DELTA STATE UNIVERSITY: ANNUAL REPORT
For the Calendar Year 2003
and January – June 2004

I. Unit Title: Library Services - General Library

Unit Administrator: Terry S. Latour

II. Data and Information for Department:

A. Statistical Overview:

Bound Volumes 345,565
Electronic Books (Titles) 35,203
Microforms 828,979
Audio Visual Materials 18,493
Serials Subscriptions 1,268
Journals Titles Accessible Through Full-Text Electronic Databases 9,270
Databases 98

Circulation of Materials 36,574
Circulation of Reserve Materials (excludes electronic reserves) 1,512
Items Borrowed From Other Libraries 1,077
Items Loaned to Other Libraries 1,473
Electronic Full-Text Journal Articles Used 224,659

Bibliographic Instruction
Classes 144
Students 2,826

Facilities use 178,557

Age of Collection:
Percent of holdings 5 years old or fewer (decline of 20.7%) 10.7%
Percent of holdings 15 years old or more 66.9%

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 4.10% of DSU E & G Budget is 68% of the ACRL Standard of 6.0%

Note: collection counts, use and service statistics are as of July 1, 2004 or FY 2004
B. Noteworthy Activities and Accomplishments:

As a result of a change in reporting cycles, this annual report includes information for the eighteen month period of January 1, 2003 through June 30, 2004.

Calendar year 2003, plus January - June 2004, was a period of change, tempered by a scarcity of financial resources. Progress was made in a number of service and resource areas at a time when legislative appropriations to the University resulted in reduced library budgets for acquisitions, services and commodities. Although some vacant positions were held open for periods of time, the leadership of the University affirmed their support for the key role of Library Services in the educational process by permitting all authorized positions to be filled. The understanding and cooperative spirit of the faculty and students helped the library staff to make difficult, but judicious choices that maximized the use of limited funds to enhance access to information resources and services. As a result, Library Services continues to be the highest ranked service unit on campus.

On May 2, 2003, the name of the main library was changed to Roberts-LaForge Library. LaForge was added to the name in recognition of Dr. William F. LaForge’s 35 years of service to the University (1957-1992) as Professor of History, Chair of the Division of Social Sciences, and Dean of the College of Arts and Sciences.

Use of Roberts-LaForge Library for 2003-2004 was 178,557, a 2.4% increase from the previous year, but still lower than the peak of 192,033 when the newly renovated library opened. The closing of the computer labs in the library the past two summers probably accounts for the decline from the peak year of building use. Nonetheless, the continuing high rate of use (more than a quarter of the campus population on a typical day) is notable when considering the wealth of electronic resources and services that the Library offers to remote users.

Circulation of items from the general and IRC collections increased 9.5% to 36,574. The circulation of traditional print reserve items declined by 63% to 1,512. The true use of reserve items can not be ascertained since the library began offering Electronic Reserves last year. We are unable to track usage of Electronic Reserves, however, surveys and reports indicate that it is a popular service. The reported popularity may be attributed to its digital nature, ease of use and the fact that materials can be accessed from remote locations 24 hours a day. Print copy reserves have also declined because of the huge increase in the availability of electronic full-text journals (now more than 9,200 titles).

Use of electronic databases increased more than 68%, to 224,659 searches. This may be attributed to the doubling of full-text journals in the Academic Search database by upgrading to the Premier version.

The need for more up-to-date on-site information resources appears to have resulted in a 17.3% increase in borrowing from other institutions to satisfy DSU needs. This follows a 20% increase the previous year.
Despite the scarcity of funds, the library was able to partner with four other university libraries to acquire software that links citations in indexing and abstracting databases to the full-text articles available in other databases the library subscribes to. SFX Link Resolver software reduces search steps and makes it easier for users to locate the information they need.

For those journal articles not available in a library full-text database or in their original hard-copy format in the journal collection, SFX Link Resolver software, combined with library Web development efforts, enable easy Web submission of Interlibrary Loan requests. This streamlined process and makes it easier and quicker for users to submit requests and for the library to secure the needed information.

The Interlibrary Loan service Web page was also updated with a Web request form to make it easier for library patrons to request resources through this service.

Persistent persuasion on the part of several library directors (including the author) resulted in a major enhancement to the primary academic database of journal articles used by libraries in Mississippi. EBSCOHost Academic Search Elite was upgraded to the Premier version of the database, which provides access to more than double the full-text journals (4,595 titles) than the Elite version, and it indexes and abstracts more than 8,000 journals. The participation and contributions of libraries throughout the State resulted in an extraordinary negotiated price and access for all libraries in Mississippi.

A collaborative effort involving most of the other academic libraries in the state has resulted in DSU improving upon an already good discount from an academic book vendor by 28%. This will help DSU and the other participating libraries to stretch their limited budgets further.

For the past two years, the initial fiscal year budget did not include funds for allocation to academic departments for purchase of library materials. Normally the majority of library acquisition funds are distributed in this manner. During the course of each year the University recovered funds from vacant positions and other sources for a modest level of library purchases through allocations to academic departments ($68,000 and $71,000).

Once again, in consultation with the faculty of each department, all standing orders for reference books, indexes, abstracts, annuals and databases were evaluated in regard to their continuing value to the curriculum, faculty research needs and uniqueness in comparison to other library resources within the context of a significantly reduced budget. At least 56 standing orders and four databases were cancelled, including America: History and Life and Historical Abstracts, for an annual cost savings of $46,646.

In December 2003, H.W. Wilson Co. ended access to their many databases on a cost per search basis. Annual subscriptions to most of their databases are too costly for small institutions like ours that have limited need for access to them. Consequently, DSU lost access to a number of online indexes such as Art Index, Biography Index, Book Review Digest and Social Sciences Index. Fortunately, the enhanced resources of EBSCOHost Academic Search Premier database helped to address many of the indexing and abstracting gaps.
Increases in database subscription costs and enhanced resources in Academic Search Premier prompted the collection development team to evaluate coverage and overlap of many of its disciplinary databases. As a result, Sociological Abstracts, Social Work Abstracts and Political Science Abstracts databases were canceled for the coming year.

Budgetary pressures and changes in publishing patterns have resulted in library journal subscriptions in the print format declining to 1,268.

