I. Unit Title: Library Services - General Library

Unit Administrator: Jeff Slagell

II. Data and Information for Department:

A. Statistical Overview:

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bound Volumes</td>
<td>357,769</td>
</tr>
<tr>
<td>Electronic Books (Titles)</td>
<td>41,924</td>
</tr>
<tr>
<td>Microforms</td>
<td>831,508</td>
</tr>
<tr>
<td>Audio Visual Materials</td>
<td>19,002</td>
</tr>
<tr>
<td>Serials Subscriptions</td>
<td>1,280</td>
</tr>
<tr>
<td>Journals Titles Accessible Through Full-Text Electronic Databases</td>
<td>9,182</td>
</tr>
<tr>
<td>Databases</td>
<td>98</td>
</tr>
<tr>
<td>Circulation of Materials</td>
<td>30,149</td>
</tr>
<tr>
<td>Circulation of Reserve Materials (excludes electronic reserves)</td>
<td>2,287</td>
</tr>
<tr>
<td>Items Borrowed From Other Libraries</td>
<td>1,410</td>
</tr>
<tr>
<td>Items Loaned to Other Libraries</td>
<td>1,611</td>
</tr>
</tbody>
</table>

275,958

Electronic Full-Text Journal Articles Used

Bibliographic Instruction

- Classes
  - 145
- Students
  - 3,166

Facilities use

- 193,868

Age of Collection:

- Percent of holdings 5 years old or fewer
  - 10.1%
- Percent of holdings 15 years old or more
  - 65.7%

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).
B. Noteworthy Activities and Accomplishments:

2004-2005 saw a period of limited financial resources for library acquisitions and services because of University legislative appropriations. However, University administration again affirmed their support for Library Services by providing additional funds to offset journal inflationary costs and allowing academic department allocations to be made for the purchasing of library materials. While difficult collection development decisions still had to be made, the dedicated efforts of faculty and staff allowed Library Services to again be the highest ranked service unit organization on campus.

Use of Roberts-LaForge Library for 2004-2005 was 193,868, a 7.8% increase from the previous year. This total surpasses the peak of 192,033 when the newly renovated library opened. The high rate of use (more than a quarter of the campus population on a typical day) is notable when considering the growing number of electronic resources and services that the Library offers to remote users.

Circulation of items from the general and IRC collections decreased 17.8% to 30,149. The circulation of traditional print reserve items increased by 33.8% to 2,287 and Electronic Reserves usage was 1,310. Even though we were unable to track usage of Electronic Reserves the previous year, it's expected that this will become an increasingly popular service. The decrease of circulation from the general and IRC collections can most likely be attributed to increased access and usage of electronic resources and aging book collections.
Use of electronic databases increased by 18.6%, to 275,958 searches.

The need for more up-to-date on-site information resources appears to have resulted in a 23.6% increase in borrowing from other institutions to satisfy DSU needs. This follows a 17.3% increase the previous year.

Despite funding limitations, the library was able to partner with four other university libraries to acquire federated search software that provides a common search interface to different indexing, abstracting, and full-text databases subscribed to by the library. MetaLib software simplifies the search process and makes it easier for users to locate the information they need. A fall 2005 implementation is planned.

The Distance Education Resources Web page was updated to provide additional explanation of available services and refined policies.

The Library was again able to take advantage of a cooperative subscription agreement between libraries throughout the state of Mississippi that provided access to the EBSCOHost Academic Search Premier database which provides access to more than 4,500 full-text journals.

Ambassador Book Services was used as an alternate primary book vendor in an attempt to maximize a limited library materials budget.
For the past three 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, $71,000, $95,000).

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 reduced budget.

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 for an annual cost savings of $5,000.

Continued subscriptions to full-text library databases have resulted in the DSU community having access to 9,182 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 again made available.

The total number of netLibrary electronic book titles has grown to 41,924. In addition, usage of this collection has increased by 26.2% to 3,571.

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.

In response to identified needs and with cost savings from the cancellation of standing orders and databases, an acquisitions fund was again 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.

