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| Georgia Gwinnett College Library |
| Annual Report |
| 2012-2013 |

**Executive Summary**

Georgia Gwinnett College Library was successful in meeting its primary goals of excellence in the year 2012-2013. 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 new Quiet Library policy has proven to be very successful.
* **Collections** – The Library was able to honor faculty requests for new materials and to continue its development of a collection designed to support the curricula.
* **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. Access Services likewise continued to show significant increases in activity.

The 2012-2013 administrative goals for the Library were:

* **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 (QEP) 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.

Goals 1-3 were successfully met with the production of a new Strategic Plan and the continued development of the Library’s information repository. More work needs to be done to publicize the repository but a solid foundation has been built for future development. The Library was successful in its preparation for SACS Compliance Certification and assisted in the QEP program. The Library was able to add one professional position to Research Services and was also able to reclassify three staff positions in Access Services, but much more needs to be done to get the Library’s staffing levels up to peer averages. The collections budget suffered a setback in 2012-2013. The suite of research database was not reduced but further enhancements need to be made in this budget area in order to meet program demands.

The 2013-2014 administrative goals for the Library are:

* **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 Liaison Program** – Explore a liaison model that will provide more effective communication with area disciplines and enhance collection development.
* **Library Policy & Planning Committee (LP&PC)** – Reevaluate and explore ways to better integrate the faculty members of the LP&PC into the functioning of the Library’s service development.
* **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 2012-2013 the Access Services staff continued to strive to provide the best service possible and as many services as possible all the hours the library is open.

**Activities for FY 2013:**

• **Collection Maintenance** – The collection is inventoried, dusted, straightened, and shelf read regularly.

• **Gate Count** -increased from 433,028 in FY2012 to 443,360 in FY2013, a 2.4% increase.

• **Circulation** - The number of circulation transactions rose from 25,022 in FY2012 to 28,786 in FY13, a 15% increase.

• **GIL Express** - lending and borrowing transactions in FY2013 were 2,834.

• **Reserves** – Items placed on electronic and traditional reserves have continued to increase over the last year. From Fall 2011-Summer 2012, 543 items were put on reserve. From Fall 2012-Summer 2013, 656 items were put on reserve; a 20.8% 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.

• **Employee Development** – Holly Heitman earned her MLIS from Valdosta State in December 2012.

**Goals for FY 2014:**

• **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 continue the transition from the GKR grant to post grant sustainability.

• **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 13 found the Collections Department finishing a standardization of the departmental statistical reporting. The process of reviewing the methods for gathering statistics identified several areas for improvement and the Collections area will continue to refine our statistical collection and reporting.

Collections also began the process of designing a new program collection for the School of Allied Health’s Nursing program. Extensive coordination with the Dean of Allied Health and the Director of Nursing, as well as our vendors, has provided a solid plan for acquiring this complex set of resources.

Collections completed an extensive review of all serial resources with an eye toward eliminating duplication. A schedule for routine review of all serial titles was established.

Collections researched and selected a vendor to offer a Demand Driven Acquisitions collection, which will be implemented in the fall of 2013. This plan will add over 20,000 titles to the GGC monograph collection. Those titles will be purchased only once a GGC user has requested them. The plan allows us to provide access to a robust collection of titles and to insure that we only purchase what our users specifically need.

The area is managed by the Head of Collections, aided by the Resource Management Librarian and the Acquisitions Librarian as well as an LA III for Collections. The Collections department is responsible for maintaining, selecting, ordering, processing and cataloging the GGC library collection.

**Activities for FY 2013**:

* Established an E Book purchase plan with our primary vendor, Baker & Taylor.
* Established additional E resource purchase agreements with vendors, GALE and EBSCO.
* Selected a vendor to provide a new DDA plan, which will be fully implemented in the fall of 2013.
* Added over 10,000 monograph titles to the collection.

**Collection Goals for FY 2014:**

* Select, order and acquire the core resources for the Nursing program.
* Implement and refine the DDA plan.
* Add at least 10,000 monographs to the collection.

**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. 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 main library building.