Enhancements to full-text library databases have resulted in the DSU community having access to 9,270 journals in electronic form.

In response to needs expressed by faculty and students and with funds from the DSU Foundation, Office of Continuing Education, Career Services and Small Business Development Office, access to the ReferenceUSA database was made available again after a several year lapse.

In response to needs expressed by faculty and with special funds to cover the capital fees, Roberts-LaForge Library became a member of JSTOR in June 2003. We gained access to the complete electronic retrospective holdings of 117 important arts and sciences journals and 20 important business journals.

Joining other libraries in the Southeast, Delta State participated in the third netLibrary shared collection of electronic books. This increased the total number of titles to more than 35,000. 2,634 of these were used in the past year and the usage numbers have been increasing since holdings records for them were added to the library’s online catalog of books.

The generous financial donations in previous years by Mr. Eugene Dattel continue to make a significant impact on our holdings. Numerous additional items were ordered with those funds this past year and previously ordered titles were received, cataloged and added to the collection. They are enhancing library resources in the areas of Mississippi and Delta history and culture.

Book donations from many individuals and from organizations such as Lamda Iota Tau and the Veda Trust, helped to enhance library resources during a period when acquisitions funds have been scarce.

A number of books on art, literature and history that had been withdrawn from the Mississippi Library Commission were selected for addition to the general circulating collection of Roberts-LaForge Library, as well as for the Greenville Higher Education Center Library.

Approximately a thousand rolls of microfilm containing back files of newspapers and journals were received from Millsaps College. While microfilm is usually not the format of choice for most users, this large donation significantly enhances resources available in many subject areas.

To address identified needs to support courses in business, nursing and education, approximately $9,150 in DSU funds were spent on library materials for the Greenville
Higher Education Center Library during the report period.

In response to identified needs and with cost savings from the cancellation of standing orders and databases, an acquisitions fund was created to support the information needs of new faculty members. Each may submit library book and audio visual materials orders totaling up to $500 during their first academic year of service. This well received program is helping them to be better prepared to give quality instruction and in providing for the information needs of the students in their classes.

In the spring of 2004, the library began the process of working with the faculty of each academic department to conduct a biennial review of print journal subscriptions. Fortunately, in each of the past two years, the University has funded the inflationary cost increases for journals. This review cycle will be concluded in late August and become effective for the 2005 subscriptions. It affords faculty the opportunity to reassess journal needs and priorities.

In order to improve collection analysis capabilities, the library purchased the print and electronic forms of Best Books for Academic Libraries. It has been used by the library collection development team to review and evaluate most subject areas of the Reference Collection and a number of subject areas within the general circulating collection. It is helping the library to be more responsive and factual in support of disciplinary self-studies and accreditation efforts.

Serials Solutions’ database Overlap Analysis Service was used on numerous occasions in support of our collection analysis and management work. It helps us to be better educated when evaluating existing or potential databases.

In the past year and a half, numerous new courses, programs of study, degree emphases and several degree programs have been added to Delta State academic offerings. Unfortunately, funds for the acquisition of information resources in support of these programs have been scarce. Nearly $20,000 was designated for this purpose in spring 2004, however, the needs far outstrip available funds.

To reduce user frustration and improve search precision in the use of the library online catalog, a comprehensive retrospective authority control project was undertaken with outsourcing support from MARCIVE. Extensive work on the part of the Technical Services and Systems departments resulted in a much cleaner and easy to use database. MARCIVE will provide monthly updates to the authority records on a subscription basis.

After a probationary year, catalogers Sheryl Stump and Rick Torgerson earned approval from the Library of Congress to contribute original authority records to the highly selective Name Authority Control Organization. This privilege and distinction improves the quality and timeliness of our online catalog and benefits other libraries in the state and across the country.

During the 2003-2004 year, 8,064 volumes (3,675 titles), 18,696 microform items, 7,537 electronic books and 497 audiovisual materials were added to the collection and 347 items were withdrawn. While this appears to be a substantial number of new additions, a significant portion of these items were donated works, such as State
Adopted Textbooks, remaining Asian works from the gift of Peter Frost, German works from the collection of the late John Tatum and items from the Merle Fagan Entrekin Organ Music Collection. These totals also including cataloging of about 1,700 items during the fiscal year for the Greenville Higher Education Center Library.

The Roberts-LaForge Library Technical Services Department ordered and cataloged more than 2,500 items for the Greenville Higher Education Center (GHEC) Library during the 18 month period of this report.

Throughout the report period, Library Services personnel from Systems, Technical Services, and Serials devoted a significant amount of time and effort to support the GHEC Library. Part-time librarian Shirley Lance was trained in various operational aspects of the Sirsi system and much time was devoted to solving networking problems between the Cleveland campus and the GHEC Library.

The GHEC Library added morning hours in September 2003, with staff and student support from Mississippi Delta Community College.

A job description was prepared, advertisements distributed and applications were received for a full-time librarian position at the GHEC Library. However, permanent funding was not forthcoming and the search process was discontinued.

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, Library 101, "Fundamentals of Information Literacy" was approved as a one credit elective course in the revised General Education Curriculum. Four sections of the course are scheduled for the fall semester.

To educate faculty, the Reference Department created an informational guide about the types of instructional services that they offer. We believe that this and related outreach activities are resulting in faculty calling upon our librarians to make more substantive contributions to the instruction of their students.

In the past year, the Reference Librarians prepared fourteen new bibliographic or instructional guides and revised forty-four existing guides written to facilitate the use of library resources. These are available in print and in electronic form on the library Web page.

The Reference Department created a brochure on Electronic Business Resources for distribution at the Delta Council Business and Technology Expo. It is being used by Dancing Rabbit Consortium Libraries and has been modified by libraries elsewhere in the state to highlight MAGNOLIA business resources.

Library Services regularly provides Delta Area school classes with tours of the library, as well as instruction on how to conduct research in the library and how to use its informational databases. During the most recent year, 212 students in 13 classes were served.

The Reference Department regularly offers continuing education classes to teachers and librarians of Delta Area Association for the Improvement of Schools on how to
search and effectively use MAGNOLIA databases. One or more classes are offered each fall and specialized classes are offered at other times at individual schools.