The library has continued to use the print and electronic forms of Best Books for Academic Libraries. It has allowed 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 assists in comparing full-
text holding information when evaluating existing and/or potential electronic databases.

In the past year, 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 do not meet the given need.

A comprehensive retrospective authority control project continued 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.

During the 2004-2005 year, 12,204 volumes, 2,529 microform items, 6,721 electronic books and 509 audiovisual materials were added to the collection and 382 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 and reflect the binding of journal titles.

Library Services personnel from Systems, Technical Services, and Serials continued to devote a significant amount of time and effort to support the GHEC Library. Part-time librarian Shirley Lance was assisted in various operational aspects of the Sirsi system and collection development decisions.

Library 101, “Fundamentals of Information Literacy,” was a one credit elective course in the revised General Education Curriculum taught by Reference Librarians and offered sections in both the fall 2004 and spring 2005 semesters.

The Reference Department updated 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 six new bibliographic or instructional guides and revised 29 existing guides written to facilitate the use of library resources. These are available in print and in electronic form on the library Web site. 3,460 print pathfinders were distributed to the DSU community.

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, 268 students in 11 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.

To better serve the needs of some users, the Reference Department continued to offer 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 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. These efforts have resulted in high satisfaction and usage scores by both students and faculty in spring 2005 surveys. In addition, a comprehensive Web site migration began in June of 2005 to Collegis’ SBT Web development software.

The Reference Department updated 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.

To reduce interlibrary loan requests for journals that the library may have canceled in the past, the Serials and Technical Services Departments have continued 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 continued to make progress on 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 11 -15, 2005, the library hosted a Brown Bag Lunch with local authors June Fletcher and Charley Jacobs, Dr. Stephen King gave a presentation on Blues History, a story hour was conducted for the DSU Daycare Center featuring “Mr. Watermelon Head”, original works were read by students and faculty at a Poetry Night, and a Mystery Night game of clues was held on Friday evening when the library is normally closed.

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 added to the American Library Association/Association of Library Trustees and Advocates National Honor Roll. The consortium was chosen by the state as one of the extraordinary library advocates in the past five years.

Borrowing privileges continued to be extended to school district employees at all Delta Area schools for 2004-2005. Actual usage under this program has been modest, but it is fulfilling a need at some schools.

At the request of the Student Government Association, the library extended its hours until midnight during Finals Week.

We continue to have serious problems with windows leaking. Dale and Associates has been notified about the problems and has been unresponsive. Rain water leaks in and an increasing number of windows and approximately 100 have water and condensation between the panes. The continuous leaks have resulted in various degrees of damage around the windows.

To satisfy student needs, two new compact digital cameras were made available for loan through the Instructional Resources Center and Photoshop Elements was installed on the two scanning stations.

Many library departments played a significant role in the implementation and maintenance of the Pharos Pay for Print system in the library. The printing software allows faculty, students, and community users to pay for printing using their Okra Kard or a purchased guest card. The system has substantially reduced orphaned printouts and general waste.

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

Student and faculty library surveys were distributed during the spring 2005 term and processed by the Office of Institutional Research. The results will be shared with the University Library Committee and the Library Services Planning and Effectiveness Committee to identify strengths and weakness in services and collections.

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, but there are far too many to include in this report.

III. Personnel:

Noteworthy activities and accomplishments:

Robert Smith resigned his position as library assistant in the Circulation Department effective December 31, 2004.
Naomi Junious joined the library as a library assistant in the Circulation Department on February 1, 2005.

Mark Dobbins resigned his position as Systems Librarian, effective February 4, 2005.

Terry Latour resigned his position as Director of Library Services effective June 30, 2005.

All library faculty and staff attended a staff development and team building workshop sponsored by Staff Council on May 24, 2005.

Diane Coleman attended EBSCO database training.

Becky Grammer served as President of the Courtesy Committee, chaired the library First Aid/ Emergency Response Committee, and served on library and special events committees for Staff Council.

