DELTA STATE UNIVERSITY: ANNUAL REPORT
For the Calendar Year 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>Number</th>
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<tbody>
<tr>
<td>Bound Volumes</td>
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<td>Electronic Books (Titles)</td>
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<td>Microforms</td>
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<td>Journals Titles Accessible Through Full-Text Electronic Databases</td>
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<td>Circulation of Materials</td>
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<td>Circulation of Reserve Materials</td>
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<tr>
<td>Items Loaned to Other Libraries</td>
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<tr>
<td>Electronic Full-Text Journal Articles Used</td>
<td>139,691</td>
</tr>
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</table>

Bibliographic Instruction

- Classes: 172
- Students: 3,301

Facilities use: 188,948

Age of Collection:

- Percent of holdings 5 years old or fewer (Improvement of 1.6%) 13.5%
- Percent of holdings 15 years old or more 75.9%

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 4.36% of DSU E & G Budget is 72% of the ACRL Standard of 6.0%

Note: collection counts, use and service statistics are as of July 1, 2002 or FY 2002
B. Noteworthy Activities and Accomplishments:

The year 2002 was one of both notable accomplishments and frustrating disappointments. A new online catalog and library management system was acquired and installed, improving service options tremendously. Fiscal Year 2002 was better for the library financially than the previous year, however, Fiscal Year 2003 brought lower funding and the difficult choices that go along with limited resources. While technology offers us access to a wealth of new information resources, the limits of the campus network and aging equipment in the library sometimes negate these advantages and caused a host of new frustrations. All things considered, however, the library continued to be the highest ranked service organization on campus and made progress on a number of fronts.

Campus use of Roberts Library and its resources declined 1.6% after a huge 44% increase the year before. Still, nearly 189,000 visitors used the library in 2002, which translates into between a quarter and a third of the campus population using the library on a typical day.

In recognition of the detrimental effects mid-year budget cuts had on the library the previous year, Dr. Potter and his Cabinet decided to leave Library Services budgets in tact and to not use library funds to help cover the 3% to 5.25% mid-year budget cutbacks ordered by Governor Musgrove.

President Potter’s affirmation of support for the library permitted us to move forward with processing library materials orders from the academic departments. Fifty percent of the allocations were being held in order to cover possible budget cuts.

Reduced budgets for the 2002-2003 fiscal year, however, resulted in no funds being available to allocate to academic departments for the purchase of books and audiovisual materials. The reduced funding that was available was used to maintain journal subscriptions, indexing and abstracting databases and reduced standing orders for reference collection updates. A modest fund for critical needs and reference materials was established. Cuts in standing orders, databases and reference collection acquisitions were made.

Before the end of the year, $18,000 was recovered from vacant library positions and approval was received to use it for library acquisitions. Each college or school was allocated a base of $2,000, with the remaining $10,000 being allocated using the weighted library allocation formula. While not much, at least some acquisitions funds were made available to address critical needs (Arts & Sciences $6,720; Business $4,520; Education $4,520; Nursing $2,240).

Newly approved courses and new programs of study, however, can not be adequately supported with available library resources (particularly new courses in social sciences, geography, social movements, various facets of modern literature, and environmental science). The lack of consistent funding for the acquisition of up-to-date information resources in some subject areas is resulting in higher levels of user frustration.

In consultation with the faculty, all standing orders for library reference and general collection titles were reviewed. Decisions were made to cancel 45 titles and to change
the frequency of purchase for three other titles. The subject fields of some titles, such as for Contemporary Authors, Short Story Index and Reader's Guide are covered fairly well with existing electronic resources. However, there is no question that compromises and difficult choices were made regarding the cancellation of other titles, such as the microfilm edition of The New York Times and all telephone directories with the exception of the local area, Jackson and Memphis. Although more than $30,000 in annual savings was realized, this action has diminished the availability of up-to-date information resources in some subject fields.

Using a similar collaborative process to evaluate subject coverage, use and cost, nearly $12,000 in annual savings were realized from canceling subscriptions to four databases. These included International Index of Music Periodicals, International Index of Black Periodicals, FIS Online – Company Data Direct and Title Source II.

Persistent negotiations with publishers resulted in the addition of Music Index Online and the return of Historical Abstracts Online at greatly discounted prices that are more appropriate for our low level of usage. The same is also true for the addition of iLink enhance Web content for the new online catalog.

In response to needs expressed by faculty and students, the library upgraded it subscription to WestLaw database to include a much wider range of reported cases and digests, American Jurisprudence, and most of the law review journals. The enhanced coverage permitted the library to drop subscriptions to Mississippi Cases, Mississippi Digest, and Corpus Juris Secundum. The cost savings from the hardcopy cancellations paid for the database upgrade.

During the year, Poem Finder database was enhanced with Lit Finder and Story Finder databases. EBSCO continued to enhance its academic, business and health databases as well. Best of all, the cost of these databases remained the same.

In consultation with the faculty in each academic department, the library conducted its biennial review of all hardcopy journal subscriptions. Faculty recommendations resulted in the addition of 19 new titles and the cancellation of 42 existing titles for the 2003 subscription year.

During the course of the year, holdings were reviewed and evaluated in a number of subject areas, including athletic training, general business, human resources management, nursing, reference collection and award winning books in a wide-range of disciplines. Although financial resources were meager this year, some progress was made in addressing deficiencies in several of these areas.

