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| Georgia Gwinnett College Library |
| Annual Report |
| 2011-2012 |
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**Executive Summary**

Georgia Gwinnett College Library was successful in meeting its primary goals of excellence in the year 2011-2012. Primary points of achievement include the following:

* **Library Building** – The new Library continues its status of campus icon and one of the most popular buildings on campus. The attendant issue of building noise led the library administration to reevaluate noise policies.
* **Collections** – The Library’s collections budget was maintained at previous levels. The Library was able to honor faculty requests for new materials and to continue its development of a collection designed to support the curricula. Supplemental funding for an Opening Day Collection was again lost due to state budget shortfalls.
* **Services** – The Library’s instruction program was very successful and busy further justifying the need to boost the staffing in that area. The Library’s three Information Commons continue to provide additional and important outreach of library services for the GGC community and underline the continuing need for additional staff in Library Information Systems.

The 2011-2012 administrative goals for the Library were:

* **Policy & Procedures Manuals –** Coordinate the updating of all departmental policy & procedures manuals to ensure that they direct Library functions and services to the highest level of efficiency and effectiveness.
* **Georgia Knowledge Repository –** Support the Library’s development of the College’s information repository to provide for the preservation of the digital intellectual output of the institution. Administer the first phase of implementation of the Georgia Knowledge Repository on this campus.
* **Strategic Plan & Assessment –** Administer the updating of the Library’s Strategic Plan and assessment tools ensuring that they will most efficiently direct and inform the development of the unit’s services and resources.
* **SACS Compliance Certification and Quality Enhancement Plan** – Prepare the Library for successful SACS Compliance Certification and Quality Enhancement Plan programs.
* **Library Staffing -** Coordinate the development of the Library’s staffing levels and administer a successful plan for the growth of the library faculty and staff to meet the needs of the growth of the College’s programs and user populations.
* **Library Resources -** Secure significant increases in the collections budget to meet the needs of the growth of the College’s programs and user populations.

Goals 1, 2, and 4 were successfully accomplished and assisted the library to more effectively address future challenges associated with the development of a new college library. The goal pertaining to Strategic Plan was placed on hold awaiting the completion of the College Strategic Plan. The Library was unable to secure additional staffing and significant increases in the collections budget. Continued budget shortfalls for FY13 threaten further development in both areas.

The 2012-2013 administrative goals for the Library are:

* **Strategic Plan & Assessment –** Administer the updating of the Library’s Strategic Plan and assessment tools ensuring that they will most efficiently direct and inform the development of the unit’s services and resources.
* **SACS Compliance Certification and Quality Enhancement Plan** – Prepare the Library for successful SACS Compliance Certification and Quality Enhancement Plan programs.
* **Georgia Knowledge Repository –** Continue to support the Library’s development of the College’s information repository to provide for the preservation of the digital intellectual output of the institution.
* **Library Staffing -** Coordinate the development of the Library’s staffing levels and administer a successful plan for the growth of the library faculty and staff to meet the needs of the growth of the College’s programs and user populations.
* **Library Resources -** Secure significant increases in the collections budget to meet the needs of the growth of the College’s programs and user populations.

**Access Services**

During 2011-2012 the Access Services staff has worked to provide the best service possible and offer as many of the department’s services as possible all the hours the library is open.

**Activities for FY 2011-2012:**

• **Library Assistant I** – The hiring process for two LAIs was conducted; one a replacement and one a new position bringing the number of LAIs in Access Services to three.

• **Collection Maintenance** – Three full inventories of the collection were completed during this year. The collection is dusted, straightened, and shelf read regularly.

• **Gate Count** -increased from 299,390 in FY2011 to 433,028 in FY2012; a 44.6% increase.

• **Circulation** - The number of circulation transactions rose 24.6% from 20,083 in FY2011 to 25,022 in FY2012.

• **GIL Express** - transactions increased 9.2% from 3,564 lending and borrowing transactions in FY2011 to 3,892 in FY2012.

• **Reserves** – Items placed on electronic and traditional reserves have continued to increase over the last year. From Fall 2010-Summer 2011, 404 items were put on reserve. From Fall 2011-Summer 2012, 543 items were put on reserve; a 34.4% increase.

• **Campus Archives** – Solicitation and receipt of archival materials has increased slightly over the past year and a vertical/subject file has been implemented.

• **Institutional Repository** – Solicitation and deposit of electronic materials is ongoing.

• **Instruction** - Catherine Downey served as a guest lecturer on archives and repositories for an introduction to public history class.

