
<td>Microforms</td>
<td>767,066</td>
</tr>
<tr>
<td>Audio Visual Materials</td>
<td>15,841</td>
</tr>
<tr>
<td>Serials Subscriptions</td>
<td>1,365</td>
</tr>
<tr>
<td>Journals Titles Accessible Through Full-Text Electronic Databases</td>
<td>2,857</td>
</tr>
<tr>
<td>Circulation of Materials</td>
<td>39,191</td>
</tr>
<tr>
<td>Circulation of Reserve Materials</td>
<td>4,548</td>
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<tr>
<td>Items Borrowed From Other Libraries</td>
<td>985</td>
</tr>
<tr>
<td>Items Loaned to Other Libraries</td>
<td>1,869</td>
</tr>
<tr>
<td>Electronic Full-Text Journal Articles Used</td>
<td>367,089</td>
</tr>
<tr>
<td>Bibliographic Instruction</td>
<td>3,029</td>
</tr>
<tr>
<td>Facilities use</td>
<td>133,003</td>
</tr>
</tbody>
</table>

**Age of Collection:**

- Percent of holdings 5 years old or less (improvement of 0.2 %) 9.9%
- Percent of holdings 15 years old or more 80.1%

**Staffing:**

- Number of librarians is 78% of ACRL Standard (11 instead of 14).
- Number of support staff is 41% of ACRL Standard (11.6 instead of 28).

**Budget:**

- Budget funding level is 69% (decline from 74%) of the ACRL Standard.
B. Noteworthy Activities and Accomplishments:

The year 2000 may be characterized as a year of adjustment in the Roberts Library. We continued efforts to acclimate and take full advantage of the new building facilities, furnishings and equipment. Final deliveries of furniture and equipment were received and we adjusted services and workflows accordingly.

The Doctorial Student Research Room was opened for use.

Two computer labs were opened for student use in May. Together they make available 58 computers and two printers for a wide range of uses.

A library committee placed items from the Garrard Collection of Art, as well as from the Virginia Rayner Photograph Collection, throughout the building.

As part of the DSU 75th Anniversary celebration, Roberts Library held an open house following the opening convocation on September 22.

Plans were made and bids were opened for electrical upgrades in the building (better lighting in the lobby, Reference, Circulation, and IRC departments; as well as the addition of an electronic combination/magnetic lock at the loading dock).

We continued to have problems with windows leaking in the building. The contractors, architects, and Bureau of Buildings are working on the problems.

Campus use of Roberts Library and its resources continues to increase. It exceeded 133,000 for the year, which was nearly a 19% increase. We now serve more than 900 individuals on a typical day.

Use of electronic information resources continued to increase, with more than 367,000 searches conducted during the year, an 18% increase. Many of these searches resulted in direct access to the electronic full-text of journal articles that are available to us through the state funded MAGNOLIA project.

Through consortial purchasing efforts, the library was able to add access to the full-text electronic versions of more than 15,000 scholarly books.

Consortial purchasing efforts offered us the opportunity to save substantially when purchasing access to electronic databases. These savings have helped us to expanded our information resources by adding AP Photo Archive, International Index to Black Periodicals, International Index to Music, Political Science Abstracts, Sports Discus, FIS Online Company Data Direct, and E*Subscribe, the full-text version of articles and reports indexed in ERIC.

Regrettably, in the fall of the year the Governor was forced to mandate mid-year budget cuts due to lower than expected revenue collections. This prevented us from proceeding with filling our open systems librarian position and resulted in the loss of various operating funds. In particular, $132,000 in library acquisitions funds was no longer available for their intended purpose.
Earlier in the fall we conducted our biennial review of journal subscriptions which resulted in the cancellation of 23 titles and the addition of 36 other titles.

The loss of acquisitions funds prompted us to reevaluate standing orders for reference materials. Fifteen titles were cancelled in subject areas where we determined that electronic resources provided adequate coverage. We also dropped subscriptions to the Wilson Humanities Index and Social Sciences Index databases and most of the non-Mississippi telephone books.