In response to the desire by both onsite and remote users to have access to more electronic information resources, Roberts Library continued to add to its collection of ebooks (electronic full-text books accessible online). Delta State University has participated in both SOLINET shared ebook collections and library users now have access to more than 27,000 titles. The new online library catalog contains Web links to the full-text of these titles and users have responded with a sharp increase in usage.

145 boxes of State Adopted K-12 textbooks were received from the Mississippi Department of Education and the School Supply Company. In accordance with the
agreement, these books are being added to the IRC collection as a preview collection placed on reserve for five years.

Donations of books were received from a number of individuals and organizations during the year, including some items weeded from the Sunflower County Library System. During this period of reduced funding, judicious acceptance of donations has helped to enhance the collection and address identified needs.

During the 2001-2002 year, 7,033 items (4,857 titles) were added to the collection and 448 items were withdrawn. While this represents 204 more items, 249 fewer titles were added. This further decline in new additions to the collection follows a 29% decline the previous year. What’s more, a significant portion of these new additions to the collection are the result of the process of cataloging the Peter Frost donation of Asian history and culture books (1,346) and other large donations such as the State Adopted Textbook Collection.

To improve access to government publications and databases, David Salinero developed and later enhanced a series of Web pages devoted to enhancing access to U.S. Government Publications and electronic information.

The generous financial donations over the past several years by Mr. Eugene Dattel continue to make a significant impact on our holdings as these titles are received, cataloged and added to the collection. They are enhancing library resources in the areas of Mississippi and Delta history and culture.

As a result of the library’s efforts to educate faculty and administrators about the importance of information literacy skills in the academic success of students, a proposed information literacy course is included in four of the five proposals for a new General Education Core Curriculum.

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

After more than ten years of use, Library Services acquired new software and hardware to power its online catalog of information resources. In August, Merlin, the online catalog, was migrated to a user friendly Web based software with a graphical user interface. It offers users a wide range of new capabilities that were not possible with the old text based system. Hyperlinks to more than 27,000 electronic books are now active, as are thousands of other links to a wealth of full-text electronic content. The success of these changes was the result of the entire Library Services staff contributing many long hours and a great deal of patience to the effort.

The process got started in February when the Mississippi Bureau of Buildings approved the library’s recommendation that SIRSI Unicorn software be purchased as the basis for the library’s new online catalog and library management system. In addition, Sirsi’s Hyperion software added library digital imaging capabilities for information that will be integrated into the online catalog. Mississippi Bureau of Buildings funds covered the $201,981 cost of the software, training, data migration and conversion services.
Throughout the spring and summer, most of the staff was occupied with preparations for the system migration process. These tasks included defining system parameters, reviewing and revising operational policies and cleaning up both the bibliographic and patron databases.

In May, the Mississippi Bureau of Buildings approved the library’s recommendation that a new IBM 7025-6FO computer server be purchased to run our new online catalog and library management system. Bureau funds paid for the cost of the equipment, $33,206.

Much of June, July and August were occupied with training, preparations for the online catalog migration, and the multitude of details associated with going live with the system in August. Once it was operational, the staff spent the next several months learning to operate the system effectively and phasing in new features. Implementing a new online catalog and library management system was a landmark event for Library Services which will continue to have a defining influence on the character of library services and operations for many years to come.

As the year progressed, Library Services personnel devoted increasing amounts of time and effort to the task of getting the Greenville Higher Education Center Library operational. A reduced level of funding dictated changing the librarian position from full-time to part-time. The position was advertised, interviews were conducted and Shirley Lance, a school media specialist with the Greenville Public Schools, was hired in May.

A 3M Microfilm Reader/Printer and a 3M Microfiche Reader/Printer were transferred from Roberts Library to the Greenville Higher Education Center Library. This will give the library viewing and printing capabilities for interlibrary loaned microfilm and microfiche.

Throughout the spring and early summer, Technical Services and Systems Department staff worked to establish cataloging and circulation protocols for the Greenville Higher Education Center Library. OCLC membership was secured and a deposit account to pay for cooperative cataloging and interlibrary loan services was paid for by Roberts Library.

In the summer and fall, numerous Roberts Library staff members provided support to the operations of the Greenville Higher Education Center Library. Reference staff provided instruction to students and faculty, as well as reviewing course offerings and recommending books, journals and reference works for purchase; Technical Services staff ordered, processed and cataloged books and reference materials; Systems staff provided training and system set-up support for the new online catalog; Serials and Interlibrary Loan Department staff provided training to the librarian and document delivery services to students and faculty. Numerous trips were made to Greenville by staff members and on several occasions they provided training to Ms. Lance when she came to Cleveland. Computer network problems made communication and access to our online catalog and management system from the GHEC difficult, unstable and often not possible. Getting the GHEC Library operational and supporting it has been a time consuming endeavor.
The College of Business used at least $2,000 of their library allocation in the spring for purchases of titles to be placed at the GHEC Library.

Along with the Delta Center for Culture and Learning and the Bolivar County Library System, Library Services sponsored a “One Community Reads” program. It focused on the book, *To Kill a Mocking Bird* and included monthly discussion sessions and a series of film screenings.

Roberts Library sponsored a series of National Library Week activities, April 14-20. They included a “Consult a Librarian” promotion, Poetry Night readings by students and faculty members, author Marion Barnwell reading from her writings and a series of “Search Techniques” workshops.