**Activities for FY 2013**:

* **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. The part-time reference librarians have made legitimate requests for more formal training and time working togeher; however this has not been possible with the continued low level of staffing.
* **Reference Service** –
* The Reference Statistics show another year with a 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.
	+ 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 2012, Research Services taught 269 library instruction sessions. In FY 2013, Research Services taught 350 library instruction sessions. The number of library instruction attendees has increased more than 60%.
* **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 103,000 hits for FY13.
* **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.
* **LibAnswers –** Began implementation and testing of LibAnswers for Reference tracking, knowledge base, chat and text reference support

**Goals for FY 2014:**

* **Library Skills/Information Literacy Credit Class** – With the Instruction Coordinator position filled, Research Services will
	+ Submit course proposal to the Curriculum Committee for a credit class.
	+ Develop initial and advanced information literacy learning outcomes for students.
* **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** – Fully implement LibAnswers for Reference tracking, knowledge base, chat and text reference support.
* **Library Instruction** – continue to explore technology options for the delivery of library instruction where feasible.

**Library Information Systems**

FY2013 was a year of stabilization for the Library Information Systems Department. The number of computers in the three Information Commons has not changed, due to the fact that every data port that can reasonably be is being utilized. Usage of the Library Information Commons decreased slightly, while usage of the A and B Information Commons increased by 23.3%.

**Activities for FY 2013:**

* **Information Commons** –The Director of the Library, the Head of Library Information Systems, and the Vice President for Educational Technology met at the end of spring semester to discuss the staffing of the three Information Commons being shifted to the Office of Educational Technology. It is believed that computer problems could be addressed more quickly by OET student staff members who would be stationed in the Information Commons. Over time, the number of questions regarding how to use productivity software has declined, while questions and problems regarding the print management system (Pharos) and computers in general have increased. Since OET owns the computers and the print management system, it makes sense that they staff these service points. In the main Library, either a Library staff member or student assistant should co-staff that help desk with a member of the OET Support Services team.
* **Staffing** – The department was able to add a part-time LA-1 to supervise the help desk Mon-Thu afternoons. The staffing model for the Library Information Commons Help Desk is gradually moving from being staffed by 2 student assistants to being staffed by one LA-1 and one student assistant during most hours the Library is open.
* **Voyager** – Members of the GIL consortium upgraded to version 8.2. 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 has begun planning forward to find a replacement for Voyager in the future. Any replacement for Voyager is almost certain to include a discovery layer.
* **GALILEO** – There were no notable changes to GALILEO this Academic Year.
* **EZProxy** – There were no changes to our implementation of EZProxy.
* **Initiatives** – Head of Library Information Systems continued to serve on the GKR Steering Committee. GKR has contracted for the dBase instances to be hosted by BioMed Central until a more permanent solution can be implemented. During this Academic Year, as leadership of the Repository transitions from a pilot project based at Georgia Tech and funded by grant money to a permanent service run by GALILEO, the Steering Committee is gradually handing over governance to a Coordinating Committee that will be staffed by University System leaders.

**Goals for FY 2014:**

* **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, Information Science, or some equivalent qualifications. The Department has received funding to staff one more part-time LA-1. This position will supervise the Library Information Commons Help Desk Monday-Thursday mornings. This will provide continual staff supervision of that service point Monday-Thursday during all hours that the Library is open. We wish to fund one more LA-1 position to supervise that help desk Fridays-Sunday.
* **Consortia** – Continue to represent GGC Library within ongoing initiatives throughout the System, including GIL, GALILEO, and GKR. We expect to be involved with the Next Generation search team that should start in Fall 2013 and will begin the search for a new library management system to replace Voyager.

Statistics

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| **Library Attendance** | **FY10** | **FY11** | **FY12** | **FY13** |
| **Main Library Gate Count** | 103,184 | 299,390 | 433,028 | 443,360 |

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| **Materials Circulation** | **FY10** | **FY11** | **FY12** | **FY13** |
| **Reserve Items** | 2,522 | 4,710 | 7090 | 5,315 |
| **Circulating Items** | 5,905 | 15,373 | 17,932 | 16,297 |
| **Total**  | 8,427 | 20,083 | 25,022 | 21,612 |

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| **Access Services Interactions** | **FY10** | **FY11** | **FY12** | **FY13** |
| **Circulation Desk Interactions** | 9,157 | 6,431 | 20,176 | 20,872 |
| **Copier Questions**  | 351 | 206 | 250 | 646\* |
| **Printing Questions (combined with Copier Questions for FY13\*)** | 1,635 | 169 | 1289 |  |
| **Reference Referrals** | 370 | 453 | 424 | 773 |
| **Other** | 1,903 | 1,911 | 8269 | 4512 |
| **Directional Questions (new)** |  |  |  | 1983 |
| **Total** | 12,599 | 9,170 | 30,158 | 28,786 |

