Library Services
Annual Report
2001-2002
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>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bound Volumes</td>
<td>320,751</td>
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<tr>
<td>Microforms</td>
<td>779,420</td>
</tr>
<tr>
<td>Audio Visual Materials</td>
<td>16,212</td>
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<td>Serials Subscriptions</td>
<td>1,377</td>
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<tr>
<td>Journals Titles Accessible Through Full-Text Electronic Databases</td>
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<td>Circulation of Materials</td>
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<tr>
<td>Circulation of Reserve Materials</td>
<td>4,554</td>
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<tr>
<td>Items Borrowed From Other Libraries</td>
<td>806</td>
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<tr>
<td>Items Loaned to Other Libraries</td>
<td>1,704</td>
</tr>
<tr>
<td>Electronic Full-Text Journal Articles Used</td>
<td>291,893</td>
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<tr>
<td>Bibliographic Instruction</td>
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<tr>
<td>Classes</td>
<td>170</td>
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<tr>
<td>Students</td>
<td>3,269</td>
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<tr>
<td>Facilities use</td>
<td>192,033</td>
</tr>
</tbody>
</table>

   **Age of Collection:**
   - Percent of holdings 5 years old or less (Improvement of 2.0%) | 11.9%
   - Percent of holdings 15 years old or more                      | 76.3%

   **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 of 4.16% of DSU E & G Budget is 69% of the ACRL Standard of 6.0% and a decline from 4.46% the previous year.

   **Note:** collection counts, use and service statistics are as of July 1, 2001 or FY 2001
B. Noteworthy Activities and Accomplishments:

The year 2001 was one of change and challenges. Mid-year budget cuts resulted in a serious loss of acquisitions funds and forced the library to leave positions that became vacant unfilled. The budget for FY 2002 was set at less than the budgets for a number of previous years. Continuing high rates of inflation in the cost of journal subscriptions and reference materials, prompted many difficult choices to be made. Despite the limitation in support, progress was made on a number of fronts.

Campus use of Roberts Library and its resources continues to increase. It exceeded 192,000 visits for the year, which was a 44% increase. We now serve between a quarter and a third of the campus population on a typical day.

Use of electronic information resources continues to be robust. While the number of searches decreased, they still numbered more than 291,000 for the year. Our reference librarians report that more course integrated and improved bibliographic instruction is resulting in better search techniques on the part of library users. The enhanced electronic full-text content is also helping users to find the information they need more easily and with fewer searches.

During the spring, electrical upgrades were made in the building as part of the library expansion and addition project. Improved lighting was installed in the lobby, Reference, Circulation and IRC Departments. An electronic combination / magnetic lock, linked to the fire alarm system, was installed at the loading dock door.

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

The Mississippi Bureau of Buildings distributed our Request for Proposal for a new online catalog and library management system in July. Bids were opened in August and proposals from Endeavor, Ex Libris and Sirsi were demonstrated by the vendors and evaluated by library staff during the fall.

In preparation for migration to a new online catalog and library management system, the Circulation Department began reviewing patron records and deleting those long unused. Technical Services staff worked on several fronts to clean-up data in the Geac online system, particularly in the areas of authority control and serials records.

In order to create a friendlier service environment, name or identification tags (i.e. Reference Librarian or Library Assistant) were secured for all public service staff.

The Reference Department, working with the faculty of the English Department, enhanced instructional offerings to English 102 students. Twelve of fourteen sections received expanded library and information literacy instruction involving two or more instructional sessions per class.

The library continued its efforts to improve other library and information literacy instruction by working more closely with faculty in other disciplines and in changing the approach used in the GST 100 classes. A scavenger hunt exercise is used to better engage the interest of students.
The library also continued its efforts to educate faculty and administrators about the importance of information literacy skills in the academic success of students. Library representation on the General Education Review Committee has helped to facilitate this process. It also has prompted the Reference Department to begin work on a credit course focusing on library and information literacy instruction which will be proposed for the General Education Core Curriculum.

For the fall semester the Reference Department developed and conducted weekly series of database education and promotion activities.