In response to feedback from library users, five new directional signs to building resources and services were acquired for the library.

We continued to have problems with windows leaking in the building. An agreement was reached in August between the contractors, architects, the Bureau of Buildings and the University on a plan to fix the leaks and to replace all fogged windowpanes by the end of the 2002. [as of spring 2003, the window contractor is still working to address the problems.]

Roberts Library was instrumental in the creation of a multi-type library cooperative in northwest Mississippi known as Dancing Rabbit Library consortium. The group of public, community college and university libraries instituted a reciprocal patron borrowing program, received grant funding to support a demonstration project for cooperative support of electronic technologies, and is developing joint staff development programs. Future plans include providing assistance to school libraries throughout the Delta.

The Library Services policy of providing information resources and services to the entire Delta community is at times a challenge. While the needs are great, the practical aspects, such as unruly behavior by underage children, are often a struggle for the staff to deal with. During the spring we revised our policies dealing with children in the library and worked with the public services staff to implement them in a consistent manner. Instances of young children being in the library unsupervised by an adult are fewer, although it is still a problem on some occasions.

Beginning with the fall semester, Library Services developed and implemented a program that permits Cleveland School District employees to have borrowing privileges for Roberts Library and Instructional Resources Center materials. This pilot project is intended to gage the demand and impact this type of borrowing may have on DSU students and faculty. If all goes well, it may be expanded to other Delta Area school districts next year.

Library Services regularly provides Delta area school classes with tours of the library; instruction on how to conduct research in the library and in using its informational databases; workshops for teachers and school librarians; and assistance with special projects such as school reading fairs.
Library Services assisted many of the SACS self-study committees in their search for relevant benchmarking data and in documenting activities and decisions at Delta State University. Six Library Services staff members served on one or more SACS self-study committees.

In response to feedback from faculty, the Circulation Department increased the number of items faculty members may borrow simultaneously to 100.

Library Services provided research and informational support, as well as office space in Roberts Library, for the creation of a Delta State University electronic journal.

The Reference Department (primarily Joi Jones and David Salinero) assumed a larger role in the day to day responsibilities of keeping the library's Web pages revised and up-to-date. In order to do so, Joi Jones and David Salinero learned and became proficient in the use of Dreamweaver and Adobe Photoshop software. Jeff Slagell provided the necessary instruction and tutoring.

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 students and faculty.

To improve services to distance education students, the Reference Department worked with Dr. Lambert, of the Technology Learning Center, to integrate links to library resources and services into WebCT courseware.

Reduced budgets prompted the removal of three more telephone lines to service desks and employee desks in the library.

The problem with hardrives on Gateway E3200 computers failing continued. On average, two a month cease operation.

Early in the year library Web pages were migrated over to a new ITS server. However, problems persisted for several months and the staff spent a significant amount of time checking and repairing broken links.

ITS changed network printing in the library over to the Novell network. Problems with the stability of the network have persisted throughout the year and create a frustrating environment for both users and staff.

Email and Internet bandwidth problems continued this year. Email service was generally unreliable in the spring and forced the staff to adjust their service and work processes. Email was switched from the Merlin server to the ITS server in the early summer and it became much more stable and reliable. The bandwidth problems, manifested in slow and broken connections with remote databases continued throughout the year. This had a very detrimental affect on the library’s electronic services.

Problems continued between the operation of the Ariel interlibrary Ican software and
the campus network. The advantages of Ariel in helping to acquire interlibrary loan items in as little as a day were all too frequently nullified by the system not being operational.

The University's switch to a new Internet domain name during the summer required Library Services staff to engage in a series of major projects to revise thousands of library Web pages and their related links, along with the task of contacting all information content providers and making the appropriate changes with them. The library was fortunate to receive special funds to help pay the costs associated with preparing new brochures, pathfinders, stationary and business cards resulting from the Internet domain name change.

Most of the full-time Library Services staff received new computers with the XP operating system during the summer. More than 75 other comptes, however, are more than four and a half years old and are causing problems. The limited RAM memory often causes a computer to lock-up when someone attempts to download PDF files. These old comptes are taking much more staff time to maintain and assist users with.

To facilitate access to library databases from remote locations, the library purchased EZProxy server software in the spring for ITS to use in setting up a proxy server. Unfortunately, ITS has not yet set-up the proxy server.

To satisfy student needs, two digital cameras and a Zip drive were made available for loan through the Instructional Resources Center.

After an investigation made in cooperation with the DSU Police Department, the library clandestinely filmed two instances of custodian Charlie Peterson removing money from copy machines. Mr. Peterson was arrested for theft of approximately $225 and his employment with the University was terminated on February 1.

As has been the practice in the past, Library Services continued its emphasis on staff development and training. All staff participated in one or more weeks of training associated with installation and migration to the new online catalog and library management software. In addition, the library arranged for in-house workshops, encouraged staff to attend campus based workshops, sent staff members on study visits to similar departmental operations at other universities, supported attendance at off-campus workshops and staff participation in professional organizations and their activities. Many of these are listed in the Personnel section of this report.

III. Personnel:

Noteworthy activities and accomplishments:

Michael E. Mounce was hired in January as a Reference / Instructional Services Librarian.