**Goals for FY 2012-2013:**

• **Records Retention & Archives** - Serve as the contact department in the Library for records retention activities. Continue to work with Library Director to anticipate the needs of the campus.

• **GALILEO Knowledge Repository** – Expand the repository and continue soliciting materials from campus as we transition from one hosting service to another under the guidance of GKR staff.

• **Staffing** – Continue reviewing Access Services staff and reorganizing as necessary to provide the best service possible in line with budget and personnel constraints.

**Collections**

FY 12 found the Collections Department finishing a rewrite of the Collection Development Policy, as well as a review and revision of all departmental policies and procedures. This was necessary in order to deal with the challenges resulting from the new library building, as well as a much ever expanding library collection, and the major increase in need of and demands for new materials. The task of outsourcing the processing and some of the cataloging of new materials began and has been very successful.

Collections also began ordering and processing titles for the SOE Curriculum collection. This partnership with the School of Education has meant that the Curriculum lab is open and available to students of that school.

Collections completed an extensive review of all electronic resources with an eye toward standardizing usage reports. A schedule of reporting was established which should allow for a more consistent and routine collection of statistics on our electronic resources.

Collections established a Popular Reading collection featuring high quality and entertaining fiction and non-fiction. There have been many requests from faculty and students for this collection and it is exciting to have it finally available to the GGC community. This collection consists mostly of donated or remainder titles and consequently has been established without any significant budget allocation.

Collections managed the selection and implementation of the EBSCO A to Z tool, which will allow GGC students and faculty to easily search across all electronic resources to find specific titles and information. This new tool represents a huge step forward in terms of making the many valuable resources offered in the GGC collection much more accessible.

**Activities for FY 2011-2012**:

* **Outsourcing of Cataloging and Processing**-Began successful outsourcing of the processing and cataloging of monographs ordered through our primary vendor, B&T.
* **New Monographs** - Added 33,653 new monographs to the current collection.
* **Electronic Resources** - Established a systematic approach to compiling, analyzing and reporting usage data for all GGC electronic resources.
* **SOE Curriculum Collection -** Begin selection and ordering for the SOE Curriculum collection. Assist SOE with organization of the curriculum center.
* **Collection Development Policy Revision-** Revised and enhanced the current collection development policy.
* Added 28 new electronic resources for FY13
* Established the Popular Reading collection
* Added the EBSCO A to Z tool, in order to make all resources easier to search and access.

**Goals for 2012-2013:**

* Standardize all statistical reporting.
* Research and evaluate Patron Driven Acquisition plans.
* Establish an E Book purchase plan with our primary vendor, Baker & Taylor.
* Add at least 10,000 monographs to the collection.

**Library Information Systems**

FY2012 was another year of expansion for the Library Information Systems Department. The department added more computers to both the A and B Building Information Commons, and usage of all three Information Commons continued to soar.

**Activities for 2011-2012:**

* **Information Commons** –More computers were added to the Den and to B Building. Every available data port in both spaces is now in use and there is no room to add more computers in any of the Information Commons areas.

Head counts and Help Desk activity have increased enormously, without any corresponding increase in professional staffing:

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| Year | Head Count | Change Since Previous | Desk Activity | Change Since Previous | Weekly Staff Hours | Change Since Previous |
| FY2012 | 268,898 | +28% | 14,047 | +87% | 118 | 0 |
| FY2011 | 210,762 | +100% | 7,531 | -15% | 118 | 0 |
| FY2010 | 105,154 | +52% | 8,858 | +38% | 118 | 0 |
| FY2009 | 69,099 | +41% | 6,401 | +143% | 118 | 0 |
| FY2008 | 48,946 | NA | 2,636 | NA | 118 | +19% |

* **Staffing** – The department was unable to add any staff this year and continues to operate woefully understaffed.
* **ADA Compliance** – During summer of 2012 the LIS faculty and staff audited the Library and Information Commons for ADA compliance and added several computer, desks, and peripherals that have enabling the spaces to be above ADA compliance:

Wheelchair Accessible Workstations:

* Library main floor: #75-80
* Library study rooms: L1121 #91
* Library Reference area: #90 (behind the reference desk)
* The Den (A1510): #31 and #42
* B Building Information Commons: #99-100

CCTV Magnification:

* Library Information Commons main floor
* B Building Information Commons

MAGic/JAWS:

* Library main floor: #75-77
* Library study rooms: L1121 #91
* Library Reference Area: #90 (behind the reference desk)
* The Den (A1510): #9 and #42
* B Building Information Commons: #99-100