As a result of midyear budget cuts most firm order acquisitions funds were lost for the 2000-2001 fiscal year. Serious needs prompted the decision to process orders for 50% of the original allocations for the Art Department and Nursing School, while Music reached that level by submitting orders early in the year before the cuts were made. In the spring, savings realized from standing order cancellations and the unavailability of books ordered the previous year permitted the library to make supplemental allocations in the following areas: Audiology and Speech Pathology, $4,445; College of Business, $4,226; Family and Consumer Sciences, $720, Psychology $733; and Social Sciences $1,166.

Limited acquisitions budgets did not provide enough funding to pay for inflationary increases in journal subscription costs. Input from faculty and students prompted Academic Council to support the library plan for establishing existing journal subscriptions as a funding priority. Funds were transferred from monographic and audio-visual budgets to the serials budget to pay the additional costs.

The process to reevaluated standing orders resulted in the cancellation of 21 titles and changes in frequency for four titles.

In response to a substantial price increase, MAGNOLIA, the statewide database subscription cooperative dropped its subscription to the online version of Books in Print. Roberts Library added Baker and Taylor’s Title Source II database of book publishing information during the fall.

Budget considerations also prompted MAGNOLIA to drop its subscription to the Reference USA business database. It was often used by the DSU Small Business Development Center, Alumni Association and DSU Foundation; however, the cost was too high for the library to afford to subscribe to it on its own. The departments noted above were also unable to contribute to the retention of the database.

Reevaluation of coverage and use prompted Roberts Library to drop hardcopy subscriptions to Book Review Digest, Current Biography Monthly and Current Biography Yearly.

In response to needs expressed by students and faculty, and as a result of special library consortial subscriptions, Roberts Library was able to add CIS/LEXIS-NEXIS Statistical Universe, Current Issues Universe, Dictionary of Literary Biography, Scribner Writer’s Series, Twayne’s Author’s Series and Literature Resource Center databases. Historical Abstracts database was also re-subscribed to as the result of a special price negotiated with the publisher.
Roberts Library users benefited from enhancements to the full-text journal content made by EBSCO Information Systems to its Academic Elite, Business Sources Elite and Health Sources Plus databases.

Mr. Eugene Dattel provided us with another substantial donation of funds that are being used to enhance holdings relating to social, cultural, political, economic, business and historical themes of the Delta and Mississippi.

In June, Dr. Peter Frost, retired Professor at Williams College, presented the library with 1,346 volumes focusing on Asian history and culture.

Roberts Library continued to add to its collection of ebooks (electronic full-text books accessible online). Delta State University is participating in the second SOLINET Shared Ebook Collection and library users now have access to nearly 20,000 titles. The library has made significant efforts to promote their use through the compilation of subject lists that are available in a special section of the library Web site. This work gained the attention of others in the library field and our e-book Web site was featured in the netLibrary newsletter and on their Web site.

The appointment of David Salinero as government documents librarian prompted a review of the Federal and State government documents collections. Mr. Salinero visited other government publications repositories and began to develop contacts with others in the field. An analysis of agency publication series was made in relation to University course offerings and general reference demands. A number of agency publication series were deleted, while other series were added. To improve access to government publications, the MARCIVE Enhanced GPO Database was added as a replacement for the Auto-graphics database.

Roberts Library became an early adopter of services offered by Serials Solutions for creation of a regularly updated alphabetical list of electronic journals that is available on the library Web page. Each title has a hyperlink which connects the user to the appropriate access point for the electronic full-text of the journal.

The Interlibrary Loan Department implemented the use OCLC Custom Holdings software as a means to improve interlibrary loan workflows and to speed the processing of interlibrary loan requests.

For the fall semester the library introduced a series of services designed to better support students and faculty engaged in distance learning courses, as well as courses held at locations other than the Cleveland campus. A link on the library Web site and a printed guide help distance education students gain access to the library’s electronic resources and outline the book and document delivery services available to them. Staff members work with faculty to develop services appropriate to the needs of individual classes. They may travel to off campus locations to provide bibliographic instruction to classes, conduct sessions via the compressed video network, or offer remote reference services via email or the telephone.