The Reference Department periodically offers continuing education classes on electronic reference and database searching for employees of Dancing Rabbit Consortium Libraries. This past year two day-long classes were taught.

To better meet the information needs of distance education students, in early 2003 the reference librarians began working with faculty members to identify appropriate resources and create links in the WebCT courseware being used. A standard link to the library Web site was also added.

To better serve the needs of some users, the Reference Department created a Reference by Appointment service. Students and faculty with in depth reference and research needs may make an appointment with one of the reference librarians for a consultation period that is appropriate to their need.

The Reference Department continued on the path of assuming a larger role in the day to day responsibilities of keeping the library's Web pages revised and up-to-date. All content is managed by the department and a substantial portion of the technical aspects are also being taken care of by them.

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. A major reassessment of government databases was conducted, which resulted in substantially more information and links being available at our Web site. These efforts are helping the library to be more responsive to the changing needs of students and faculty.

Increased interest and concern on the part of faculty regarding plagiarism prompted the Reference Department to prepare a guide to help educate students about proper research and citation practices and another guide for faculty about how to detect plagiarism in the electronic environment. These guides are available in print and on the Web. A workshop for faculty is scheduled for the fall semester.

To help users navigate the wealth of electronic journals, a subject guide and an A-Z list, both with active links, were created and added to the library Web site.

To reduce interlibrary loan requests for journals that the library may have canceled in the past, the Serials and Technical Services Departments have undertaken a project to update the OCLC Union List of serials holdings with our most up-to-date information. This should reduce erroneous requests in the future and save time and effort in the years to come.

The Serials Department is also engaged in a project to compact the journal holdings records in the online catalog, which will make it easier for users to understand.

For National Library Week, April 7-11, 2003, the library hosted a Brown Bag Lunch with DSU authors Carolyn Elkins and Dorothy Shawhan, Alphonso Sanders presented a musical performance and lecture, a story hour was conducted for the DSU Daycare
Center, Chinese Calligraphy was demonstrated at a Brown Bag Lunch and a Mystery Night game of clues was held on Friday evening when the library is normally closed.

For National Library Week, April 19-23, 2004, the library held a story hour for the DSU Child Development Center, open mike poetry readings, a Brown Bag Lunch Seminar by art professor Duncan Baird, a Brown Bag Lunch seminar by Amy Taylor, of Delta Magazine, and the library’s second annual Mystery Night. Art was also temporarily displayed in the library.

Roberts-LaForge Library continued to provide strong support and leadership for the multi-type library cooperative in northwest Mississippi known as Dancing Rabbit Library Consortium. It enables DSU students to access other libraries in the region (this is important for some of our distance education students to access resources and computers). The group of public, community college and university libraries offers a reciprocal patron borrowing program, received grant funding to support electronic technologies, received a grant for public outreach programs (print and media ads by B.B. King, Governor Barbour and others), and a grant for a joint photographic survey project. The group also cooperates on staff development programs, some of which have benefited our staff.

The Dancing Rabbit Library Consortium was recognized as the Outstanding Library Program in the Southeast in 2004 in the Multitype Library Cooperation category by the Southeastern Library Network.

Paula Webb and Becky Grammer created a colorful and eye-catching Dancing Rabbit display for Delta Council’s Business and Technology Expo. It highlights the services and programs of the member libraries.

Requests for borrowing privileges by area teachers prompted us to set-up a trial during 2002-2003 for Cleveland School District employees. Success during that year prompted us to extend borrowing privileges to school district employees at all Delta Area schools for 2003-2004. An absence of significant problems this past year is prompting us to consider extending the privileges to Head Start employees for the coming year. Actual usage under this program has been modest, but it is fulfilling a need at some schools.

To satisfy remote users and to make it easier for all users to gain access to information considered key to class instruction, the Circulation Department began offering Electronic Reserves in August 2003. While access to more than 9,000 electronic journals helps to address this need, faculty members often place other information resources on Reserve for their classes. With the faculty member’s permission and following appropriate copyright regulations, the library will scan and place many of these items on Electronic Reserve.

To keep users better informed, the library began sending email courtesy overdue notices to faculty in fall 2003. While we would like to do this for students, most do not have a valid email address on file in the University’s Banner software. Email notices save time and money.

At the request of the Student Government Association, the library extended its hours
until midnight during Dead Week instead of Finals Week last fall as a trial. In comparison to the year before, use of the library during the extended hours was lower. During the spring semester, the library returned to its practice of staying open to midnight only during Finals Week.

After approximately six years of service, Library Services received a hundred new computers for the public areas of the library and the Bibliographic Instruction Classroom. The installation of these new machines immediately improved the experiences of users, who had frequently experienced problems with down loading files and the computers locking up. User frustration levels dropped significantly.

During the summer of 2003, the last installment of furnishings and equipment associated with the library expansion and renovation project were received. These included additional metal shelves for the IRC and the Government Documents areas, three study carrels for the IRC, wood shelves for staff offices in the IRC and Technical Services Department, counter height wood shelves with locking glass fronts for the special collections room, a number of additional task chairs, several new laptop computes and a digital camera.

To better support the research of two faculty members, a surplus 3M Microfilm Reader/Printer was transferred to the History Department. This gives them microfilm viewing capabilities at times when the library is not open.

In response to feedback from library users, building room directories were added on the first and second floors and directional signs were installed in two other areas.

We continue to have problems with windows leaking. The Bureau of Buildings and Dale and Associates Architects hired a window consultant to survey the problems and make recommendations. While the final report has yet to be received, all parties seem to agree on the fact that the window system installed was not appropriate for this application. Wind load factors prompted a change in design, but the windows still flex under the load and weaken window seals. Rain water leaks in and an increasing number of windows (more than 50) have water and condensation between the panes. Various options are being discussed.

To facilitate access to library databases from remote locations, a proxy server became operational in February 2003.

The frustrations associated with limited network bandwidth to campus improved significantly in March 2003 when the University began using a DS3 line. Library users benefit from much faster response time when searching informational databases.

During the reporting period, the library Systems Department upgraded the library’s Sirsi software twice. This resulted in improvements to back-office functions, as well as search capabilities important to users. After each upgrade, however, Systems devoted substantial periods of time troubleshooting software bugs and unanticipated consequences.