We were fortunate during the year to receive a Japan Foundation grant to add information resources about Japan to our collections. Dr. William Butts, Special Assistant to the President, presented us with a large collection of books relating to education and public affairs.

Mr. Eugene Dattel provided us with a substantial donation of funds that have been designated to enhance our holdings relating to social, cultural, political, economic, business and historical themes of the Delta and Mississippi.

Use of the Browsing Book Collection (best selling books and books on popular topics) continued to increase. The addition of this service has been a big hit with library users.

The staff prepared twenty-five new bibliographic or instructional guides designed to facilitate the use of our resources, and revised numerous existing guides during the year. These are available in both print and in electronic form on the library web page.

Guides providing information on how PC and Macintosh laptop computer users can connect to the campus computer network in the library were prepared. Our systems staff works with an increasing number of individuals to assist them in this process.

Our library web pages undergo a nearly continuous process of enhancement and revision that adds more local information, as well as links to electronic information sources and databases that help the library to respond to the changing needs of our students and faculty.

During the course of the year we negotiated more remote access licenses to many of our informational databases.

During the year we continued our efforts to research new online library systems. Two vendors made multiple visits and demonstrations of their products. A revised draft of a RFP (request for proposal) was prepared in accordance with Mississippi Bureau of Buildings preferences.

An emphasis was placed on working closer with faculty members in an attempt to enhance library and information literacy instruction. These efforts resulted in a 137% increase in instruction, to more than 3,000 students. Related efforts included the formation of an information literacy instruction study group and participation in the DSU General Education Review Committee.

Interlibrary loan services were enhanced with the addition of the Ariel system of obtaining electronic copies of journal articles from other institutions and sending them to the email address of the requester. This often reduces delivery times to a day. ILL also
added their request form to the library Web page and encouraged its use by students and faculty in remote locations.

During the year we continued our emphasis on staff development and training by arranging for in-house workshops, encouraging staff to attend campus based workshops, sending staff members on study visits to similar departmental operations at other universities, supporting attendance at off-campus workshops and participation in professional organizations and their activities.

During the 1999-2000 year, 9,579 items (5,845 titles) were added to the collection and 708 items were withdrawn. Purchasing books through the Academic Book Center with the use of Promptcat cataloging helped to improve the efficiency of our Technical Services Department. They also stepped up efforts to produce more electronic cataloging records for the backlogged items in the Instructional Resource Center Collection.

III. Personnel:

Noteworthy activities and accomplishments:

Pat Usery resigned her position in the Serials Department in March.

Deronda Bingham was hired as a library assistant in the Serials Department in April. She resigned her position in September.

Jessica Abel was hired as a library assistant in the Serials Department in October.

Dan Corley retired from his position as reference librarian in June.

Elise Lee Smith, library custodian with many years of service, retired in June.

Joi Jones was hired as a reference librarian in August.

Doug Wilcox resigned his position as systems librarian in October.

Dianne Schattner attended an EBSCO Administration Training Workshop in Raymond, January 24-25.

Terry Latour participated in a National Library Week workshop and a MAGNOLIA Board meeting in Jackson, January 24.

Jeff Slagell attended a SOLINET Virtual Collection Development workshop in Tuscaloosa, February 10.

Dianne Schattner attended a SilverPlatter training workshop in Jackson on February 16.

Doug Wilcox and Terry Latour attended the Mississippi Technology Conference for Higher Education: Creating Futures Through Technology in Robinsonville, March 1-2.
Jeff Slagell attended the 9th North Carolina Serials Conference in Chapel Hill, NC, March 15-17.

Terry Latour attended the Southern Archives Conference in Memphis, April 13-15.

Margaret Evans attended the SOLINET Annual Meeting in Atlanta, April 26-28.

David Salinero attended the LOEX Seminar in Ypsilanti, MI, May 18-20.

Sheryl Stump and Rick Torgerson attended the Mississippi Library Association Technical Services Roundtable spring workshop in Jackson, May 19.

Margaret Evans and Jeff Slagell attended the SOLINET Custom Holdings and ILL Direct Request workshops in Ruston, LA. on May 24.