With one reference librarian position open, Tom Wear was hired back as a temporary part-time library assistant in the Reference Department for the Spring Semester.
Jessica Abel, library assistant in the Serials Department, took a medical leave of absence from January through April. During this time, student employee Becky Grammer was hired as a temporary part-time library assistant.

The retirement of Lillian Andrews, Acquisitions and Accounting Coordinator, in December 2001 and the decision to hold her position open until July, placed the library in a difficult operations dilemma. In late February permission was granted to hire Ms. Andrews on a temporary, part-time basis to assist with library orders and accounting until a full-time replacement could be hired in July.

Shirley Lance, media specialist with the Greenville Public Schools, was hired in May to serve as part-time librarian at the Greenville Higher Education Center.

In response to the nationwide shortage of librarians and the difficulty we have in recruiting, approval was received to hire Tom Wear as a part-time librarian trainee. He is interested in becoming a librarian and has enrolled in the Master of Library and Information Science program at the University of Southern Mississippi. He is taking part in their distance education program and is on a tract that could lead to a degree in two and a half years.

Margaret Evans, assistant director since 1986, retired in June.

Donna Peeples, library assistant in the Circulation Department, resigned in July.

Robert Smith, was hired as library assistant in the Circulation Department in July.

Bertha Neal was hired in July as the new Library Services Acquisitions and Accounting Coordinator.

After a nationally advertised search, Jeff Slagell was promoted to the position of assistant director in October.

Jeff Slagell attended the American Library Association Mid-Winter Conference in New Orleans, January 19-20.


A series of four “Credible Communication Skills” workshops designed for Library Services staff, were taught by Dr Phyllis Bunn, Associate Professor of Business, in February. Approximately two-thirds of the staff participated in these.

Margaret Evans, Jeff Slagell and Mark Dobbins attended the SOLINET Users Group workshop in Starkville on February 13.

Terry Latour attended the University of Southern Mississippi, School of Library and Information Science Advisory Board meetings with their accrediting agency External Review Panel in Hattiesburg on February 25.
Jane Waldrup, Head of Circulation, was named DSU Staff Employee of the Month for February.

Michael Castle of Information Technology Services presented several “Introduction to Photoshop” workshops to library staff in the spring.

Terry Latour participated in a grant funded project meeting in Grenada to assess needs and cooperative possibilities in forming a Delta Area Library Consortium, March 21-22.

Many staff members participated in Sirsi pre-install training on April 10-12. During this time we also made the pre-install decisions that establish the operational parameters and policies of the software.

Terry Latour attended and made a presentation at the ground breaking ceremony for the Mississippi Library Commission building in Jackson, April 23.

Margaret Evans attended the SOLINET annual meeting and workshops in Atlanta, April 30 – May 2.


Sheryl Stump and Rick Torgerson attended the Mississippi Library Association Technical Services Round Table workshop in Jackson, May 24.


David Salinero attended a Mississippi Library Association Government Documents Round Table workshop in Jackson, June 7.

David Salinero visited the University of Memphis Government Documents Department as part of a study-tour on June 21.

Serials Department staff members, Jessica Abel, Diane Coleman and Frances Scarborough, visited the University of Memphis Serials and Interlibrary Loan Departments to learn from their experience and expertise.

Terry Latour attended the American Library Association Conference in Atlanta, June 14-18.

Jeff Slagell attended the North American Serials Interest Group conference in Williamsburg, VA, where he present a workshop, “Don’t Tread on Me: The Art of Supervising Student Assistants,” June 20-24.

All Library Services staff participated in intensive software training to educate them about the various capabilities and operational procedures for the Sirsi Unicorn online catalog and library management system, July 8-12 and July 29-August 2.

Jeff Slagell presented a program and served as moderator for “Mapping the Journey to E-Journal Access,” a seminar sponsored by Mississippi State University Libraries
and the North American Serials Interest Group in Starkville, July 19. Michael Mounce and Terry Latour also attended the seminar.

Joi Jones received a partial fellowship from the Association of College and Research Libraries and attended their Institute for Information Literacy Immersion Program at the University of Colorado at Colorado Springs, July 21-31.

Joi Jones and Dianne Schattner attended MAGNOLIA Day Training at Mississippi State University, August 8.

Terry Latour attended the 2002 Mississippi Library and Media Professionals Workshop and Technology Fair in Grenada, August 28.

Mark Dobbins and Dianne Schattner attended Sirsi training in Huntsville, Alabama, October 6-11.

Joi Jones, Mark Dobbins, Michael Mounce, Jeff Slagell, Sheryl Stump, Rick Torgerson and Terry Latour attended the Mississippi Library Association Conference in Hattiesburg, October 16-18.

Sheryl Stump and Rick Torgerson, catalog librarians, were panelists on a program at the Mississippi Library Association Conference, where they presented their experiences with the “Mississippi Funnel Project: Mississippi Participates in NACO,” which is a project sponsored by the Library of Congress.

Jeff Slagell, assistant director, presided over the Association of College and Research Libraries, Mississippi Chapter meeting as chair of the Association when it held its annual meeting at the Mississippi Library Association Conference in October.

Terry Latour presided over the Mississippi Library Association Conference as the president of the Association. It attracted more than 550 attendees to fifty-nine program sessions, and a keynote address by Dr. Robert Martin, Director of the Institute for Museum and Library Services.