The staff prepared six new bibliographic or instructional guides designed to facilitate the use of library resources, and revised thirteen existing guides during the year. These are available in both print and in electronic form on the library Web page.
The library Web pages undergo a nearly continuous process of enhancement and revision. More locally compiled information is added, along with links to electronic information sources and databases created by others. These efforts are helping the library to be more responsive to the changing needs of the students and faculty.

While we continued to negotiate more remote access to licensed databases, we believe that installation of a Proxy Server is the best method for making library databases available to users in remote locations. We are working with the campus office of Information Technology Services to make this a reality.

Budget reductions prompted the removal of telephones in three library locations.

Due to the high volume and cost of free computer printing in the library, the staff engaged in a user education campaign. Table tent notices were placed on each computer monitor, signs and one-on-one contacts helped to reduce the number of pages printed from approximately 15,000 per week to less than 9,000 per week. Additional support from the University Administration ensured free printing through the summer and fall of the year.

The Ad Hoc Committee on University Finances noted in their report to President Potter that both students and faculty ranked the library among the top three institutional core values recommended for establishing funding priorities.

The severe budget reductions of FY2001 and limited funding for FY2002 have constrained the ability of the library to be as responsive to curriculum and user needs as has been the practice. User frustration on the part of faculty and students is increasing.

Library staff assisted with planning for library services at the Greenville Higher Education Center. An initial budget was developed, as was a job description for a GHEC librarian. Budget limitations forced the Center to begin the search for a part-time librarian instead of a full-time librarian.

In response to requests from students, a computer scanning station, with color printing capabilities, was installed in the Instructional Resources Center.

Interlibrary loan operations have been negatively impacted by problems with the campus network infrastructure. The Ariel computer software, which has reduced the request to delivery time for articles to a day, is often not operational. The campus office of Information Technology Services appears to be mystified by what appear to be compatibility problems. Ariel is operational on more than 500 other campuses.

The slowness of computer network connections and the apparent limit in bandwidth to campus and the library is having a detrimental effect on library electronic services. Slow response times and time-outs are causing a high level of user frustration. Staff also report that they are not receiving email messages sent to them by others.

Gateway model E3200 computers in the library have a high incidence of bad hard drives. Several fail each month and the library Systems Department is having difficulty keeping up with the need to replace the hard drives.
In September, the Faculty Technology Learning Center Computer Lab was closed and all the equipment and furniture were moved to the Ewing Building.

In the fall, the library entered into talks with public, community college and the other university libraries in northwest Mississippi in regard to ways in which we can increase our level of cooperation and improve services. Reciprocal patron borrowing is under discussion, as are avenues for better supporting technology and supporting staff development.

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. Many of these are listed in the Personnel section of this report.

During the 2000-2001 year, 6,829 items (5,106 titles) were added to the collection and 722 items were withdrawn. This represents a 29% decline in new additions, which is attributed to budget reductions. A significant portion of the items cited above were donated to the library.

Various staff members assisted with the self-study, as well as preparations and meetings associated with the NCATE Site Team visit in October.

III. Personnel:

Noteworthy activities and accomplishments:

Illeen Miller resigned her position as Reference / Government Documents Librarian in January.

Robert E. “Mac” McCrory, Frazier Construction project superintendent for a good portion of the recent library expansion and renovation project passed away on January 10.

Robert Rochelle resigned his library assistant position in the Circulation Department in January.

Donna Peeples was hired as library assistant in the Circulation Department in January.

Candace Dunston-Powell was hired as a temporary, part-time library assistance in the Reference Department (February – May), in order to help with the work load resulting from the departure of Illeen Miller.

David Salinero assumed the additional responsibilities of managing the library’s U.S. Government Documents Depository Program and was promoted to Reference / Instructional Services and Government Documents Librarian in February.

Mark Dobbins was hired as the new Systems Librarian in May.

Ann Giger resigned her position as Administrative Secretary of Library Services in July.
Cynthia Rocconi joined Library Services as Administrative Secretary in August.

Thomas Wear was hired as a temporary, part-time library assistance in the Reference Department (September - December) in order to help with the work load resulting from the departure of Ileleen Miller, and the continued unfilled position.

