The following report outlines the activities of the Library, FICC, and Academic Computing for 2012-2013. Highlights from each area are included, as well as statistics and comments concerning goals and plans for the coming year, and the results of our annual assessment review.

**Staffing**

2012-2013 saw the retirement of Gerry Randall, Library Assistant in Circulation and Interlibrary Loan as well as the resignation of Barbara Watkins, Assistant in Cataloging, who moved on to a professional position in another library. These openings led to the hiring of Maureen Culley to work in ILL and circulation, the reassignment of Ferenc Varga to Assistant in Cataloging, and the hiring of Desiree Varga as a part-time assistant in public services. Our current staff is efficient and enthusiastic, and relationships among our departments are very positive.

Also this year director Cy Dillon agreed to become the Director of College Computing while maintaining his duties in the library. At the same time Shaunna Hunter was promoted to Associate Director of the Library to assume more responsibility for both day-to-day operations and long-term planning. It is hoped that this integration under one director will help college computing support the academic efforts of Hampden-Sydney. Plans are being developed to move the computer center to Bortz Library to make communication and cooperation between the two parts of the staff more efficient.

**Public Services**

The Public Services unit of Bortz Library includes many of the service areas of the library that have direct contact with patrons, including reference/research help, library instruction for students, circulation/reserves, and interlibrary loan. The members of the Public Services Unit are Shaunna Hunter, Public Services Librarian and Associate Director, along with three full-time library assistants: Bret Peaden, Ava Corbett, and Maureen Culley. Gerry Randall, the unit’s longtime, dedicated, interlibrary loan and circulation/reserves assistant, officially retired spring 2013. There are also two part-time employees in Public Services covering evening reference service and weekend hours--currently Desiree Varga, and Ray Carlson. Another important public service area of the library, the Fuqua Technology Commons, or FTC, is its own unit within the library, with its own section in the annual report, but all circulation figures (including the FTC’s various equipment and the DVD collection) and gate counts from the library’s first-floor FTC entrance are included in the Circulation section of the Public Services annual report.

**Circulation**

In 2011-2012 the raw door count number for the main entrance was 233,972 and the rear, first floor, entrance was 92,414. Keeping in mind for every employee or patron that enters, they must also exit, so actual counts should be 116,986 and 46,207 respectively. This past year, 2012-2013, the raw number for the main entrance was 232,610, and the rear entrance was 88,761. Actual
counts are 116,305 and 44,380. The number of visits to the College’s “new library” continues to hold steady, with minimal dips, so door counts have not dropped off after more than five years in the new location.

Total circulation this year was 19,061. The 2011-2012 total was 23,478. There are several reasons for the decreased number. The library’s laptop computers were extremely popular for the first five years in the building (still circulating 5,627 times last year), but as the laptops began to break down from age and heavy use, they were replaced by smaller, Dell Netbook computers. The Netbooks circulated 2,914 times in 2012-2013, still a good number, but more and more students are bringing laptops and tablets to the library, and they do not use our loaners as much. While at the Virginia Library Association Conference in October 2011, librarians learned about an open source software program called OpenRoom that could be used to check out group study rooms online. The decision was made to go with OpenRoom and discontinue checking out group study rooms in the Millenium circulation system. The new OpenRoom system was launched in January 2012. The OpenRoom system was used to make 1,516 reservations from January 2012 to the end of June 2012. During the first full year of use, 2012-2013, OpenRoom was used to make 3,780 group study room reservations. Not surprisingly, the highest months of use were October (529 reservations) and April (558 reservations). Reserve circulations actually went up from 942 last year to 1,184 this year. This is somewhat surprising due to the increasing use of Blackboard and other online alternatives (Google Sites, DropBox) for electronic reserve functions. One item of note, when it comes to circulation, is the library’s loaner headphones. The headphones were checked out from the main circulation desk over 3,200 times in 2012-2013.

Interlibrary Loan

Interlibrary loan continues to provide effective and efficient services for students and faculty. This year a major change in interlibrary service occurred when the library purchased, participated in in-depth online training (in January 2013), and then successfully implemented ILLiad resource sharing software. ILLiad “lets your staff manage all of your library’s borrowing, lending and document delivery through a single, Windows-based interface and lets users serve themselves, via the Web.” For the first half of the year CLIO interlibrary loan software was used to process requests. With CLIO, we borrowed 347 books or media items and 103 articles for Hampden-Sydney students and faculty and sent 433 books or media items and 50 articles to other libraries. With ILLiad we borrowed 348 books or media items and 204 articles, and lent out 133 articles and 499 books or media items. Our total borrowing for the year was 695 books/media and 307 articles, and our total lending was 932 books/media items and 183 articles.