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| **Interlibrary Loan as Lender** | **FY 10** |  | **FY11** | **FY12** | **FY13** |
| **Articles Requested** | 170 |  | 140 | 187 | 179 |
| **Articles Filled** | 117 |  | 96 | 137 | 123 |
| **Article Fill Rate** | 68.82 |  | 68.57 | 72.19 | 69.89% |
| **Books Requested** | 1,368 |  | 1,120 | 1501 | 1057 |
| **Books Filled** | 393 |  | 417 | 587 | 490 |
| **Book Fill Rate** | 28.73 |  | 37.23 | 39.11 | 46.36% |
| **Total Requets** | 1,538 |  | 1,260 | 1688 | 1233 |
| **Total Filled** | 510 |  | 513 | 722 | 613 |
| **ILL Fill Rate** | 33.16 |  | 40.17 | 42.77 | 49.72% |

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| **Interlibrary Loan as Borrower** | **FY10** | **FY11** | **FY12** | **FY13** |
| **Articles Requested** | 77 | 68 | 132 | 78 |
| **Articles Filled** | 59 | 59 | 76 | 58 |
| **Article Fill Rate** | 76.62 | 86.76 | 57.58 | 74.38% |
| **Books Requested** | 56 | 45 | 119 | 100 |
| **Books Filled** | 37 | 31 | 82 | 67 |
| **Book Fill Rate** | 66.07 | 68.89 | 68.91 | 67% |
| **Total Requests** | 133 | 113 | 251 | 178 |
| **Total Filled** | 96 | 90 | 158 | 125 |
| **ILL Fill Rate** | 72.18 | 79.65 | 62.93 | 70.22% |

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| **GIL Express** | **FY10** | **FY11** | **FY12** | **FY13** |
| **Outgoing** | 1,522 | 2,118 | 1754 | 1379 |
| **Incoming** | 1,190 | 1,446 | 2138 | 1455 |

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| **Collection** | **Held at end of FY 2010** | **Held at end of FY 2011** | **Held at end of FY 2012** | **Held at end of FY 2013** |
| Total Volumes | 53544 | 100079 | 134772 | 136946 |
| Print Volumes | 53544 | 57711 | 61544 | 68134 |
| Electronic Book Vols. | NA | 42368 | 73228 | 68812 |
| Total Serial Subscriptions | 268 | 263 | 270 | 259 |
| Print Serial Subs | 199 | 181 | 165 | 134 |
| Electronic Serial subs | 69 | 82 | 105 | 125 |
| Electronic database subs | 57 | 80 | 110 | 90 |
| DVD/Video titles | 1432 | 2277 | 2595 | 2701 |

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| Information Commons Usage |
| Year | Head Count | Change Since Previous | Desk Activity | Change Since Previous | Weekly Staff Hours | Change Since Previous |
| FY2013 | 234,183 | -13% | 15,047 | +7% | 137 | +16% |
| 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% |
| FY2007\* | 19,340 | NA | 1,641 | NA | 99 | NA |

\*Library computing area opened on February 2, 2007, figures are for less than half the year.

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|  | **FY13** | **FY12** |
| ***Reference Questions***  | 4868 | 5262 |
|  **Via Walkup** | 4536 | 4888 |
|  **Via Phone/Email/Chat** | 326 | 365 |
|  **Via Research Consultation** | 6 | 9 |
| ***Reference Questions by Type*** |  |  |
|  **Catalog Lookup** | 607 | 743 |
|  **Computer/Software Questions** | 410 | 415 |
|  **Directional** | 426 | 335 |
|  **Other** | 415 | 461 |
| **In-Depth Reference** | 1212 | 1416 |
| **Quick Reference** | 1536 | 1617 |
| **Textbook Questions** | 262 | 275 |
| **Total** | 4868 | 5262 |

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| **Instruction Session Attendees** | **JULY** | **AUG** | **SEPT** | **OCT** | **NOV** | **DEC** | **JAN** | **FEB** | **MAR** | **APR** | **MAY** | **JUNE** | **TOTAL** |
| **FY2013** | 134 | 773 | 1039 | 1612 | 530 | 0 | 568 | 785 | 1047 | 158 | 0 | 322 | 6968 |
| **FY2012** | 47 | 152 | 505 | 801 | 391 | 0 | 393 | 696 | 761 | 250 | 52 | 162 | 4210 |