Jean Liddell resigned her position as Reference Librarian in October.

Lillian Andrews retired from her position as Acquisitions and Accounting Coordinator in December.

Jeff Slagell and Terry Latour attended the Mississippi Library Association Legislative Day workshop in Jackson, on January 29.

Margaret Evans was recognized in February with the “Jack and Jill Award” and “Always There Certificate,” in appreciation for her many extra efforts to help whenever and wherever needed in the library.

Rick Torgerson served on President Potter’s Ad Hoc Committee on University Finances, which was charged with identifying budget priorities during a time of declining revenues.

Jean Liddell attended the SOLINET Designing Usable Websites workshop in Birmingham, AL on March 6.

Jeff Slagell attended the SOLINET Tech Support for Virtual Patrons workshop in Hattiesburg on March 8.

A number of Library Services staff members attended the Fred Prior Seminar held at DSU, “Don’t Sweat the Small Stuff,” in March.

Terry Latour and Meredith Johnston attended the Smithsonian Institution “Produce for Victory 2002 Training Workshop in New Orleans on March 26-27.

David Salinero attended the 2001 Depository Library Council meeting in San Antonio, March 31 – April 4.

Sheryl Stump and Rick Torgerson participated in a pilot OCLC Web based learning module relating to online library cataloging in the spring.

Library Services staff were invited to a working lunch with President Potter in April to share their concerns with him. They expressed their views regarding budget cuts, open and unfilled positions, low salaries, the difficulty of coping with reduced acquisitions and limited information resources.

Terry Latour attended the American Library Association National Legislative Day programs in Washington, D.C. on April 30-May 1.

On May 2, most of the library staff attended a workshop sponsored by the Library and the U.S. Census Bureau which focused on access to the new data being made available
as a result of the 2000 U.S. Census.

Margaret Evans attended the SOLINET Annual Meeting in Atlanta on May 2-4.

Joi Jones participated in the LOEX Conference and Seminars in Ypsilante, MI, May 3-6.

Terry Latour attended the University of Southern Mississippi, School of Library and Information Studies Advisory Board meeting on May 4.

Mark Dobbins and Dianne Schattner attended the Mississippi Association of Systems Librarians meeting at Alcorn State University on May 8.

In May, the library public services staff attended two staff development workshops on “Innovative Outreach” and “Reference Initiatives” presented by Gail Peyton and David Nowak from Mississippi State University Libraries.

Most of the library staff participated in a staff development trip to The Majesty of Spain Exhibit and a lecture on the topic at the Eudora Welty Library in May.

Sheryl Stump and Rick Torgerson attend the Mississippi Library Association Technical Services Roundtable Spring Workshop on May 18.

Ann Giger, Mark Dobbins, and Meredith Johnston attended the DSU sponsored workshop, “Managing Multiple Projects and Meeting Deadlines,” on May 29.

Jean Liddell and Terry Latour attended the American Library Association Annual Conference in San Francisco on June 15-19.

Roberts Library hosted Mississippi Library Commission / SOLINET workshops on “Basic HTML” on July 16 and September 7. Most of our librarians were able to take advantage of this training.

Margaret Evans, Joi Jones, Jean Liddell, Jeff Slagell, Sheryl Stump, Rick Torgerson and Terry Latour attended the NASIG “Electronic Journals: The Wave of the Future” continuing education seminar held at Mississippi State University on July 27.

Jane Waldrup and Barbara Latham visited the Circulation Department at Mississippi State University on July 27 and engaged in staff training activities.

The Reference Department sponsored a booth at the first DSU Technology Fair held in August. Library databases were demonstrated and information regarding remote access, new information resources and library pathfinders was distributed.

Jean Liddell conducted three MAGNOLIA database workshop for Benoit teachers in September and October.

David Salinero attended the Federal Depository Library Conference in Washington, D.C. on October 14-17.

Margaret Evans, Joi Jones, David Salinero, Sheryl Stump, Rick Torgerson, Jeff Slagell, Mark Dobbins, and Terry Latour attended the Mississippi Library Association Conference
in Jackson on October 17-19.