Periodicals

The issue facing Periodicals continues to be ever-increasing costs, especially in the sciences and psychology. After another round of cuts, the library is now maintaining approximately 120 print periodical (newspaper, magazine, journal) subscriptions. Shauna Hunter and the library director, Cy Dillon, go over the periodicals renewal invoice each summer and selectively drop titles available online or infrequently used, and there has been no complaint from patrons as a result. Decisions about what titles to stop binding were made summer 2012. Not binding as many titles saves both library funds and shelf space. Titles with stable back-issue availability in JSTOR were removed from the binding list, and the library’s secretary and binding assistant, Karen
Fowler, is now monitoring the JSTOR “moving wall” for each of the titles we subscribe to, and she will keep our paper issues in boxes in the compact shelving until the issues go online in the JSTOR archive. Another round of periodicals cuts will take place summer 2013.

**Information Provision**

Reference librarians answered a total of 577 questions in 2012-2013. This is a decrease from the 2011-2012 total of 759 reference questions. The fall semester was busier than the spring, with the most questions answered in September and October. Fortunately door counts remain strong and many students and other patrons are using the library, but traffic at the reference desk is not high, presumably because of the ever-increasing availability of online information. This reflects national trends in reference transaction statistics. Public Services tried a number of ways to promote reference in the past, with little result, so the past two years we have made an effort to increase staffing at the reference desk, especially during the daytime hours. As part of our effort to have increased visibility at the desk, each librarian worked at least one daytime shift, Bret Peaden now works at least two daytime shifts, and Shaunna Hunter fills in the gaps between scheduled shifts. The two part-time reference librarians are interested in taking on additional projects while at the desk, so during the 2013-2014 academic year, Shaunna Hunter plans to have each person work on some small archival projects that can be processed at the research desk.

**Information Literacy Instruction**

The statistics for the 2012-2013 year are very similar to previous years’ numbers. This year Shaunna Hunter provided 27 information literacy instruction sessions to 14 professors and 335 students. Rhetoric, English, History, Fine Arts, Psychology, Religion, Philosophy, and Western Culture requested sessions in the academic building classrooms or the library’s instruction classroom, Room 200.

**Online Resources**

Many publishers are now producing and promoting electronic reference titles, and the library continues to subscribe to 225 electronic reference books from Oxford University Press and links the titles in the online catalog for ease of use. The library’s e-book offerings were greatly expanded with the purchase of Ebrary Academic Complete, a package of over 78,000 downloadable electronic books. The library has also continued to add to our JSTOR collections, and we now subscribe to Arts and Sciences I, II, III, and VII, and we upgraded our Ecology and Botany collection to the Life Sciences Collection, and added Business I, and a collection of British pamphlets. More new online resource offerings will be reported in next year’s annual report.

LibGuides, an easy to edit, online content management tool allowing librarians to create guides and pages that organize and present library collections and information, was purchased in 2012. After learning to create and edit LibGuides course and subject pages, Shaunna Hunter spent summer 2012 redesigning the entire library website on the LibGuides platform, and the new library website went up before classes started Fall 2012. The new main library homepage was viewed 49,989 times during the 2012-2013 year. The highest month of the year was April 2013, with 6,658 views in one month.
The library subscribes to a number of resources from Ebsco Publishing, including our most popular, multi-disciplinary database, Academic Search Complete. During 2012-2013, our patrons initiated 11,873 sessions in Academic Search Complete, and entered 34,020 search queries. In January 2013, just as the spring semester started, the library launched Ebsco Discovery Service. According to Ebsco’s website, the discovery service, or EDS, “provides a fast, streamlined search through a single search box, but within the context of a greater experience that pulls together intuitive features and functionality, high-end indexing...instant access to critical full text...from the leading EbscoHost research platform and databases, as well as from key information providers.” In the simplest terms, the EDS unites almost all of our online resources, regardless of vendor and including the library’s online catalog holdings, into one search box (centrally located on our main library homepage). In its first semester, there were 7,701 session in the EDS, and over two million searches!

**Technical Services**

The Technical Services Librarian was on sabbatical from early May until late August of 2012. Upon her return, the catalog library assistant who handled media and government documents resigned her position, leaving a vacancy that was not filled until December of 2012. Fortunately, with the additional help of the remaining library assistant in Technical Services, and the reduction in ordering of media items, the Technical Services Librarian was able to keep up with the government documents receipts, and the cataloging of those media items required for classroom use.