Kurzweil 3000:

* Library main floor: #13
* Library study rooms: L1121 #91
* The Den (A1510): #9

Ergonomic Keyboard:

At each Information Commons Help Desk

Large Trackball Mouse:

At each Information Commons Help Desk

Headset:

At each Information Commons Help Desk

* **Voyager** – Members of the GIL consortium upgraded to version 8.1. The Head of Library Information Systems continues to attempt to get a system for automating the process of adding GGC employees from ADP to Voyager, and to get the student patron update process automated.
* **GIL** – The GIL consortium continues to experiment with discovery layers and completed implementation of GILFind for the Universal Catalog.
* **GALILEO** – The GALILEO consortium began implementation of EBSCO Discovery Service.
* **EZProxy** – There were no changes to the implementation of EZProxy.
* **Initiatives** – Head of Library Information Systems continued to serve on the GKR Steering Committee. GKR is seeking ways to continue the project in a way independent of Georgia Tech. One possibility is for the dBase instances to be hosted by BioMed.
* **Office Computers** – Office computers were put on the new GGC domain, as were all campus computers.

**Goals for FY 2012-2013:**

* **Staffing and Services** – Library Information Systems needs an additional professional technical position to help manage the Library’s systems, media, and data flow. Preferably this person would have a master’s degree in Educational Technology, Information Technology, or some equivalent qualifications.
* **Consortia** – Continue to represent GGC Library within ongoing initiatives throughout the System including GIL, GALILEO, and GKR.

**Research Services**

The number of employees in the Research Services Department remained the same; the Head of Research Services, two full-time Reference and Instruction Librarians, and five part-time Reference Librarians. One Reference and Instruction Librarian resigned October 2011; the position was filled six months later. This static number of librarians is providing reference and library instruction services to a greatly increased population of students and faculty. The Reference Librarians are also working to help maintain order across the three public floors in the greatly increased space in the new library building.

**Activities for 2011-2012**:

* **Communication and Training** – With the increased demand for our services, the department continued the focus on keeping the part-time librarians up to date with resources, policy and other changes that affect reference service.
* **Reference Service** – The occasional use of the Reference Instant Messaging Digsby account has had positive results from students; this is an informal pilot project. The Reference Statistics show a slight decrease in the number of questions presented to the Reference Desk. However, even casual observation shows that the desk is busier than ever. This discrepancy is due to several factors:
  + Under-reporting of statistics. Reference librarians confirm that this is the case during very busy times at the desk and for recording directional questions. If directional questions are disregarded from the statistics, the numbers are effectively the same for FY11 and FY12.
  + The library building has been open longer and patrons are more familiar with the building, so are asking fewer directional and policy questions.
  + The increase in Library Instruction Classes results in more students being more familiar with the availability and use of library resources, leading to fewer in-depth questions at the Reference Desk.
  + Patrons exhibit little patience with waiting and often walk away when the librarian at the desk is busy and there is no one else available.

The Reference Desk seems to have reached capacity for answering patron questions with the current staffing. Two librarians at the Reference Desk during the busiest parts of the day would be beneficial; however Research Services does not have enough librarians available for anything other than occasional double-staffing at the Reference Desk.

* **Library Instruction Service** –In FY 2011, Research Services taught 174 library instruction sessions. In FY 2012, Research Services taught 269 sessions. The number of library instruction attendees has increased, though not in proportion to the increase in the number of classes. In FY12, Research Services taught library instruction to a larger number of upper division classes, which have tended to be much smaller than the lower division.
* **Research and Course Guides** - The three full-time Research Services librarians continued development of online research subject and course guides, using the Web 2.0 LibGuides development environment.  The guides amassed over 51,000 hits in calendar year 2011 and over 30,000 hits January – June 2012.
* **Library Building** – The department participated in working out the policies for and the bugs in the new library building. Library Instruction Rooms have been made available for non-library GGC workshops.

**Goals for 2012-2013:**

* **Library Skills/Information Literacy Credit Class** – Submit course proposal to the Curriculum Committee for a one hour credit class.
* **Staffing** – Work with Library Administration to increase departmental staffing to better meet the needs to the ever-growing college.
* **Research and Course Guides** – Continue development of Research and Course web pages in LibGuides.
* **Reference Service** - Implement Instant Messaging Service for Reference.
* **Library Instruction** – continue to explore technology options for the delivery of library instruction where feasible.