Joi Jones and David Salinero presented a poster session, “Steps Toward Information Literacy: Transforming BI Sessions at Roberts Library,” at the Mississippi Library Association Annual Conference, October 17-19.

Sheryl Stump and Rick Torgerson participated in a week long training session (November 12-16) for the Library of Congress’ Name Authority Cooperative Project. The high quality of their library cataloging work earned them the right to contribute name authority records to OCLC, a bibliographic utility shared by more than 40,000 libraries throughout the world. Delta State University becomes one of only three institutions in the State with this privilege.

Joi Jones, David Salinero and Jeff Slagell conducted a MAGNOLIA reference database training workshop for the Delta Area Association for the Improvement of Schools on November 15.

Rick Torgerson assumed the editorship of the Tech Notes Column of Mississippi Libraries.

Jeff Slagell served as the vice-chair, chair elect of the Association of College and Research Libraries section of the Mississippi Library Association.

Jeff Slagell was the recipient of the North American Serials Interest Group’s Horizon Award for 2001. The award paid for him to attend the NASIG conference at Trinity University in San Antonio, Texas.


For the 2001-2002 academic year, university wide and Faculty Senate committees were restructured to be more inclusive. Library Services employees serving on university committees included the following:
Academic Computer Usage Committee: Mark Dobbins, Joi Jones
Academic Honors Curriculum Committee: Jeff Slagell
Faculty and Staff Benefits Committee: Margaret Evans
Health and Wellness Committee: Frieda Quon
Library Committee: Margaret Evans, Terry Latour
Research Committee: Meredith Johnson, David Salinero
Service Learning Committee: Jean Liddell, Frieda Quon
Special Programs Committee: Terry Latour
Student Publications Committee: David Salinero
Teaching Excellence Committee: Margaret Evans
Writing Proficiency Exam Appeals Committee: Rick Torgerson

Barbara Latham designed and mounted at least seven exhibits in the library during the year.

Terry S. Latour served as vice president / president elect of the Mississippi Library Association. He coordinated planning and local arrangements for the Association’s annual conference, which was attended by more than 500 people and 56 vendors.
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. MAGNOLIA receives a direct appropriation from the Mississippi Legislature and is charged with providing electronic database services to all publicly funded libraries in Mississippi.

Terry S. Latour had two articles published in Mississippi Libraries and two articles published in The Packet.

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

The knowledge gained from these professional development opportunities helped Library Services staff to more effectively evaluate information resources, to use limited acquisitions funds efficiently, to learn about and improve cataloging practices, to make it easier for users to gain access to electronic journals, to improve instructional skills, and to develop more effective campus outreach efforts and instructional programs.

The Library Services Tenure and Promotion Committee developed, “Library Services Faculty Portfolio,” guidelines, which were approved in April.

Recommend change of status:

Recommend that eight of our reference, catalog, serials and systems librarians be given special equity salary increases to address serious salary deficiencies. The starting salaries at the other universities in the State are $2,000 - $5,000 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 schools 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:

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

Relevant data derived from surveys conducted by various academic disciplines and graduates is shared with the library.

Meetings with the faculty of each academic department.

Meetings with the Student Government Association and other student 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.

Library resources in selected disciplines are reviewed against recommended lists of core titles and in response to the needs of specific courses and faculty members.

Actual Results:

Roberts Library has the highest satisfaction rating of any campus service organization according to a survey of graduating students.

Faculty members and students consider additional up-to-date books, journals, and audiovisual materials to be their number one library related need. Many of them report that we are not fulfilling all their needs, but they seem to know that current budget constraints are limiting our ability to be as responsive as we would like to be.

The Ad Hoc Committee on University Finances noted in their report to President Potter that both students and faculty ranked the library among the top three institutional core values recommended for establishing funding priorities.

More up-to-date on-site information resources and the addition of electronic full-text databases have resulted in a decrease in interlibrary loan 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. However, budget reductions have limited our ability to do as much of this as we desire to.

Campus use of Roberts Library and its resources continues to increase. It exceeded 192,000 visits for the year, which was a 44% increase. We now serve between a quarter and a third of the campus population on a typical day.
The courtesy and helpfulness of the library staff generally received high marks.