Loretta Holmes attended workshops on standing order workflows at Millsaps College and Rhodes College.

Barbara Latham periodically designs and mounts displays in six exhibit cases in the library.

Michael Mounce published “Plagiarism Detection and Prevention: Creating Online Guides for Faculty and Students” in Mississippi Libraries, “The Effects of ALA Accreditation Standards on Library Education Programs Accredited by the American Library Association” in LIBRES, served on the DSU Graduation Committee and Research Committee, served on the Mississippi Library Association’s New Members Round Table (Chair), Instruction Round Table, and Information Literacy Committee, served on the Southeastern Library Association’s New Members Round Table, Reference and Adult Services Round Table, Intellectual Freedom Committee, Library Instruction Round Table and the University and College Libraries Round Table.

Joi Jones Phillips was elected as a senator of Faculty Senate, served on the DSU Technology Across the Curriculum Committee (Secretary), served as an advisor for undeclared majors and attended the Southeastern Library Association Leadership Conference in Decatur, Georgia.

David Salinero completed a second master’s degree in History, co-presented “Frumpy or Fabulous? The Image of Librarians in Popular Culture” at the Mississippi Library Association Conference in Natchez, Mississippi, chaired the DSU Student Publications Committee, served on the DSU Academic Computer Usage Committee, served as Chair of the Mississippi Library Association’s Government Documents Round Table, and is also a member of the MLA Copyright, Intellectual Freedom and Instruction Committees.

Dianne Schattner offered a staff development workshop on computer jump drives, attended MetaLib training, and attended the Mississippi Sirsi Users Group in Raymond, Mississippi.
Jeff Slagell was elected vice president/president elect of the Mississippi Library Association, published “Linking E-journals and Customer Service: The Serials Information Chain Panel Proceedings” in the *Serials Librarian*, presented “Librarians in Film” at the Mississippi Library Association Conference in Natchez, Mississippi, co-presented “Frumpy or Fabulous? The Image of Librarians in Popular Culture” at the Mississippi Library Association Conference in Natchez, Mississippi, presented “Talk About: Images and Issues of Professional Librarianship: Professional Reflections in Turbulent Waters” at the North American Serials Group Annual Conference in Milwaukee, Wisconsin, presented at the University of Arkansas Medical School in Little Rock, Arkansas, served as peer reviewer for the *Southeastern Librarian*, and served as Co-chair of the North American Serials Interest Group’s Awards and Recognition Committee in addition to service on numerous DSU committees. Sheryl Stump served as the Library Services representative to Faculty Senate, served on various Senate committees, the DSU Faculty and Staff Benefits Committee and on the Mississippi Library Association Continuing Education Committee.

Leigh Thompson attended a workshop at the Mississippi Library Director’s meeting in Jackson, Mississippi, participated in the University of Alabama’s Alumni Day seminars, attended the Steering Committee for Teaching in Higher Education Conference, served on DSU’s Technology Across the Curriculum Committee, and served as an academic advisor for undeclared majors.

Rick Torgerson was granted tenure and promoted to Associate Professor of Library Services, published “The Uniform Title: an Unsung Hero” in *Mississippi Libraries*, attended the Mississippi Sirsi User’s Group in Raymond, MS, and served as Chair of DSU’s Safety and Environment Committee.

Paula Webb attended the Mississippi SOLINET Users Group meeting, attended a diversity workshop and an E-journal workshop at Mississippi State University, and served as an instructor for GST 100.

**IV. Department Goals:**

**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 University 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-LaForge 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.

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The need for more up-to-date on-site information resources appears to have resulted in a 23.6% increase in borrowing from other institutions to satisfy DSU needs. This follows a 17.3% 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.

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

**Use of Results:**

Despite funding limitations, the library was able to partner with four other university libraries to acquire federated search software that provides a common search interface to different indexing, abstracting, and full-text databases subscribed to by the library. MetaLib software simplifies the search process and makes it easier for users to locate the information they need. A fall 2005 implementation is planned.