David Salinero was awarded the Southeastern Library Association Gale Continuing Education and Professional Development Award to attend their conference in Charleston, SC, October 24-26.

Jeff Slagell attended the 22nd Annual Charleston Conference on Library Acquisitions, where he participated in a panel discussion on “Aggregator Gripes”, Charleston, SC, October 31-November 2.

Paul Bouler, DSU faculty member, attorney and DSU coordinator at the Greenville Higher Education Center held a workshop for library staff on the basics of legal research, November 12.

Terry Latour represented MAGNOLIA and the Dancing Rabbit Library Consortium at an Association of Research Libraries evaluation site visit of the Mississippi State University Libraries, November 15.
Joi Jones, David Salinero and Michael Mounce presented a day-long workshop to Delta Area school teachers and librarians on how they can better utilize MAGNOLIA informational databases, November 21.


Michael Mounce, Jeff Slagell, Joi Jones, Rick Torgerson, Dianne Schattner and Mark Dobbins enrolled in “Technical Web Development,” an online course developed by MindLeaders for the OCLC library cooperative.

A number of staff members participated in workshops on Web management and WebCT Coursebuilder offered by the Technology Learning Center.

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

Rick Torgerson serves as editor of the “Tech Notes, et al.” column of Mississippi Libraries (three in 2002) and as an abstracts writer for RILM (Répertoire International de Littérature Musicale) (twenty-one in 2002).

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

David Salinero was elected secretary of the Mississippi Library Association Government Documents Round Table.

Terry S. Latour served as president of the Mississippi Library Association. During the year he led the effort to reinvigorate the diverse membership organization which had experienced a series of budget deficits and membership declines. By year’s end, membership had increased and the budget was back in the black and on a firm foundation for the future.

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.


Joi Jones served as a contributor to The Best Books for Academic Libraries to be published in 2003.

Terry S. Latour had four columns published in Mississippi Libraries.

For the 2002-2003 academic year, Library Services faculty served on the following university wide and Faculty Senate committees:

Academic Computer Usage Committee: Joi Jones
Faculty and Staff Benefits Committee: Mark Dobbins, Sheryl Stump
Graduation Committee, Michael Mounce
Library Committee: Terry Latour
Research Committee: Meredith Johnson, Michael Mounce, David Salinero
Special Programs Committee: Terry Latour
Student Publications Committee: David Salinero (serving as chair)

Rick Torgerson served on the President’s Budget Task Force.

Jeff Slagell serves as Library Services representative to Faculty Senate, where he also serves as Senate Secretary.

Jeff Slagell serves on the Campus Technology Policies Committee, “All Campus Card” Task Force.

Jeff Slagell is co-creator of an International Film Series in conjunction with DSU Study Abroad Program.

Barbara Latham designed and mounted eleven exhibits in the library, on a wide range of topics, during the year.

An academic rank promotion policy for professional librarians was approved by Academic Council in April.

The tenure policy for professional librarians was revised by a Library Services committee and approved by Academic Council in August.

On July 1, all professional librarians in tenure track positions were promoted from instructor to assistant professor or above ranks. This change recognized the Masters Degree in Library or Information Science as the terminal degree in the field and is consistent with the policies of the American Library Association and the Association of College and Research Libraries.

Six librarians benefited from the establishment of a minimum salary of $33,000 for tenure track faculty in July. Salaries increased as much as $5,000 for the lowest paid librarians. This and the change in academic rank should help Delta State University to be more competitive in recruiting and retaining librarians.

After more than three years of no salary increases for most DSU faculty and staff, the Mississippi Legislature approved a 2% increase to become effective on January 1, 2003.

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 continues to have the highest satisfaction rating of any campus service organization according to surveyed 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 in April 2001, that both students and faculty ranked the library among the top three institutional core values recommended for establishing funding priorities.

Circulation of items from the general collection decreased by 2.7%, while the circulation
of items placed on reserves increased 38%. Total circulation increased by 1.4%. This pattern appears to indicate that the decline in new acquisitions is affecting general circulation and that part of this need is being addressed through more up-to-date items provided by professors being placed on reserve.

The need for more up-to-date on-site information resources has resulted in a 20% increase in borrowing from other institutions to satisfy DSU needs.

Fewer new information sources have resulted in a 14% decrease in interlibrary loans to other institutions.

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. While we made progress in this area, 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 remain high at nearly 189,000. This represents a 1.6% decrease that may be attributed to normal use variations after a 44% increase last year, or it may be a response to the library’s inability to acquire all the up-to-date information resources desired by users. Nonetheless, the library continues to serve between a quarter and a third of the campus population on a typical day.

The courtesy and helpfulness of the library staff continues to receive high marks.

Use of Results:

In recognition of the detrimental effects mid-year budget cuts had on the library the previous year, Dr. Potter and his Cabinet decided to leave Library Services budgets in tact and to not use library funds to help cover the 3% to 5.25% mid-year budget cutbacks ordered by Governor Musgrove.

President Potter’s affirmation of support for the library permitted us to move forward with processing library materials orders from the academic departments. Fifty percent of the allocations were being held in order to cover possible budget cuts.