Illeen Miller, Jean Liddell, Frieda Quon, Rick Torgerson, Sheryl Stump, Jeff Slagell, Margaret Evans and Terry Latour attended a Mississippi State University Library Research Symposium on June 16.

Margaret Evans, Jean Liddell, and David Salinero visited Rowland Medical Library and Millsaps College Library and attended a government documents access training workshop in Jackson, June 26-27.

Terry Latour attended the American Library Association Annual Conference in Chicago, July 7-11.

Jean Liddell taught an EBSCOHost Training Workshop at Coahcma High School in Clarksdale on August 7.

Illeen Miller taught an EBSCOHost Training Workshop at West Tallahatchie High School in Webb on August 9.

Terry Latour, Jeff Slagell and Meredith Johnston visited Mississippi State University Libraries for staff training on September 15.

Jeff Slagell attended the Southeastern Library Association at Jekyll Island, GA on October 10-13, where he presented a poster session.

David Salinero, Joi Jones, Jeff Slagell, Sheryl Stump, Rick Torgerson, Jean Liddell and Terry Latour attended the Mississippi Library Association Annual Conference in Jackson on October 18-20.

Jeff Slagell, Jean Liddell, Dianne Schattner, Frieda Quon and Joi Jones attended a SOLINET workshop on Shared ebooks at Mississippi State University, November 20.

During the year, the Delta State University Tenure Policies and Procedures for Library Services Faculty was developed and received approval on September 13.

Jeff Slagell created a DSU 75th Anniversary Web Exhibit that received much acclaim.

Rick Torgerson chaired the Mississippi Library Association Technical Services Roundtable.

Terry S. Latour was elected to be the vice president / president elect of the Mississippi Library Association.

Terry S. Latour serves on the Steering Committee of MAGNOLIA (Mississippi Alliance for Gaining New Opportunities Through Library Information Access) and as liaison for the Database Selection Committee.

Terry S. Latour serves on the Advisory Board of the Mississippi Health Information Network.

Terry S. Latour served as chair of the Staff Council Benefits Committee.

Continuing education and training are important staff development activities for the effective operation and continuing development of knowledge based organizations. Consequently, we place a high emphasis on these needs in Library Services. During the spring semester most of the public services staff attended a series of workshops dealing with library instruction techniques and a workshop on statistical sources.

During the fall, the library sponsored a series of seven workshops on teaching strategies and the psychology of learning. Most of the public services staff attended these.

Throughout the year many staff members participated in campus computer software and Campus Pipeline workshops sponsored by Information Technology Services.

Recommend change of status:

Recommend that eight of our reference, catalog, serials and systems librarians be given special equity salary increases to address grievous salary deficiencies. The starting salaries at the other universities in the State are $31,000 to $33,000, yet that is more than the salary of many of our librarians, some of which have been on the job more than ten years. Salaries at the community colleges are higher still, yet they usually only work 9-10 month contracts and receive extra compensation for the summers. Most librarians at K-12 also make substantially more than most of our librarians, with lower educational qualifications and a nine month work year. Having the distinction of paying the lowest salaries in the State is resulting in a high turn-over rate and making recruitment extremely difficult.

IV. Goals/Outcomes Assessments:

Unit Goal 1:

To serve the Delta State University students, faculty, and community in fulfilling their information needs.
Institutional Goal:

Enhance educational experiences at all levels by encouraging student and faculty research and other creative work.

Provide the resources, facilities and the physical environment which contribute to the intellectual, cultural, ethical, physical, and social growth and development of the student and of the surrounding community.

Expected Results:

Providing the campus community with information resources, in any type of format, needed to fulfill their instructional activities and research programs.

Assessment Procedures:

Separate survey questionnaires designed to ascertain library effectiveness are distributed to faculty and students.

Meetings with the faculty of each of the academic departments.

Meetings with student associations and groups.

Service and collection reporting response forms.

Feedback and advice from the Faculty Library Committee.

Feedback from students and faculty members during the reference assistance process.

Actual Results:

Faculty members and students consider additional up-to-date books, journals, and audiovisual materials to be their number one need. Many of them report that we are not fulfilling all their needs, but our resources are improving.