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Borrowing privileges continued to be extended to school district employees at all Delta Area schools for 2004-2005. Actual usage under this program has been modest, but it is fulfilling a need at some schools.

At the request of the Student Government Association, the library extended its hours until midnight during Finals Week.

**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 University 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.

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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 University 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 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 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 2004-2005 was 193,868, a 7.8% increase from the previous year. This total surpasses the peak of 192,033 when the newly renovated library opened. The high rate of use (more than a quarter of the campus population on a typical day) is notable when considering the growing number of electronic resources and services that the Library offers to remote users. Circulation of items from the general and IRC collections decreased 17.8% to 30,149. The circulation of traditional print reserve items increased by 33.8% to 2,287 and Electronic Reserves usage was 1,310. Even though we were unable to track usage of Electronic Reserves the previous year, it's expected that this will become an increasingly popular service. The decrease of circulation from the general and IRC collections can most likely be attributed to increased access and usage of electronic resources and aging book collections. Use of electronic databases increased by 18.6%, to 275,958 searches.

The need for more up-to-date on-site information resources appears to have resulted in a 23.6% increase in borrowing from other institutions to satisfy DSU needs. This follows a 17.3% 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.

Use of Results:

Despite funding limitations, the library was able to partner with four other university libraries to acquire federated search software that provides a common search interface to different indexing, abstracting, and full-text databases subscribed to by the library. MetaLib software simplifies the search process and makes it easier for users to locate the information they need. A fall 2005 implementation is planned.

The Distance Education Resources Web page was updated to provide additional explanation of available services and refined policies.

The Library was again able to take advantage of a cooperative subscription agreement between libraries throughout the state of Mississippi that provided access to the EBSCOHost Academic Search Premier database which provides access to more than 4,500 full-text journals.

Ambassador Book Services was used as an alternate primary book vendor in an attempt to maximize a limited library materials budget.

For the past three 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, $71,000, $95,000).

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 reduced budget.

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 for an annual cost savings of $5,000.

In response to identified needs and with cost savings from the cancellation of standing orders and databases, an acquisitions fund was again 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.

The library has continued to use the print and electronic forms of *Best Books for Academic Libraries*. It has allowed 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 assists in comparing full-text holding information when evaluating existing and/or potential electronic databases.

In the past year, 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 do not meet the given need.

A comprehensive retrospective authority control project continued 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.

Library Services personnel from Systems, Technical Services, and Serials continued to devote a significant amount of time and effort to support the GHEC Library. Part-time librarian Shirley Lance was assisted in various operational aspects of the Sirsi system and collection development decisions.

Library 101, “Fundamentals of Information Literacy,” was a one credit elective course in the revised General Education Curriculum taught by Reference Librarians and offered sections in both the fall 2004 and spring 2005 semesters.
The Reference Department updated 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 six new bibliographic or instructional guides and revised 29 existing guides written to facilitate the use of library resources. These are available in print and in electronic form on the library Web site. 3,460 print pathfinders were distributed to the DSU community.

To better serve the needs of some users, the Reference Department continued to offer 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 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. These efforts have resulted in high satisfaction and usage scores by both students and faculty in spring 2005 surveys. In addition, a comprehensive Web site migration began in June of 2005 to Collegis’ SBT Web development software.

The Reference Department updated 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.

To reduce interlibrary loan requests for journals that the library may have canceled in the past, the Serials and Technical Services Departments have continued 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 continued to make progress on a project to compact the journal holdings records in the online catalog, which will make it easier for users to understand.

Borrowing privileges continued to be extended to school district employees at all Delta Area schools for 2004-2005. Actual usage under this program has been modest, but it is fulfilling a need at some schools.

At the request of the Student Government Association, the library extended its hours until midnight during Finals Week.
We continue to have serious problems with windows leaking. Dale and Associates has been notified about the problems and has been unresponsive. Rain water leaks in and an increasing number of windows and approximately 100 have water and condensation between the panes. The continuous leaks have resulted in various degrees of damage around the windows.