In December 2012 we hired a new cataloger, Ferenc Varga, who had been a part-time library employee for many years. He had also been a former full-time employee many years ago. His familiarity with the library made it easier for him to be trained in the intricacies of cataloging. He has been a great asset to Technical Services.

In September 2012, we began to set up the new Ebsco Discovery Service, a one-search option for all of our electronic resources, as well as all items in the library catalog. It took quite a while to get all of the catalog data loaded into the Ebsco servers, and linked correctly. Implementation was completed during November 2012.

This fiscal year, in addition to adding new materials to the collection, cataloging has been weeding the government documents collection, cataloging previously un-cataloged children’s books, as well as cataloging items for the Hampden-Sydney Archives and rare books collections. We received a nice set of Latin books dated between 1567 and 1912 that were arranged by author, and placed in the Cabell Room.

A new server was acquired to host our library automation system. The old server was 6 years old and would not allow a software upgrade. The upgrade was necessary for us to continue to offer off-campus access to some of our electronic resources.

The Technical Services Librarian attended the Virginia Library Association meeting in Williamsburg in October 2012, and the VIVA vendor demonstrations for the Demand Driven Acquisitions resource in Richmond in November 2012. She also attended the VIVA database
training sessions in March 2013 in Richmond, as well as the Southeastern Innovative Users Group meeting in Rock Hill, SC in February 2013. The Library Assistant in cataloging attended the Virginia Library Association paraprofessional forum in Richmond in May 2013.

Items added FY2012-2013
Books: 1920 titles/ 1993 volumes
Videos: 247 titles/ 281 volumes
CDs: 8 titles/ 8 volumes
Equipment: 4 titles / 19 volumes
Streaming Video: 218 titles
E-Books: 38,312 titles
Added Copies/continuations: 507 volumes

Items Deleted
Titles: 238
Volumes: 850

Fuqua Technology Commons

Circulation

DVDs – 2841 (almost 15% of the circulation total for the library)
FTC Reserve items - 873
CDs – 99
VHS - 3
Equipment – 780

As we continue to add feature films to the collection, we anticipate seeing the circulation numbers rise. Anecdotally, we know that students are pleased with having movies to check out from the library and the circulation numbers back that up. We suggest continuing with the $2000/year program as long as we are seeing a return on investment and as long as the director can find funding for it. We routinely place 75+ DVDs on Reserve in the FTC each semester, and thus a circulation number of 873 is not surprising. The circulation numbers on CDs is low and may not reflect how often the CD collection is used. The VHS circulation total is not correct, but we do not have a more accurate figure at this time. The equipment circulation is not surprising either, considering the added technology (better headphones in the FTC, more USB drives, need for pianos, etc.). We are continuing to examine the trends among students and what they want and need as we attempt to keep pace and keep them coming back for more.

Services
du Pont Classroom uses – 798
Faculty/student instruction – 56
Production hours – 61
Zeta scans – 20,656
Cell phones charged – 596
Digital Media Player – 24/7 movies

The du Pont Classroom has always been heavily used, but it is even more so this year. Through both Technology Lunch Table and the newly created Brass Tacks sessions, we were able to increase our visibility for faculty/staff/students with regard to instruction. Production hours increased as we begin to created more sophisticated products by adding chapters and DVD menus to the DVDs we make. The DMP continued to be a good source of entertainment for our students, and complimented our DVD selection. One of the two most notable changes was the addition of a cell phone charger, and statistics show that for our first full year of use the return on investment is high for this service. The other was the addition of the Zeta face-up book scanner. In the past our best years for scanning have been under 1000 scans, but the Zeta recorded well over 20,000 scans. It is turning out to be a tremendous resource for our students and faculty as it is used very heavily.

Additional Notes

- As mentioned above, we added the Zeta book scanner, which has been used heavily.

- We created a series of mini workshops called Brass Tacks, which are 15-minute lessons that are open to all in order to expose them to a technology or an idea. Attendees interested in learning in more detail are invited to make follow-up appointments.

- The du Pont Room became the first fully-digital classroom on campus with Blu-Ray, HD projector, and digital document camera.

- Designed and added new cabinetry for better equipment storage and circulation with smaller technologies now closer to the Help Desk. The new cabinetry also makes the FTC look more professional as well.

- Designed and added new tables with grommet holes for cables and pop-up electric power so students no longer must extend their laptop power cords across the walking aisles. These new tables also allowed us to move the existing tables upstairs to assist with a Public Services project.