More up-to-date on-site resources and the addition of electronic full-text databases have ended the upward spiral of interlibrary borrowing requests.

There is increasing demand for electronic resources to be purchased by the library and made accessible both in the library and through the campus data network.

Study space and access equipment (computers and microforms equipment), were greatly improved after the move into the new building in August 1999. Responses from our users have been overwhelmingly positive. This has resulted in increased usage of our facilities and we now usually serve more than 900 students on a typical day.

The courtesy and helpfulness of the library staff generally received high marks.

Use of Results:

The Doctorial Student Research Room was opened for use.
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The loss of acquisitions funds prompted us to reevaluate standing orders for reference materials. Fifteen titles were cancelled in subject areas where we determined that electronic resources provided adequate coverage. We also dropped subscriptions to the Wilson Humanities Index and Social Sciences Index databases and most of the non-Mississippi telephone books since it was determined that other electronic resources provide access to this information.

Received a Japan Foundation grant to add information resources about Japan to our collections. Dr. William Butts presented us with a large collection of books relating to education and public affairs.

Mr. Eugene Dattel provided us with a substantial donation of funds that have been designated to enhance our holdings relating to social, cultural, political, economic, business and historical themes of the Delta and Mississippi.

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Public access computers from the perimeter of the building were consolidated to clusters near services desks in order to improve the support we provide to library users.

An answering machine was purchased for the Circulation Department for use when the library is closed.

Mississippi Income Tax forms were added to our services during tax season.

An updated list of serials holdings was prepared and distributed by the Serials Department.

We increased efforts to acquire out of print titles through a new out of print book vendor.
Unit Goal 2:

To identify, select, and acquire library materials regardless of format in a timely manner.

Institutional Goal:

Enhance educational experiences at all levels by encouraging student and faculty research and other creative work.

Provide the resources, facilities and the physical environment which contribute to the intellectual, cultural, ethical, physical, and social growth and development of the student and of the surrounding community.

Expected Results:

An efficient acquisitions program that has the capability to acquire and/or make accessible information resources to users as quickly and as cost effectively as possible.

Assessment Procedures:

Separate survey questionnaires designed to ascertain library effectiveness are distributed to faculty and students.

Meetings with the faculty of each of the academic departments.

Meetings with student associations and groups.

Service and collection reporting response forms.

Feedback and advice from the Faculty Library Committee.

Feedback from students and faculty members during the reference assistance process.

Review of operations and procedures by library personnel.

Actual Results:

Despite reduced funding the acquisitions and cataloging staffs have done a good job of acquiring and cataloging the University's information resources. Last fiscal year they added 9,579 volumes, 54,044 microform items, more than 15,000 electronic books, and 668 audiovisual materials to the collection while also managing to withdraw 708 badly outdated items.

Present ordering and cataloging processes are still somewhat cumbersome and multi-staged, and this has a negative impact on productivity. The biggest handicap associated with this is now due to our antiquated online catalog system. We are hopeful that a new system can be acquired in the next year.

Increased acquisitions and donations, efforts to weed the collection, as well as efforts to add cataloging for previously uncataloged resources has caused delays in the cataloging of some materials. We continue to have a huge backlog in converting
bibliographic information about IRC holdings into electronic form for addition to the online catalog.

Use of Results:

Through consortial purchasing efforts, the library was able to add access to the full-text electronic versions of more than 15,000 scholarly books.

Consortial purchasing efforts offered us the opportunity to save substantially when purchasing access to electronic databases. These savings have helped us to expanded our information resources by adding AP Photo Archive, International Index to Black Periodicals, International Index to Music, Political Science Abstracts, Sports Discus, FIS Online Company Data Direct, and E*Subscribe, the full-text version of articles and reports indexed in ERIC.

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We increased our efforts to acquire out of print titles through a new out of print book vendor.

The use of Promptcat cataloging helped to improve the efficiency of our Technical Services Department. They also stepped up efforts to produce more electronic cataloging records for the backlogged items in the Instructional Resource Center Collection.

Technical services continued their efforts to explore new ways to catalog the Instructional Resources Center State Adopted Textbook Collection and uncataloged backlog items in the regular IRC Collection.