The Library Services Planning and Effectiveness Committee 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 University 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.

All library staff attended a staff development and team building workshop sponsored by Staff Council on May 24, 2005. 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 SBT Web development software training offered by the Office of Information Technology.

Throughout the report period some staff members participated in campus computer software workshops also offered by the Office of Information Technology.

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.

Library Services personnel from Systems, Technical Services, and Serials continued to devote a significant amount of time and effort to support the GHEC Library. Part-time librarian Shirley Lance was assisted in various operational aspects of the Sirsi system and collection development decisions.

V. Learning Outcome Assessment Plan:

A. Learning Outcome #1:
   Assess student’s ability to identify, evaluate and use diverse information resources effectively.

B. Assessment Tools and Methods

   Measure One: LIB 101 pre and post tests

   Measure Two: Graded assignments, projects, and tests

C. Data Collection and Analysis

   Data Collection Procedure: Students enrolled in LIB 101 “Fundamentals of Information Literacy” will be administered both a pre and post test that will measure their abilities.
Analysis Procedure: Results of both tests will be compared to determine if an improvement has been made.

D. Results of Evaluation

Findings: Tests and assignments indicate students are gaining a better grasp of the critical thinking and evaluative skills necessary to appropriately judge the value of information resources. However, pre and post test results were mixed in one class.

Recommendation: Instruction methods and syllabi should be reviewed to improve course effectiveness and learning outcomes.

E. Use of Evaluation Results

Response: Reference Librarians reviewed course syllabi and made minor adjustments to course content and procedures for the fall 2005 term.

F. Assessment Team Members

Members: Michael Mounce, Joi Phillips, David Salinero, Leigh Thompson

A. Learning Outcome #2:

Demonstrate a service focused approach to library services that will support the information needs of students and faculty.

B. Assessment Tools and Methods

Measure One: Graduation survey

Measure Two: Faculty Spring Library survey

Measure Three: Student Spring Library survey

C. Data Collection and Analysis

Data Collection Procedure: Graduation surveys are distributed at the end of the fall and spring terms and library surveys are distributed to a student representative sample and all faculty.

Analysis Procedure: The Office of Institutional Research processes all surveys and forwards the statistical results to Library Services.

D. Results of Evaluation

Findings: Library Services received the highest satisfaction rating of all service units on campus in the Graduation Survey (1.4). In addition, both students and faculty gave Library staff courtesy and competence measures strong marks.
Recommendation 1: Continue to provide excellent customer service while supporting the information needs of students and faculty.

Recommendation 2: Continue to provide relevant training and support to library staff.

E. Use of Evaluation Results

Response: Library staff received various forms of support to attend numerous workshops, seminars, and conferences to receive additional training and be aware of best practices.

F. Assessment Team Members

Members: Library Planning Committee

A. Learning Outcome #3:

Improve use of relevant technology for remote and on-site users.

B. Assessment Tools and Methods

Measure One: Faculty Spring Library survey

Measure Two: Student Spring Library survey

C. Data Collection and Analysis

Data Collection Procedure: Library surveys are distributed to a student representative sample and all faculty.

Analysis Procedure: The Office of Institutional Research processes both surveys and forwards the statistical results to Library Services.

D. Results of Evaluation

Findings: Technology measures received strong ratings. (Faculty: Electronic Reserves 2.2, Web site 1.9, Online Catalog 1.7 on a 1 to 5 scale) (Students: Electronic Reserves 2.2, Web site 1.8, Online Catalog 1.8 on a 1 to 5 scale)

Recommendation: Continue to evaluate and improve technology and increase faculty and student awareness of offerings.

E. Use of Evaluation Results

Response: Instructional technology pathfinders were revised for both on-site and remote distribution. The Library Web Development Committee attended training in SBT software offered by the Office of Information Technology and began migrating Web pages into University sponsored templates.
F. Assessment Team Members

Members: Joi Phillips, David Salinero, Dianne Schattner, Jeff Slagell, Emily Weaver, and Paula Webb