In their effort to provide more information to users in an easier to use search interface, the Systems Department customized the online catalog display and setup new book and
video lists that have been popular with users.

Problems between the operation of the Ariel interlibrary loan software and the campus network, and occasionally the PC, continue to plague interlibrary loan operations periodically. While the stability of the system is much better than in the past, it still is a source of frustration.

Despite extensive efforts, the old 3M Self Check machine could not be made operational with the new Sirsi online system. It was taken out of service.

To satisfy student needs, more digital cameras were made available for loan through the Instructional Resources Center and a second scanner was installed.

In spring 2004, DSU considered outsourcing technology support on campus. The library and its Systems Department compiled information about library technology needs, as well as the role of the System Department in supporting it, for an outsourcing RFP. The decision was made to outsource Information Technology Services, Telecommunications and the Technology Learning Center, but not the Library Systems Department (their responsibilities extend beyond technology and they have work duties in various other library departments).

The Systems Department played a number of key roles associated with the installation of 100 new public computers in the library, including much research, testing and management of Fortres and DeepFreeze software installed to manage the computers.

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 and Rick Torgerson chaired one.

Library Services created a Planning and Effectiveness Committee which meets periodically to review user surveys and identified needs. It helps to set goals, plan for the future, and coordinate activities.

Many of the librarians benefited from the minimum salary for assistant professors being raised to $34,000 in July 2003 and then raised to $36,000 beginning July 2004.

As has been the practice in the past, Library Services continued its emphasis on staff development and training. Most staff members participated in campus and off-campus workshops, specialized seminars, professional meetings, for credit courses, online courses, and study trips to similar departmental operations at other libraries. Some of these are listed in the Personnel section of this report, but there are far too many to include in this report.
III. Personnel:

Noteworthy activities and accomplishments:

Bertha Neal resigned her position as Acquisitions and Accounting Coordinator effective February 14, 2003.

Emily Reynolds Bell joined Library Services as Acquisitions and Accounting Coordinator on March 17, 2003.

Paula Webb joined the library as Serials / Interlibrary Loan Librarian on March 31, 2003.

Thomas Wear resigned his position as librarian trainee, effective April 29, 2003.

Leigh Thompson joined the library as Reference and Instructional Services Librarian on July 23, 2003.

Jessica Abel resigned her position as library assistant in the Serials Department effective October 3, 2003.

Becky Grammer was hired as library assistant in the Serials Department beginning November 3, 2003.


Emily Bell received her bachelor’s degree in business and is a member of Delta Mu Delta honorary society for business administration.

Diane Coleman attended catalog and EBSCO training.

Mark Dobbins chairs the Mississippi Sirsi Users Group, made a presentation on Sirsi Reports at the Mississippi Library Association Conference, attended the Sirsi Super Users Conference, received Sirsi API training and serves on the DSU Faculty and Staff Benefits Committee.

Becky Grammer revised and updated the Policy and Procedure Handbook for the Serials Department, chaired the library First Aid/ Emergency Response Committee and has been taking art classes.

Loretta Holmes was honored by the University for twenty-five years of service on April 25, 2003. She was also honored as DSU Staff Employee of the Month for March 2004.

Barbara Latham periodically designs and mounts displays in six exhibit cases in the library and has been taking art classes.

Michael Mounce enrolled in the online course, “Best Practices in Information Literacy in Undergraduate Education”, attended the 31st LOEX conference on Information
Literacy, served on the DSU Graduation Committee, serves on the Mississippi Library Association New Members Round Table, Instruction Round Table and Information Literacy committee.

Joi Jones Phillips served on the campus advisory committee to select a new president for Delta State University, served on the DSU Academic Computer Usage Committee, was Faculty Senate Proxy, served on the SACS self study committee on Federal Mandates, is an academic student advisor, she assisted Sheila Rush at Carver Lower Elementary School to set up a new school library and media center, served as a reading fair judge at West Bolivar Elementary School and as a “Reading is Fundamental” classroom display judge at the school. She also serves on the Information Literacy Round Table and the Poster Session Committee of the Mississippi Library Association.

David Salinero continued work on his master’s degree in History, presented a program on the “Changing Image of Librarians,” at the Mississippi Library Association Conference, attended the U.S. Government Documents Depository Library Conference, chaired the DSU Student Publications Committee, served on the DSU Academic Computer Usage Committee, is vice-chair of the Mississippi Library Association Government Documents Round Table and is also a member of the MLA Copyright, Intellectual Freedom and Instruction Committees. He authored and revised more than twenty library guides and pathfinders.

Dianne Schattner attended the Sirsi Super Users Conference, received Sirsi API training, serves on the Banner Users Group and the Academic Computer Usage Committee and completed a class on Local Area Networks.

Jeff Slagell presented a workshop at the 2003 North American Serials Interest Group Conference and participated in a program panel discussion at the 2004 Conference, served as a panel moderator at a 2003 E-Journal Seminar, presented “Archival Web Exhibits for Smaller Institutions at the 2003 Society of Mississippi Archivists Annual Meeting, published “Start Small – Think Big,” Library Connect Pamphlet – How to Get Published in LIS Journals: A Practical Guide, and has two articles forthcoming in future issues of The Serials Librarian. He serves on the Awards & Recognition Committee of the North American Serials Interest Group, is a member of the DSU Team Imagineering, serves on several Campus One Card committees and is also co-curator of the DSU International Film Series.

Robert Smith taught Journalism 201 and Journalism 202, serves on the DSU Student Publications Committee and is working on a graduate degree.

Sheryl Stump co-authored an article, “The Basics of LC and Dewey,” in Mississippi Libraries, served as the Library Services representative to Faculty Senate and the Senate’s vice-chair during the 2003-2004 academic year. She served on various Senate committees, the DSU Faculty and Staff Benefits Committee and on the Mississippi Library Association Continuing Education Committee.

Leigh Thompson attended the 32nd LOEX Conference on Information Literacy, served as a “Reading is Fundamental,” classroom display judge at West Bolivar Elementary School and also a judge at their Reading Fair. She participated in the University of
Alabama Alumni Day seminars on Knowledge Management, Collaborative Research in Media, Creativity and Information Sciences.