Unit Goal 3:

On a continuing basis, evaluate and restructure the library collection, facilities and services.
Institutional Goal:

Enhance educational experiences at all levels by encouraging student and faculty research and other creative work.

Provide the resources, facilities and the physical environment which contribute to the intellectual, cultural, ethical, physical, and social growth and development of the student and of the surrounding community.

Expected Results:

Providing the campus community with information resources, in any type of format, needed to fulfill their instructional activities and research programs.

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Review of operations and procedures by library personnel.

Actual Results:

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More up-to-date on-site resources and the addition of electronic full-text databases have ended the upward spiral of interlibrary borrowing requests.

There is increasing demand for electronic resources to be purchased by the library and made accessible both in the library and through the campus data network.

There is increased need for library and information literacy instruction.

Interlibrary loan fulfillment times should be reduced if at all possible.

Use of Results:

The Doctorial Student Research Room was opened for use.
Two computer labs were opened for student use in May. Together they make available 58 computers and two printers for a wide range of uses.

Plans were made and bids were opened for electrical upgrades in the building (better lighting in the lobby, Reference, Circulation, and IRC departments; as well as the additional of a electronic combination / magnetic lock at the loading dock).

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In the fall we conducted our biennial review of journal subscriptions which resulted in the cancellation of 23 titles and the addition of 36 more relevant titles.

Each year we evaluate our holdings in various subject disciplines using recommended bibliographies, such as the Brandon-Hill annual “Select List of Print Nursing Books and Journals,” and attempt to update our collections accordingly.

The loss of acquisitions funds prompted us to reevaluate standing orders for reference materials. Fifteen titles were cancelled in subject areas where we determined that electronic resources provided adequate coverage. We also dropped subscriptions to the Wilson Humanities Index and Social Sciences Index databases and most of the non-Mississippi telephone books since it was determined that other electronic resources provide access to this information.

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We increased efforts to acquire out of print titles through a new out of print book vendor.

Technical services continued their efforts to explore new ways to catalog the Instructional Resources Center State Adopted Textbook Collection and uncataloged backlog items in the regular IRC Collection.

**Unit Goal 4:**

To provide and promote opportunities for professional growth for all Library Services staff members.

**Institutional Goal:**

Provide opportunities for the professional and personal development of staff.

**Expected Results:**

A more knowledgeable, productive and efficient staff who provide more effective services and relevant information resources for students and faculty.

**Assessment Procedures:**

Separate survey questionnaires designed to ascertain library effectiveness are distributed to faculty and students.

Meetings with the faculty of each of the academic departments.

Meetings with student associations and groups.

Service and collection reporting response forms.

Feedback and advice from the Faculty Library Committee.

Feedback from students and faculty members during the reference assistance process.

Annual staff performance reviews.
Actual Results:

Continuing education and training are important factors which enable staff to stay abreast of new trends and to cope with rapid changes in the modern information services field.

Public services staff could benefit from workshops focused on the pedagogy of instruction and learning.

Use of Results:

During the year we continued our emphasis on staff development and training by arranging for in-house workshops, encouraging staff to attend campus based workshops, sending staff members on study visits to similar departmental operations at other universities, supporting attendance at off-campus workshops and participation in professional organizations and their activities.

During the spring semester most of the public services staff attended a series of workshops dealing with library instruction techniques and a workshop on statistical sources.

During the fall, the library sponsored a series of seven workshops on teaching strategies and the psychology of learning. Most of the public services staff attended these.

Throughout the year many staff members participated in campus computer software and Campus Pipeline workshops sponsored by Information Technology Services.

A wide range of staff were supported to attend dozens of workshops, seminars, and professional meetings in Mississippi and elsewhere in the United States.

The knowledge gained from these professional development opportunities helped Library Services staff to more effectively evaluate information resources and to use limited acquisitions funds efficiently.

The knowledge gained from these professional development opportunities helped Library Services staff to learn about and introduce new technology to our interlibrary loan operations, reducing waiting times and increasing fulfillment rates.

The knowledge gained from these professional development opportunities helped Library Services staff to improve their instructional skills and provide instruction to 137% more students during the year.