Use of Results:

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The slowness of computer network connections and the apparent limit in bandwidth to campus and the library is having a detrimental effect on library electronic services. Slow response times and time-outs are causing a high level of user frustration. Staff also report that they are not receiving email messages sent to them by others.

Gateway model E3200 computers in the library have a high incidence of bad hard drives. Several fail each month and the library Systems Department is having difficulty keeping up with the need to replace the hard drives.

In the fall, the library entered into talks with public, community college and the other university libraries in northwest Mississippi in regard to ways in which we can increase our level of cooperation and improve services. Reciprocal patron borrowing is under discussion, as are avenues for better supporting technology and supporting staff development.

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. Many of these are listed in the Personnel section of this report.

During the 2000-2001 year, 6,829 items (5,106 titles) were added to the collection and 722 items were withdrawn. This represents a 29% decline in new additions, which is attributed to budget reductions. A significant portion of the items cited above were donated to the library.

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:

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

Relevant data derived from surveys conducted by various academic disciplines and graduates is shared with the library.

Meetings with the faculty of each academic department.

Meetings with the Student Government Association and other student 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.

Library resources in selected disciplines are reviewed against recommended lists of core titles and in response to the needs of specific courses and faculty members.

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 6,829 volumes, 12,354 microform items, nearly 5,000 electronic books, and 371 audiovisual materials to the collection while also managing to withdraw 722 badly outdated items.

Present ordering and cataloging processes are 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 through funds supplied by the Mississippi Bureau of Buildings.
Increased donations, efforts to weed the collection, work to clean-up data in the Geac online catalog, as well as efforts to add cataloging for previously uncataloged resources has continued to cause 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:

As a result of midyear budget cuts most firm order acquisitions funds were lost for the 2000-2001 fiscal year. Serious needs prompted the decision to process orders for 50% of the original allocations for the Art Department and Nursing School, while Music reached that level by submitting orders early in the year before the cuts were made. In the spring, savings realized from standing order cancellations and the unavailability of books ordered the previous year permitted the library to make supplemental allocations in the following areas: Audiology and Speech Pathology, $445; College of Business, $4,226; Family and Consumer Sciences, $720, Psychology $733; and Social Sciences $1,166.

Limited acquisitions budgets did not provide enough funding to pay for inflationary increases in journal subscription costs. Input from faculty and students prompted Academic Council to support the library plan for establishing existing journal subscriptions as a funding priority. Funds were transferred from monographic and audiovisual budgets to the serials budget to pay the additional costs.

The process to reevaluated standing orders resulted in the cancellation of 21 titles and changes in frequency for four titles.

In response to a substantial price increase, MAGNOLIA, the statewide database subscription cooperative dropped its subscription to the online version of Books in Print. Roberts Library added Baker and Taylor’s Title Source II database of book publishing information during the fall.

Budget considerations also prompted MAGNOLIA to drop its subscription to the Reference USA business database. It was often used by the DSU Small Business Development Center, Alumni Association and DSU Foundation; however, the cost was too high for the library to afford to subscribe to it on its own. The departments noted above were also unable to contribute to the retention of the database.

Reevaluation of coverage and use prompted Roberts Library to drop hardcopy subscriptions to Book Review Digest, Current Biography Monthly and Current Biography Yearly.

In response to needs expressed by students and faculty, and as a result of special library consortial subscriptions, Roberts Library was able to add CIS/LEXIS-NEXIS Statistical Universe, Current Issues Universe, Dictionary of Literary Biography, Scribner Writer’s Series, Twayne’s Author’s Series and Literature Resource Center databases. Historical Abstracts database was also re-subscribed to as the result of a special price negotiated with the publisher.

Roberts Library users benefited from enhancements to the full-text journal content made by EBSCO Information Systems to its Academic Elite, Business Sources Elite and Health
Sources Plus databases.

Mr. Eugene Dattel provided us with another substantial donation of funds that are being used to enhance holdings relating to social, cultural, political, economic, business and historical themes of the Delta and Mississippi.

In June, Dr. Peter Frost, retired Professor at Williams College, presented the library with 1,346 volumes focusing on Asian history and culture.