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In consultation with the faculty, all standing orders for library reference and general collection titles were reviewed. Decisions were made to cancel 45 titles and to change the frequency of purchase for three other titles. The subject fields of some titles, such as for Contemporary Authors, Short Story Index and Reader’s Guide are covered fairly well with existing electronic resources. However, there is no question that compromises and difficult choices were made regarding the cancellation of other titles, such as the microfilm edition of The New York Times and all telephone directories with the exception of the local area, Jackson and Memphis. Although more than $30,000 in annual savings was realized, this action has diminished the availability of up-to-date information resources in some subject fields.

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During the course of the year, holdings were reviewed and evaluated in a number of subject areas, including athletic training, general business, human resources management, nursing, reference collection and award winning books in a wide-range of disciplines. Although financial resources were meager this year, some progress was made in addressing deficiencies in several of these areas.
In response to the desire by both onsite and remote users to have access to more electronic information resources, Roberts Library continued to add to its collection of ebooks (electronic full-text books accessible online). Delta State University has participated in both SOLINET shared ebook collections and library users now have access to more than 27,000 titles. The new online library catalog contains Web links to the full-text of these titles and users have responded with a sharp increase in usage.

145 boxes of State Adopted K-12 textbooks were received from the Mississippi Department of Education and the School Supply Company. In accordance with the agreement, these books are being added to the IRC collection as a preview collection placed on reserve for five years.

Donations of books were received from a number of individuals and organizations during the year, including some items weeded from the Sunflower County Library System. During this period of reduced funding, judicious acceptance of donations has helped to enhance the collection and address identified needs.

During the 2001-2002 year, 7,033 items (4,857 titles) were added to the collection and 448 items were withdrawn. While this represents 204 more items, 249 fewer titles were added. This further decline in new additions to the collection follows a 29% decline the previous year. What’s more, a significant portion of these new additions to the collection are the result of the process of cataloging the Peter Frost donation of Asian history and culture books (1,346) and other large donations such as the State Adopted Textbook Collection.

In order to improve access to government publications and databases, David Salinero developed and later enhanced a series of Web pages devoted to enhancing access to U.S. Government Publications and electronic information.

The generous financial donations over the past several years by Mr. Eugene Dattel continue to make a significant impact on our holdings as these titles are received, cataloged and added to the collection. They are enhancing library resources in the areas of Mississippi and Delta history and culture.

As a result of the library’s efforts to educate faculty and administrators about the importance of information literacy skills in the academic success of students, a proposed information literacy course is included in four of the five proposals for a new General Education Core Curriculum.

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

As the year progressed, Library Services personnel devoted increasing amounts of time and effort to the task of getting the Greenville Higher Education Center Library operational. A reduced level of funding dictated changing the librarian position from full-time to part-time. The position was advertised, interviews were conducted and Shirley Lance, a school media specialist with the Greenville Public Schools, was hired in May.
A 3M Microfilm Reader/Printer and a 3M Microfiche Reader/Printer were transferred from Roberts Library to the Greenville Higher Education Center Library. This will give the library viewing and printing capabilities for interlibrary loaned microfilm and microfiche.

Throughout the spring and early summer, Technical Services and Systems Department staff worked to establish cataloging and circulation protocols for the Greenville Higher Education Center Library. OCLC membership was secured and a deposit account to pay for cooperative cataloging and interlibrary loan services was paid for by Roberts Library.

In the summer and fall, numerous Roberts Library staff members provided support to the operations of the Greenville Higher Education Center Library. Reference staff provided instruction to students and faculty, as well as reviewing course offerings and recommending books, journals and reference works for purchase; Technical Services staff ordered, processed and cataloged books and reference materials; Systems staff provided training and system set-up support for the new online catalog; Serials and Interlibrary Loan Department staff provided training to the librarian and document delivery services to students and faculty. Numerous trips were made to Greenville by staff members and on several occasions they provided training to Ms. Lance when she came to Cleveland. Computer network problems made communication and access to our online catalog and management system from the GHEC difficult, unstable and often not possible. Getting the GHEC Library operational and supporting it has been a time consuming endeavor.

The College of Business used at least $2,000 of their library allocation in the spring for purchases of titles to be placed at the GHEC Library.

Along with the Delta Center for Culture and Learning and the Bolivar County Library System, Library Services sponsored a “One Community Reads” program in the spring focusing on the book, *To Kill a Mocking Bird* in the spring. Monthly discussion sessions were held, as were a series of film screenings.

Roberts Library sponsored a series of National Library Week activities, April 14-20. They included a “Consult a Librarian” promotion, Poetry Night readings by students and faculty members, author Marion Barnwell reading from her writings and a series of “Search Techniques” workshops.

Library Services assisted many of the SACS self-study committees in their search for relevant benchmarking data and in documenting activities and decisions at Delta State University. Six Library Services staff members served on one or more SACS self-study committees.

In response to feedback from faculty, the Circulation Department increased the number of items faculty members may borrow simultaneously to 100.

Library Services provided research and informational support as well as office space in Roberts Library for the creation of a Delta State University electronic journal.

The Reference Department (primarily Joi Jones and David Salinero) assumed a larger
role in the day to day responsibilities of keeping the library’s Web pages revised and up-to-date. In order to do so, Joi Jones and David Salinero learned and became proficient in the use of Dreamweaver and Adobe Photoshop software. Jeff Slagell provided instruction and tutoring to help them gain this knowledge and skills.

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.