Jane Waldrup continued work on her bachelor’s degree and plans to complete it in December. She is a member of Delta Mu Delta honorary society for business administration.

Paula Webb served on the DSU Student Publications Committee, attended two seminars on Electronic Journals, the North American Serial Interest Group national conference and the Mississippi SOLINET Users Group meeting.

Terry Latour finished his service on the Executive Board of the Mississippi Library Association, chaired the Past President’s Award Committee, and served on the Archives, Fiscal Management and Handbook Committees. He was appointed by American Library Association president Carla Hayden to the Pay Equity Committee, was vice chair and is current chair the Mississippi Library Directors’ Council, serves on the Steering Committee of MAGNOLIA (Mississippi Alliance for Gaining New Opportunities through Library Information Access), chairs the MAGNOLIA Database Committee and serves as treasurer of the Dancing Rabbit Library Consortium. He presented a program on the U.S. Patriot Act at the annual conference of the Mississippi Library Association and will present a program on annual conference planning at the upcoming meeting of the Southeastern Library Association. He chaired the DSU Associate Vice President for Academic Affairs Search Committee, serves on Staff Council, and served on the General Education Curriculum, Honors Program Planning, Special Programs and SACS Core Requirements Committees. He received a grant from the Mississippi Humanities Council for the Faces of Freedom Summer Exhibit and public programming and a sub-grant from the Institute for Library and Museum Services for Delta State's participation in the Mississippi Digital Library Project. He was one of seven individuals that the Mississippi Library Association nominated to Governor Musgrove for his consideration in filling a vacancy on the board of the Mississippi Library Commission.

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 understand that current budget constraints are limiting our ability to be as responsive as we would like to be.

Use of Roberts-LaForge Library for 2003-2004 was 178,557, a 2.4% increase from the previous year, but still lower than the peak of 192,033 when the newly renovated library opened. The closing of the computer labs in the library the past two summers probably accounts for the decline from the peak year of building use. Nonetheless, the continuing high rate of use (more than a quarter of the campus population on a typical day) is notable when considering the wealth of electronic resources and services that the Library offers to remote users.
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The need for more up-to-date on-site information resources appears to have resulted in a 17.3% increase in borrowing from other institutions to satisfy DSU needs. This follows a 20% increase the previous year.

There is an ever increasing demand for electronic resources to be purchased by the library and made accessible both in the library and through the campus data network. We made a major leap forward in this area during the past year despite a greatly reduced materials budget in comparison with several years ago.

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

Use of Results:

Persistent persuasion on the part of several library directors (including the author) resulted in a major enhancement to the primary academic database of journal articles used by libraries in Mississippi. EBSCOHost Academic Search Elite was upgraded to the Premier version of the database, which provides access to more than double the full-text journals (4,595 titles) than the Elite version, and it indexes and abstracts more than 8,000 journals. The participation and contributions of libraries throughout the State resulted in an extraordinary negotiated price and access for all libraries in Mississippi.

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their continuing value to the curriculum, faculty research needs and uniqueness in comparison to other library resources within the context of a significantly reduced budget. At least 56 standing orders and four databases were canceled, including America: History and Life and Historical Abstracts, for an annual cost savings of $46,646.

In December 2003, H.W. Wilson Co. ended access to their many databases on a cost per search basis. Annual subscriptions to most of their databases are too costly for small institutions like ours that have limited need for access to them. Consequently, DSU lost access to a number of online indexes such as Art Index, Biography Index, Book Review Digest and Social Sciences Index. Fortunately, the enhanced resources of EBSCOHost Academic Search Premier database helped to address many of the indexing and abstracting gaps.

Increases in database subscription costs and enhanced resources in Academic Search Premier prompted the collection development team to evaluate coverage and overlap of many of its disciplinary databases. As a result, Sociological Abstracts, Social Work Abstracts and Political Science Abstracts databases were canceled for the coming year.

Budgetary pressures and changes in publishing patterns have resulted in library journal subscriptions in the print format declining to 1,268.

Enhancements to full-text library databases have resulted in the DSU community having access to 9,270 journals in electronic form.

In response to needs expressed by faculty and students and with funds from the DSU Foundation, Office of Continuing Education, Career Services and Small Business Development Office, access to the ReferenceUSA database was made available again after a several year lapse.

In response to needs expressed by faculty and with special funds to cover the capital fees, Roberts-LaForge Library became a member of JSTOR in June 2003. We gained access to the complete electronic retrospective holdings of 117 important arts and sciences journals and 20 important business journals.

Joining other libraries in the Southeast, Delta State participated in the third netLibrary shared collection of electronic books. This increased the total number of titles to more than 35,000. 2,634 of these were used in the past year and the usage numbers have been increasing since holdings records for them were added to the library’s online catalog of books.

The generous financial donations in previous years by Mr. Eugene Dattel continue to make a significant impact on our holdings. Numerous additional items were ordered with those funds this past year and previously ordered titles were received, cataloged and added to the collection. They are enhancing library resources in the areas of Mississippi and Delta history and culture.

Book donations from many individuals and from organizations such as Lamda Iota Tau and the Veda Trust, helped to enhance library resources during a period when acquisitions funds have been scarce.
A number of books on art, literature and history that had been withdrawn from the Mississippi Library Commission were selected for addition to the general circulating collection of Roberts-LaForge Library, as well as for the Greenville Higher Education Center Library.

Approximately a thousand rolls of microfilm containing back files of newspapers and journals were received from Millsaps College. While microfilm is usually not the format of choice for most users, this large donation significantly enhances resources available in many subject areas.

To address identified needs to support courses in business, nursing and education, approximately $9,150 in DSU funds were spent on library materials for the Greenville Higher Education Center Library during the report period.

In response to identified needs and with cost savings from the cancellation of standing orders and databases, an acquisitions fund was created to support the information needs of new faculty members. Each may submit library book and audio visual materials orders totaling up to $500 during their first academic year of service. This well received program is helping them to be better prepared to give quality instruction and in providing for the information needs of the students in their classes.