Roberts Library continued to add to its collection of ebooks (electronic full-text books accessible online). Delta State University is participating in the second SOLINET Shared Ebook Collection and library users now have access to nearly 20,000 titles. The library has made significant efforts to promote their use through the compilation of subject lists that are available in a special section of the library Web site. This work gained the attention of others in the library field and our e-book Web site was featured in the netLibrary newsletter and on their Web site.

The appointment of David Salinero as government documents librarian prompted a review of the Federal and State government documents collections. Mr. Salinero visited other government publications repositories and began to develop contacts with others in the field. An analysis of agency publication series was made in relation to University course offerings and general reference demands. A number of agency publication series were deleted, while other series were added. To improve access to government publications, the MARCIVE Enhanced GPO Database was added as a replacement for the Auto-graphics database.

The Instructional Resources Center acquired additional State Adopted Textbooks thought the Mississippi Department of Education.

The Interlibrary Loan Department implemented the use OCLC Custom Holdings software as a means to improve interlibrary loan workflows and to speed the processing of interlibrary loan requests.

For the fall semester the library introduced a series of services designed to better support students and faculty engaged in distance learning courses, as well as courses held at locations other than the Cleveland campus. A link on the library Web site and a printed guide help distance education students gain access to the library’s electronic resources and outline the book and document delivery services available to them. Staff members work with faculty to develop services appropriate to the needs of individual classes. They may travel to off-campus locations to provide bibliographic instruction to classes, conduct sessions via the compressed video network, or offer remote reference services via email or the telephone.

The library Web pages undergo a nearly continuous process of enhancement and revision. More locally compiled information is added, along with links to electronic information sources and databases created by others. These efforts are helping the library to be more responsive to the changing needs of the students and faculty.
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.

Assessment Procedures:

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

Relevant data derived from surveys conducted by various academic disciplines and graduates is shared with the library.

Meetings with the faculty of each academic department.

Meetings with the Student Government Association and other student 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.

Annual staff performance reviews.

Actual Results:

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

The Ad Hoc Committee on University Finances noted in their report to President Potter that both students and faculty ranked the library among the top three institutional core values recommended for establishing funding priorities
More up-to-date on-site information resources and the addition of electronic full-text databases have resulted in a decrease in interlibrary loan 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. However, budget reductions have limited our ability to do as much of this as we desire to.

Campus use of Roberts Library and its resources continues to increase. It exceeded 192,000 visits for the year, which was a 44% increase. We now serve between a quarter and a third of the campus population on a typical day.

There is increased need for library and information literacy instruction, however, more course integrated and improved bibliographic instruction is resulting in better search techniques on the part of library users.

Interlibrary loan fulfillment times have decreased with the use of Ariel software, however, campus networking problems continue to plague effective use of this tool.

Use of Results:

During the spring, electrical upgrades were made in the building as part of the library expansion and addition project. Improved lighting was installed in the lobby, Reference, Circulation and IRC Departments. An electronic combination / magnetic lock, linked to the fire alarm system, was installed at the loading dock door.

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

The Mississippi Bureau of Buildings distributed our Request for Proposal for a new online catalog and library management system in July. Bids were opened in August and proposals from Endeavor, Ex Libris and Sirsi were demonstrated by the vendors and evaluated by library staff during the fall.

In preparation for migration to a new online catalog and library management system, the Circulation Department began reviewing patron records and deleting those long unused. Technical Services staff worked on several fronts to clean-up data in the Geac online system, particularly in the areas of authority control and serials records,

In order to create a friendlier service environment, name or identification tags (i.e. Reference Librarian or Library Assistant) were secured for all public service staff.

The Reference Department, working with the faculty of the English Department, enhanced instructional offerings to English 102 students. Twelve of fourteen sections received expanded library and information literacy instruction involving two or more instructional sessions per class.

The library continued its efforts to improve other library and information literacy instruction by working more closely with faculty in other disciplines and in changing the approach used in the GST 100 classes. A scavenger hunt exercise is used to better engage the interest of students.
The library also continued its efforts to educate faculty and administrators about the importance of information literacy skills in the academic success of students. Library representation on the General Education Review Committee has helped to facilitate this process. It also has prompted the Reference Department to begin work on a credit course focusing on library and information literacy instruction which will be proposed for the General Education Core Curriculum.