In order to improve services to distance education students, the Reference Department worked with Dr. Lambert, of the Technology Learning Center, to integrate links to library resources and services into WebCT courseware.

After more than ten years of use, Library Services acquired new software and hardware to power its online catalog of information resources. In August, Merlin, the online catalog, was migrated to a user friendly Web based software with a graphical user interface. It offers users a wide range of new capabilities that were not possible with the old text based system. Hyperlinks to more than 27,000 electronic books are now active, as are thousands of other links to a wealth of full-text electronic content. The success of these changes was the result of the entire Library Services staff contributing many long hours and a great deal of patience to the effort.

In order to facilitate access to library databases from remote locations, the library purchased EZProxy server software in the spring for ITS to use in setting up a proxy server. Unfortunately, ITS has not yet set-up the proxy server.

In order to satisfy student needs, two digital cameras and a Zip drive were made available for loan through the Instructional Resources Center.

In response to feedback from library users, five new directional signs to building resources and services were acquired for the library.

Roberts Library was instrumental in the creation of a multi-type library cooperative in northwest Mississippi known as Dancing Rabbit Library consortium. The group of public, community college and university libraries instituted a reciprocal patron borrowing program, received grant funding to support a demonstration project for cooperative support of electronic technologies, and is developing joint staff development programs. Future plans include providing assistance to school libraries throughout the Delta.

Beginning with the fall semester, Library Services developed and implemented a program that permits Cleveland School District employees to have borrowing privileges for Roberts Library and Instructional Resources Center materials. This pilot project is intended to gage the demand and impact this type of borrowing may have on DSU students and faculty. If all goes well, it may be expanded to other Delta Area school districts next year.

Library Services regularly provides Delta area school classes with tours of the library, instruction on how to conduct research in the library and in using its informational
databases, workshops for teachers and school librarians and assistance with special projects such as school reading fairs.

Library Services assisted many of the SACS self-study committees in their search for relevant benchmarking data and in documenting activities and decisions at Delta State University. Six Library Services staff members served on one or more SACS self-study committees.

**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.

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.

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 7,033 volumes, 16,407 microform items, nearly 8,000 electronic books, and 763 audiovisual materials to the collection while also managing to withdraw 448 badly outdated items.

All the work associated with acquiring a new online catalog and migrating the data to the new system caused delays in the cataloging of 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:

In recognition of the detrimental effects mid-year budget cuts had on the library the previous year, Dr. Potter and his Cabinet decided to leave Library Services budgets intact and to not use library funds to help cover the 3% to 5.25% mid-year budget cutbacks ordered by Governor Musgrove.

President Potter's affirmation of support for the library permitted us to move forward with processing library materials orders from the academic departments. Fifty percent of the allocations were being held in order to cover possible budget cuts.

Reduced budgets for the 2002-2003 fiscal year, however, resulted in no funds being available to allocate to academic departments for the purchase of books and audiovisual materials. The reduced funding that was available was used to maintain journal subscriptions, indexing and abstracting databases and reduced standing orders for reference collection updates. A modest fund for critical needs and reference materials was established. Cuts in standing orders, databases, reference collection acquisitions were made.

Before the end of the year, $18,000 was recovered from vacant library positions and approval was received to use it for library acquisitions. Each college or school was allocated a base of $2,000, with the remaining $10,000 being allocated using the weighted library allocation formula. While not much, at least some acquisitions funds were made available to address critical needs (Arts & Sciences $6,720; Business $4,520; Education $4,520; Nursing $2,240).

Newly approved courses and new programs of study, however, can not be adequately supported with available library resources (particularly new courses in social sciences, geography, social movements, various facets of modern literature, and environmental science). The lack of consistent funding for the acquisition of up-to-date information resources in some subject areas is resulting in higher levels of user frustration.

In consultation with the faculty, all standing orders for library reference and general collection titles were reviewed. Decisions were made to cancel 45 titles and to change the frequency of purchase for three other titles. The subject fields of some titles, such as for Contemporary Authors, Short Story Index and Reader's Guide are covered fairly well with existing electronic resources. However, there is no question that
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titles, such as the microfilm edition of *The New York Times* and all telephone
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than $30,000 in annual savings was realized, this action has diminished the
availability of up-to-date information resources in some subject fields.

Using a similar collaborative process to evaluate subject coverage, use and cost,
early $12,000 in annual savings were realized from canceling subscriptions to four
databases. These included *International Index of Music Periodicals*, *International Index
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Persistent negotiations with publishers resulted in the addition of *Music Index Online*
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enhance Web content for the new online catalog.

In response to needs expressed by faculty and students, the library upgraded it
subscription to *WestLaw* database to include a much wider range of reported cases
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made in addressing deficiencies in several of these areas.

In response to the desire by both onsite and remote users to have access to more
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ebooks (electronic full-text books accessible online). Delta State University has
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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 in a more effective and efficient manner than previously.

**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 library resources in selected disciplines in comparison to recommended lists of core titles or the needs of specific courses and faculty members.

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 in April 2001 that both students and faculty ranked the library among the top three institutional core values recommended for establishing funding priorities.

Circulation of items from the general collection decreased by 2.7%, while the circulation of items placed on reserves increased 38%. Total circulation increased by 1.4%. This pattern appears to indicate that the decline in new acquisitions is affecting general circulation and that part of this need is being addressed through more up-to-date items provided by professors being placed on reserve.