**Statistics**

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| **Library Attendance** | **FY10** | **FY11** | **FY12** |
| **Main Library Gate Count** | 103,184 | 299,390 | 433,028 |
| **Info Commons Head Counts** | 105,154 | 185,230 | 83,974 |

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| **Materials Circulation** | **FY10** | **FY11** | **FY12** |
| **Reserve Items** | 2,522 | 4,710 | 7090 |
| **Circulating Items** | 5,905 | 15,373 | 17,932 |
| **Total** | 8,427 | 20,083 | 25,022 |

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| **Access Services Interactions** | **FY10** | **FY11** | **FY12** |
| **Circulation Desk Interactions** | 9,157 | 6,431 | 20,176 |
| **Copier Questions** | 351 | 206 | 250 |
| **Printing Questions** | 1,635 | 169 | 1289 |
| **Reference Referrals** | 370 | 453 | 424 |
| **Other** | 1,903 | 1,911 | 8269 |
| **Total** | 12,599 | 9,170 | 30,158 |

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| **Interlibrary Loan as Lender** | **FY 10** |  | **FY11** | **FY12** |
| **Articles Requested** | 170 |  | 140 | 187 |
| **Articles Filled** | 117 |  | 96 | 137 |
| **Article Fill Rate** | 68.82 |  | 68.57 | 72.19 |
| **Books Requested** | 1,368 |  | 1,120 | 1501 |
| **Books Filled** | 393 |  | 417 | 587 |
| **Book Fill Rate** | 28.73 |  | 37.23 | 39.11 |
| **Total Requets** | 1,538 |  | 1,260 | 1688 |
| **Total Filled** | 510 |  | 513 | 722 |
| **ILL Fill Rate** | 33.16 |  | 40.17 | 42.77 |

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| **Interlibrary Loan as Borrower** | **FY10** | **FY11** | **FY12** |
| **Articles Requested** | 77 | 68 | 132 |
| **Articles Filled** | 59 | 59 | 76 |
| **Article Fill Rate** | 76.62 | 86.76 | 57.58 |
| **Books Requested** | 56 | 45 | 119 |
| **Books Filled** | 37 | 31 | 82 |
| **Book Fill Rate** | 66.07 | 68.89 | 68.91 |
| **Total Requests** | 133 | 113 | 251 |
| **Total Filled** | 96 | 90 | 158 |
| **ILL Fill Rate** | 72.18 | 79.65 | 62.93 |

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| **GIL Express** | **FY10** | **FY11** | **FY12** |
| **Outgoing** | 1,522 | 2,118 | 1754 |
| **Incoming** | 1,190 | 1,446 | 2138 |

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| **Collection** | **Held at end of FY 2009** | **Held at end of FY 2010** | **Held at end of FY 2011** | **Held at end of FY 2012** |
| Total Volumes | 32516 | 53544 | 100079 | 134772 |
| Print Volumes | 32516 | 53544 | 57711 | 61544 |
| Electronic Book Vols. | NA | NA | 42368 | 73228 |
| Total Serial Subscriptions | 389 | 268 | 263 | 270 |
| Print Serial Subs | 316 | 199 | 181 | 165 |
| Electronic Serial subs | 73 | 69 | 82 | 105 |
| Electronic database subs | 42 | 57 | 80 | 110 |
| DVD/Video titles | 849 | 1432 | 2277 | 2595 |

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|  | **FY11** | **FY12** |
| ***Reference Questions*** | 5759 | 5262 |
| **Via Walkup** | 5467 | 4888 |
| **Via Phone/Email/Chat** | 292 | 365 |
| **Via Research Consultation** |  | 9 |
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| ***Reference Questions by Type*** |  |  |
| **Catalog Lookup** | 750 | 743 |
| **Computer/Software Questions** | 380 | 415 |
| **Directional** | 767 | 335 |
| **Other** | 609 | 461 |
| **In-Depth Reference** | 1527 | 1416 |
| **Quick Reference** | 1439 | 1617 |
| **Textbook Questions** | 287 | 275 |
| **Total** | 5759 | 5262 |

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| **Instruction Session Attendees** | **JULY** | **AUG** | **SEPT** | **OCT** | **NOV** | **DEC** | **JAN** | **FEB** | **MAR** | **APR** | **MAY** | **JUNE** | **TOTAL** |
| **FY2012** | 47 | 152 | 505 | 801 | 391 | 0 | 393 | 696 | 761 | 250 | 52 | 162 | 4210 |
| **FY2011** | 25 | 279 | 790 | 288 | 372 | 77 | 465 | 697 | 277 | 293 | 0 | 239 | 3802 |