For the fall semester the Reference Department developed and conducted weekly series of database education and promotion activities.

Limited acquisitions budgets did not provide enough funding to pay for inflationary increases in journal subscription costs. Input from faculty and students prompted Academic Council to support the library plan for establishing existing journal subscriptions as a funding priority. Funds were transferred from monographic and audiovisual budgets to the serials budget to pay the additional costs.

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Roberts Library became an early adopter of services offered by Serials Solutions for creation of a regularly updated alphabetical list of electronic journals that is available on the library Web page. Each title has a hyperlink which connects the user to the appropriate access point for the electronic full-text of the journal.

The Interlibrary Loan Department implemented the use OCLC Custom Holdings software as a means to improve interlibrary loan workflows and to speed the processing of interlibrary loan requests.

For the fall semester the library introduced a series of services designed to better support students and faculty engaged in distance learning courses, as well as courses held at locations other than the Cleveland campus. A link on the library Web site and a printed guide help distance education students gain access to the library’s electronic resources and outline the book and document delivery services available to them. Staff members work with faculty to develop services appropriate to the needs of individual classes. They may travel to off campus locations to provide bibliographic instruction to classes, conduct sessions via the compressed video network, or offer remote reference services via email or the telephone.

The staff prepared six new bibliographic or instructional guides designed to facilitate the use of library resources, and revised thirteen existing guides during the year. These are available in both print and in electronic form on the library Web page.

The library Web pages undergo a nearly continuous process of enhancement and revision. More locally compiled information is added, along with links to electronic information sources and databases created by others. These efforts are helping the library to be more responsive to the changing needs of the students and faculty.

While we continued to negotiate more remote access to licensed databases, we believe that installation of a Proxy Server is the best method for making library databases available to users in remote locations. We are working with the campus office of Information Technology Services to make this a reality.

Budget reductions prompted the removal of telephones in three library locations.

Due to the high volume and cost of free computer printing in the library, the staff engaged in a user education campaign. Table tent notices were placed on each computer monitor, signs and one-on-one contacts helped to reduce the number of pages printed from approximately 15,000 per week to less than 9,000 per week. Additional support from the University Administration ensured free printing through the summer and fall of the year.
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.

Library staff assisted with planning for library services at the Greenville Higher Education Center. An initial budget was developed, as was a job description for a GHEC librarian. Budget limitations forced the Center to begin the search for a part-time librarian instead of a full-time librarian.

In response to requests from students, a computer scanning station, with color printing capabilities, was installed in the Instructional Resources Center.

In the fall, the library entered into talks with public, community college and the other university libraries in northwest Mississippi in regard to ways in which we can increase our level of cooperation and improve services. Reciprocal patron borrowing is under discussion, as are avenues for better supporting technology and supporting staff development.

Unit Goal 4:

To provide and promote opportunities for professional growth for all Library Services staff members, with the end result being improved library services.

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:

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

Relevant data derived from surveys conducted by various academic disciplines and graduates is shared with the library.

Meetings with the faculty of each academic department.

Meetings with the Student Government Association and other student 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 outreach techniques and activities.

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. Many of these are listed in the Personnel section of this report.

In May, the library public services staff attended two staff development workshops on “Innovative Outreach” and “Reference Initiatives” presented by Gail Peyton and David Nowak from Mississippi State University Libraries.

During the year, the library contracted for access to Web based instructional courses on more than a half-dozen technology related topics. Most of the library staff enrolled in these classes and the knowledge gained through these has improved library operations and benefited the campus community.

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

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

The knowledge gained from professional development opportunities during the year helped Library Services staff to more effectively evaluate information resources, to use limited acquisitions funds efficiently, to learn about and improve cataloging practices, to make it easier for users to gain access to electronic journals, to improve instructional skills, and to develop more effective campus outreach efforts and instructional programs.

The Library Services Tenure and Promotion Committee developed, “Library Services Faculty Portfolio,” guidelines, which were approved in April.