In the spring of 2004, the library began the process of working with the faculty of each academic department to conduct a biennial review of print journal subscriptions. Fortunately, in each of the past two years, the University has funded the inflationary cost increases for journals. This review cycle will be concluded in late August and become effective for the 2005 subscriptions. It affords faculty the opportunity to reassess journal needs and priorities.

In order to improve collection analysis capabilities, the library purchased the print and electronic forms of Best Books for Academic Libraries. It has been used by the library collection development team to review and evaluate most subject areas of the Reference Collection and a number of subject areas within the general circulating collection. It is helping the library to be more responsive and factual in support of disciplinary self-studies and accreditation efforts.

Serials Solutions’ database Overlap Analysis Service was used on numerous occasions in support of our collection analysis and management work. It helps us to be better educated when evaluating existing or potential databases.

In the past year and a half, numerous new courses, programs of study, degree emphases and several degree programs have been added to Delta State academic offerings. Unfortunately, funds for the acquisition of information resources in support of these programs have been scarce. Nearly $20,000 was designated for this purpose in spring 2004, however, the needs far outstrip available funds.

To reduce user frustration and improve search precision in the use of the library online catalog, a comprehensive retrospective authority control project was undertaken with outsourcing support from MARCIVE. Extensive work on the part of the Technical Services and Systems departments resulted in a much cleaner and easy to use
database. MARCIVE will provide monthly updates to the authority records on a
subscription basis.

After a probationary year, catalogers Sheryl Stump and Rick Torgerson earned approval
from the Library of Congress to contribute original authority records to the highly
selective Name Authority Control Organization. This privilege and distinction improves
the quality and timeliness of our online catalog and benefits other libraries in the state
and across the country.

During the 2003-2004 year, 8,064 volumes (3,675 titles), 18,696 microform items,
7,537 electronic books and 497 audiovisual materials were added to the collection and
347 items were withdrawn. While this appears to be a substantial number of new
additions, a significant portion of these items were donated works, such as State
Adopted Textbooks, remaining Asian works from the gift of Peter Frost, German
works from the collection of the late John Tatum and items from the Merle Fagan
Entrekin Organ Music Collection. These totals also including cataloging of about 1,700
items during the fiscal year for the Greenville Higher Education Center Library.

The Roberts-LaForge Library Technical Services Department ordered and cataloged more
than 2,500 items for the Greenville Higher Education Center (GHEC) Library during the
18 month period of this report.

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, Library
101, “Fundamentals of Information Literacy” was approved as a one credit elective
course in the revised General Education Curriculum. Four sections of the course are
scheduled for the fall semester.

To educate faculty, the Reference Department created an informational guide about the
types of instructional services that they offer. We believe that this and related outreach
activities are resulting in faculty calling upon our librarians to make more substantive
contributions to the instruction of their students.

In the past year, the Reference Librarians prepared fourteen new bibliographic or
instructional guides and revised forty-four existing guides written to facilitate the use
of library resources. These are available in print and in electronic form on the library Web
page.

The Reference Department created a brochure on Electronic Business Resources for
distribution at the Delta Council Business and Technology Expo. It is being used by
Dancing Rabbit Consortium Libraries and has been modified by libraries elsewhere in the
state to highlight MAGNOLIA business resources.

Library Services regularly provides Delta Area school classes with tours of the library,
as well as instruction on how to conduct research in the library and how to use its
informational databases. During the most recent year, 212 students in 13 classes
were served.

The Reference Department regularly offers continuing education classes to teachers
and librarians of Delta Area Association for the Improvement of Schools on how to

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search and effectively use MAGNOLIA databases. One or more classes are offered each fall and specialized classes are offered at other times at individual schools.

The Reference Department periodically offers continuing education classes on electronic reference and database searching for employees of Dancing Rabbit Consortium Libraries. This past year, two day-long classes were taught.

To better meet the information needs of distance education students, in early 2003 the reference librarians began working with faculty members to identify appropriate resources and create links in the WebCT courseware being used. A standard link to the library Web site was also added.

To better serve the needs of some users, the Reference Department created a Reference by Appointment service. Students and faculty with in depth reference and research needs may make an appointment with one of the reference librarians for a consultation period that is appropriate to their need.

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. A major reassessment of government databases was conducted, which resulted in substantially more information and links being available at our Web site. These efforts are helping the library to be more responsive to the changing needs of students and faculty.

Increased interest and concern on the part of faculty regarding plagiarism prompted the Reference Department to prepare a guide to help educate students about proper research and citation practices and another guide for faculty about how to detect plagiarism in the electronic environment. These guides are available in print and on the Web. A workshop for faculty is scheduled for the fall semester.

To help users navigate the wealth of electronic journals, a subject guide and an A-Z list, both with active links, were created and added to the library Web site.

To reduce interlibrary loan requests for journals that the library may have canceled in the past, the Serials and Technical Services Departments have undertaken a project to update the OCLC Union List of serials holdings with our most up-to-date information. This should reduce erroneous requests in the future and save time and effort in the years to come.

The Serials Department is also engaged in a project to compact the journal holdings records in the online catalog, which will make it easier for users to understand.

For National Library Week, April 7-11, 2003, the library hosted a Brown Bag Lunch with DSU authors Carolyn Elkins and Dorothy Shawhan, Alphonso Sanders presented a musical performance and lecture, a story hour was conducted for the DSU Daycare Center, Chinese Calligraphy was demonstrated at a Brown Bag Lunch and a Mystery Night game of clues was held on Friday evening when the library is normally closed.

For National Library Week, April 19-23, 2004, the library held a story hour for the DSU Child Development Center, open mike poetry readings, a Brown Bag Lunch
Seminar by art professor Duncan Baird, a Brown Bag Lunch seminar by Amy Taylor, of Delta Magazine, and the library’s second annual Mystery Night. Art was also temporarily displayed in the library.

Roberts-LaForge Library continued to provide strong support and leadership for the multi-type library cooperative in northwest Mississippi known as Dancing Rabbit Library Consortium. It enables DSU students to access other libraries in the region (this is important for some of our distance education students to access resources and computers). The group of public, community college and university libraries offers a reciprocal patron borrowing program, received grant funding to support electronic technologies, received a grant for public outreach programs (print and media ads by B.B. King, Governor Barbour and others), and a grant for a joint photographic survey project. The group also cooperates on staff development programs, some of which have benefited our staff.