The need for more up-to-date on-site information resources has resulted in a 20% increase in borrowing from other institutions to satisfy DSU needs.

Fewer new information sources have resulted in a 14% decrease in interlibrary loans to other institutions.

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. While we made progress in this area, 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 remain high at nearly 189,000. This represents a 1.6% decrease that may be attributed to normal use variations after a 44% increase last year, or it may be a response to the library’s inability to acquire all the up-to-date information resources desired by users.

Many students and some faculty members do not have a good base of knowledge on how to effectively find the information resources they need. Appropriate search skills
and the knowledge to critically assess information sources are often lacking.

Library users have found the old character based online catalog to be antiquated and limiting in comparison to newer technologies and their capabilities. They would like for the University to make access hardcopy library holdings and electronic information resources easier.

Older computer equipment in the library and problems with the campus data network are hindering access to and use of library information resources.

Use of Results:

In recognition of the detrimental effects mid-year budget cuts had on the library the previous year, Dr. Potter and his Cabinet decided to leave Library Services budgets in tact and to not use library funds to help cover the 3% to 5.25% mid-year budget cutbacks ordered by Governor Musgrove.

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In response to feedback from library users, five new directional signs to building resources and services were acquired for the library.

We continued to have problems with windows leaking in the building. An agreement was reached in August between the contractors, architects, the Bureau of Buildings and the University on a plan to feel the leaks and to replace all fogged windowpanes by the end of the 2002. [as of spring 2003, the window contractor is still working to address the problems.]

Roberts Library was instrumental in the creation of a multi-type library cooperative in northwest Mississippi known as Dancing Rabbit Library consortium. The group of public, community college and university libraries instituted a reciprocal patron borrowing program, received grant funding to support a demonstration project for cooperative support of electronic technologies, and is developing joint staff development programs. Future plans include providing assistance to school libraries throughout the Delta.

The Library Services policy of providing information resources and services to the entire Delta community is at times a challenge. While the needs are great, the practical aspects, such as unruly behavior by underage children, are often a struggle for the staff to deal with. During the spring we revised our policies dealing with children in the library and worked with the public services staff to implement them in
a consistent manner. Instances of young children being in the library unsupervised by an adult are fewer, although it still is a problem on some occasions.

Beginning with the fall semester, Library Services developed and implemented a program that permits Cleveland School District employees to have borrowing privileges for Roberts Library and Instructional Resources Center materials. This pilot project is intended to gauge the demand and impact this type of borrowing may have on DSU students and faculty. If all goes well, it may be expanded to other Delta Area school districts next year.

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The Reference Department (primarily Joi Jones and David Salinero) assumed a larger role in the day to day responsibilities of keeping the library’s Web pages revised and up-to-date. In order to do so, Joi Jones and David Salinero learned and became proficient in the use of Dreamweaver and Adobe Photoshop software. Jeff Slagell provided instruction and tutoring to help them gain this knowledge and skills.

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In order to improve services to distance education students, the Reference Department worked with Dr. Lambert, of the Technology Learning Center, to integrate links to library resources and services into WebCT courseware.

Reduced budgets prompted the removal of three more telephone lines to service desks and employee desks in the library.

In order to facilitate access to library databases from remote locations, the library purchased EZProxy server software in the spring for ITS to use in setting up a proxy server. Unfortunately, ITS has not yet set-up the proxy server.

In order to satisfy student needs, two digital cameras and a Zip drive were made available for loan through the Instructional Resources Center.

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.

Installing a new online system will require a significant amount of staff training and a major commitment in time and effort on the part of the staff.

**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.

A series of four “Credible Communication Skills” workshops designed for Library Services staff, were taught by Dr Phyllis Bunn, Associate Professor of Business, in February. Approximately two-thirds of the staff participated in these.

Michael Castle of Information Technology Services presented several “Introduction to Photoshop” workshops to library staff in the spring.

Many staff members participated in Sirsi pre-install training on April 10-12. During this time we also made the pre-install decisions that establish the operational parameters and policies of the software.
All Library Services staff participated in intensive software training to educate us about the various capabilities and operational procedures for the Sirsi Unicorn online catalog and library management system, July 8-12 and July 29-August 2.

Paul Bouler, DSU faculty member, attorney and DSU coordinator at the Greenville Higher Education Center held a workshop for library staff on the basics of legal research, November 12.

A number of staff members participated in workshops on Web management and WebCT Coursebuilder offered by the Technology Learning Center.

During the year, the library contracted for access to Web based instructional courses on technology related topics. Six 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 these professional development opportunities helped Library Services staff to more effectively evaluate information resources and to use limited acquisitions funds efficiently.

An academic rank promotion policy for professional librarians was approved by Academic Council in April.

The tenure policy for professional librarians was revised by a Library Services committee and approved by Academic Council in August.

On July 1, all professional librarians in tenure track positions were promoted from instructor to assistant professor or above ranks. This change recognized the Master’s Degree in Library or Information Science as the terminal degree in the field and is consistent with the policies of the American Library Association and the Association of College and Research Libraries.

Six librarians benefited from the establishment of a minimum salary of $33,000 for tenure track faculty in July. Salaries increased as much as $5,000 for the lowest paid librarians. This and the change in academic rank should help Delta State University to be more competitive in recruiting and retaining librarians.