Requests for borrowing privileges by area teachers prompted us to set-up a trial during 2002-2003 for Cleveland School District employees. Success during that year prompted us to extend borrowing privileges to school district employees at all Delta Area schools for 2003-2004. An absence of significant problems this past year is prompting us to consider extending the privileges to Head Start employees for the coming year. Actual usage under this program has been modest, but it is fulfilling a need at some schools.

To satisfy remote users and to make it easier for all users to gain access to information considered key to class instruction, the Circulation Department began offering Electronic Reserves in August 2003. While access to more than 9,000 electronic journals helps to address this need, faculty members often place other information resources on Reserve for their classes. With the faculty member’s permission and following appropriate copyright regulations, the library will scan and place many of these items on Electronic Reserve.

At the request of the Student Government Association, the library extended its hours until midnight during Dead Week instead of Finals Week last fall as a trial. In comparison to the year before, use of the library during the extended hours was lower. During the spring semester, the library returned to its practice of staying open to midnight only during Finals Week.

After approximately six years of service, Library Services received a hundred new computers for the public areas of the library and the Bibliographic Instruction Classroom. The installation of these new machines immediately improved the experiences of users, who had frequently experienced problems with down loading files and the computers locking up. User frustration levels dropped significantly.

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:

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 understand that current budget constraints are limiting our ability to be as responsive as we would like to be. There is an ever increasing demand for electronic resources to be purchased by the library and made accessible, both in the library and through the campus data network.
During the 2003-2004 year, 8,064 volumes (3,675 titles), 18,696 microform items, 7,537 electronic books and 497 audiovisual materials were added to the collection and 347 items were withdrawn. While this appears to be a substantial number of new additions, a significant portion of these items were donated works, such as State Adopted Textbooks, remaining Asian works from the gift of Peter Frost, German works from the collection of the late John Tatum and items from the Merle Fagan Entrekin Organ Music Collection. These totals also including cataloging of about 1,700 items during the fiscal year for the Greenville Higher Education Center Library.

The Roberts-LaForge Library Technical Services Department ordered and cataloged more than 2,500 items for the Greenville Higher Education Center (GHEC) Library during the 18 month period of this report.

Budgetary pressures and changes in publishing patterns have resulted in library journal subscriptions in the hardcopy format declining to 1,268.

Enhancements to full-text library databases have resulted in the DSU community having access to 9,270 journals in electronic form.

Use of Results:

Persistent persuasion on the part of several library directors (including the author) resulted in a major enhancement to the primary academic database of journal articles used by libraries in Mississippi. EBSCOHost Academic Search Elite was upgraded to the Premier version of the database, which provides access to more than double the full-text journals (4,595 titles) than the Elite version, and it indexes and abstracts more than 8,000 journals. The participation and contributions of libraries throughout the State resulted in an extraordinary negotiated price and access for all libraries in Mississippi.

A collaborative effort involving most of the other academic libraries in the state has resulted in DSU improving upon an already good discount from an academic book vendor by 28%. This will help DSU and the other participating libraries to stretch their limited budgets further.

For the past two years, the initial fiscal year budget did not include funds for allocation to academic departments for purchase of library materials. Normally the majority of library acquisition funds are distributed in this manner. During the course of each year the University recovered funds from vacant positions and other sources for a modest level of library purchases through allocations to academic departments ($68,000 and $71,000).

In consultation with the faculty of each department, all standing orders for reference books, indexes, abstracts, annuals and databases were evaluated in regard to their continuing value to the curriculum, faculty research needs and uniqueness in comparison to other library resources within the context of a significantly reduced budget. At least 56 standing orders and four databases were cancelled, including America: History and Life and Historical Abstracts, for an annual cost savings of $46,646.
In December 2003, H.W. Wilson Co. ended access to their many databases on a cost per search basis. Annual subscriptions to most of their databases are too costly for small institutions like ours that have limited need for access to them. Consequently, DSU lost access to a number of online indexes such as Art Index, Biography Index, Book Review Digest and Social Sciences Index. Fortunately, the enhanced resources of EBSCOHost Academic Search Premier database helped to address many of the indexing and abstracting gaps.

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In response to identified needs and with cost savings from the cancellation of standing orders and databases, an acquisitions fund was created to support the information needs of new faculty members. Each may submit library book and audio visual materials orders totaling up to $500 during their first academic year of service. This well received program is helping them to be better prepared to give quality instruction and in providing for the information needs of the students in their classes.

In the spring of 2004, the library began the process of working with the faculty of each academic department to conduct a biennial review of print journal subscriptions. Fortunately, in each of the past two years, the University has funded the inflationary cost increases for journals. This review cycle will be concluded in late August and become effective for the 2005 subscriptions. It affords faculty the opportunity to reassess journal needs and priorities.

In order to improve collection analysis capabilities, the library purchased the print and electronic forms of *Best Books for Academic Libraries*. It has been used by the library collection development team to review and evaluate most subject areas of the Reference Collection and a number of subject areas within the general circulating collection. It is helping the library to be more responsive and factual in support of disciplinary self-studies and accreditation efforts.

Serials Solutions’ database Overlap Analysis Service was used on numerous occasions in support of our collection analysis and management work. It helps us to be better educated when evaluating existing or potential databases.

In the past year and a half, numerous new courses, programs of study, degree emphases and several degree programs have been added to Delta State academic offerings. Unfortunately, funds for the acquisition of information resources in support of these programs have been scarce. Nearly $20,000 was designated for this purpose in spring 2004, however, the needs far outstrip available funds.

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. A major reassessment of government databases was conducted, which resulted in substantially more information and links being available at our Web site. These efforts are helping the library to be more responsive to the changing needs of 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.

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.

Use of Roberts-LaForge Library for 2003-2004 was 178,557, a 2.4% increase from the previous year, but still lower than the peak of 192,033 when the newly renovated library opened. The closing of the computer labs in the library the past two summers probably accounts for the decline from the peak year of building use. Nonetheless, the continuing high rate of use (more than a quarter of the campus population on a typical day) is notable when considering the wealth of electronic resources and services that the Library offers to remote users.

Circulation of items from the general and IRC collections increased 9.5% to 36,574. The circulation of traditional print reserve items declined by 63% to 1,512. The true use of reserve items can not be ascertained since the library began offering Electronic Reserves last year. We are unable to track usage of Electronic Reserves, however, surveys and reports indicate that it is a popular service. The reported popularity may be attributed to its digital nature, ease of use and the fact that materials can be accessed from remote locations 24 hours a day. Print copy reserves have also declined because of the huge increase in the availability of electronic full-text journals (now more than 9,200 titles).

Use of electronic databases increased more than 68%, to 224,659 searches. This may be attributed to the doubling of full-text journals in the Academic Search database by upgrading to the Premier version.

The need for more up-to-date on-site information resources appears to have resulted in a 17.3% increase in borrowing from other institutions to satisfy DSU needs. This follows a 20% increase the previous year.

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.

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:

Despite the scarcity of funds, the library was able to partner with four other university libraries to acquire software that links citations in indexing and abstracting databases to the full-text articles available in other databases the library subscribes to. SFX Link Resolver software reduces search steps and makes it easier for users to locate the information they need.

For those journal articles not available in a library full-text database or in their original hard-copy format in the journal collection, SFX Link Resolver software, combined with library Web development efforts, enable easy Web submission of Interlibrary Loan requests. This streamlined process and makes it easier and quicker for users to submit requests and for the library to secure the needed information.

The Interlibrary Loan service Web page was also updated with a Web request form to
make it easier for library patrons to request resources through this service.

Persistent persuasion on the part of several library directors (including the author) resulted in a major enhancement to the primary academic database of journal articles used by libraries in Mississippi. EBSCOHost Academic Search Elite was upgraded to the Premier version of the database, which provides access to more than double the full-text journals (4,595 titles) than the Elite version, and it indexes and abstracts more than 8,000 journals. The participation and contributions of libraries throughout the State resulted in an extraordinary negotiated price and access for all libraries in Mississippi.

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Throughout the report period, Library Services personnel from Systems, Technical Services, and Serials devoted a significant amount of time and effort to support the GHEC Library. Part-time librarian Shirley Lance was trained in various operational aspects of the Sirsi system and much time was devoted to solving networking problems between the Cleveland campus and the GHEC Library.

The GHEC Library added morning hours in September 2003, with staff and student support from Mississippi Delta Community College.

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, Library 101, “Fundamentals of Information Literacy” was approved as a one credit elective course in the revised General Education Curriculum. Four sections of the course are scheduled for the fall semester.

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To better serve the needs of some users, the Reference Department created a Reference by Appointment service. Students and faculty with in depth reference and research needs may make an appointment with one of the reference librarians for a consultation period that is appropriate to their need.

The Reference Department continued on the path of assuming a larger role in the day to day responsibilities of keeping the library’s Web pages revised and up-to-date. All content is managed by the department and a substantial portion of the technical aspects are also being taken care of by them.

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To keep users better informed, the library began sending email courtesy overdue notices to faculty in fall 2003. While we would like to do this for students, most do not have a valid email address on file in the University’s Banner software. Email notices save time and money.

At the request of the Student Government Association, the library extended its hours until midnight during Dead Week instead of Finals Week last fall as a trial. In comparison to the year before, use of the library during the extended hours was lower. During the spring semester, the library returned to its practice of staying open to midnight only during Finals Week.

After approximately six years of service, Library Services received a hundred new computers for the public areas of the library and the Bibliographic Instruction Classroom. The installation of these new machines immediately improved the experiences of users, who had frequently experienced problems with down loading files and the computers locking up. User frustration levels dropped significantly.

During the summer of 2003, the last installment of furnishings and equipment associated with the library expansion and renovation project were received. These included additional metal shelves for the IRC and the Government Documents areas, three study carrels for the IRC, wood shelves for staff offices in the IRC and Technical Services Department, counter height wood shelves with locking glass fronts for the special collections room, a number of additional task chairs, several new laptop computers and a digital camera.

To better support the research of two faculty members, a surplus 3M Microfilm Reader/Printer was transferred to the History Department. This gives them microfilm viewing capabilities at times when the library is not open.

In response to feedback from library users, building room directories were added on the first and second floors and directional signs were installed in two other areas.

We continue to have problems with windows leaking. The Bureau of Buildings and Dale and Associates Architects hired a window consultant to survey the problems and make recommendations. While the final report has yet to be received, all parties seem to agree on the fact that the window system installed was not appropriate for this application. Wind load factors prompted a change in design, but the windows still flex under the load and weaken window seals. Rain water leaks in and an increasing number of windows (more than 50) have water and condensation between the panes. Various options are being discussed.
To facilitate access to library databases from remote locations, a proxy server became operational in February 2003.

In their effort to provide more information to users in an easier to use search interface, the Systems Department customized the online catalog display and setup new book and video lists that have been popular with users.

Library Services created a Planning and Effectiveness Committee which meets periodically to review user surveys and identified needs. It helps to set goals, plan for the future, and coordinate activities.

**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.

Use of Results:

As has been the practice in the past, Library Services continued its emphasis on staff development and training. Most staff members participated in campus and off-campus workshops, specialized seminars, professional meetings, for credit courses, online courses, and study trips to similar departmental operations at other libraries. Some of these are listed in the Personnel section of this report, but there are far too many to include in this report.

Many of the staff participated in the FISH workshop sponsored by Staff Council in May 2003, The First Aid/CPR workshops in spring 2004 and the Team Building workshop held in May 2004. A number of staff members participated in study tours of other academic libraries and participated in other workshops, seminars and professional meetings.

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

During the report period, the library contracted for access to Web based instructional courses on information literacy, union list cataloging and technology related topics. Four 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 report period some 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.

Throughout the report period, Library Services personnel from Systems, Technical Services, and Serials devoted a significant amount of time and effort to support the GHEC Library. Part-time librarian Shirley Lance was trained in various operational aspects of the Sirsi system and much time was devoted to solving networking problems between the Cleveland campus and the GHEC Library.

Many of the librarians benefited from the minimum salary for assistant professors being raised to $34,000 in July 2003 and then raised to $36,000 beginning July 2004.