Blackboard Statistics for 2012-2013
### Non-class related Blackboard Courses for 2012-2013

<table>
<thead>
<tr>
<th>Blackboard Course</th>
<th>FALL 2012</th>
<th>SPRING 2013</th>
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<tbody>
<tr>
<td>Administration Courses</td>
<td>20</td>
<td>6</td>
<td>10</td>
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<tr>
<td>Club Courses</td>
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<td>6</td>
<td>6</td>
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<tr>
<td>Faculty and Staff Courses</td>
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<td><strong>LIBRARY TOTAL</strong></td>
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### Blackboard Work Orders for 2012-2013

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<th>DEPARTMENT</th>
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<tbody>
<tr>
<td>Academic Success</td>
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<tr>
<td>Athletics</td>
<td>6</td>
<td>14</td>
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<tr>
<td>Biology</td>
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<tr>
<td>Chemistry</td>
<td>12</td>
<td></td>
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<tr>
<td>Classics</td>
<td>13</td>
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<tr>
<td>Communications</td>
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<td>Computing</td>
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<td>13</td>
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<tr>
<td>Dean of Faculty</td>
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<td>Dean of Students</td>
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<tr>
<td>Economics</td>
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<tr>
<td>English</td>
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<tr>
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<tr>
<td>Government &amp; Foreign Affairs</td>
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**BLACKBOARD TOTAL:** 590

### Library Work Orders for the 2012-2013

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**DEPARTMENT TOTAL:**
The number of work orders for computing is high because of the age of the computers being used for the public access terminals and the amount of troubleshooting that has been needed to keep them functioning. With the replacement of the standalone CPUs with the thin clients, we should see a decrease in the 2013-2014.

Teaching with Technology Lunches for the 2012-2013

September 13th, 2012 (Bill Anderson – Raspberry Pi)
October 11th, 2012 (JZ Garrett – Google Sites)
October 18th, 2012 (Jennifer Vitale – Qomo Interactive Wireless Tablet)*
November 8th, 2012 (Shaunna Hunter – EBSCO Discovery Service)
March 5th, 2013 (Evan Davis - WordPress)
April 9th, 2013 (Brian Burns, Evan Davis, & Mike Timma – The Horizon Report)
April 11th, 2013 (Tour of the newly outfitted duPont Room and Fuqua Technology Commons)
*First Time Presenter

Library Assessment

This year the library drafted a formal assessment plan, which is reproduced below:

Library Assessment Plan
2013

GOAL 1:
1. In support of Hampden-Sydney College’s Education Goals on Curriculum: A Hampden-Sydney student will “recognize when information is needed and have the ability to locate, evaluate, and use effectively the needed information.”

Assess by administering a nationally normed test of information literacy to selected students.

Assess through a library survey administered to students and faculty in alternate years.

Assess through exercises tied to a sample of bibliographic instruction sessions.

Include an analysis of the results of these assessments as well as any recommendations for improvement in the library’s annual reporting process.

GOAL 2:

2. **Increase the use of our collections, facilities, and services.**

   Assess by collecting statistics on attendance, circulation, and other forms of resource use. Review the statistics annually when composing the library’s annual report and suggest improvements based on the review.

   Assess the results of the library surveys when composing the library’s annual report on alternating years, making recommendations for improvements when necessary.

GOAL 3:

3. **Promote the improved use of technology in teaching and learning for Hampden-Sydney.**

   Assess through a library survey administered to students and faculty in alternate years, combined with a review of survey results and suggestions for improvements as needed.

   Include a review of Blackboard and technology statistics in the annual reporting process, listing any recommendations for changes in the report.

Based on this plan, we administered a survey to students in the second semester, and used the results of that survey along with statistics gathered through the year to guide our review and planning session. The following document is a summary of that discussion. The first administration of the survey to determine the information literacy skills of entering freshmen is scheduled for fall 2013.
In April 2013 the Hampden-Sydney Director of Institutional Research administered a survey on student attitudes toward the library and collected 161 responses. In regular staff meetings during June and July the librarians, Brian Burns, Toni Hamlett, Shauna Hunter, Mike Timma and Cy Dillon reviewed the results and made the recommendations below to address student concerns and behaviors.

1. Do more to make students aware of the extreme quiet study area that includes most of the ground floor. 2013-14

2. Add room 218 to the group study room reservation system after 5:00 p.m. daily. 2013-14

3. Update the public access computers with thin client machines and a new server. 2013-14

4. Plan to replace the current printers with either copier/scanner/printers or laser printers with a duplex feature. 2014-15

5. Move the Fuqua Technology Commons, its equipment, and the du Pont Classroom to the main floor of the library. 2014-15

6. Staff a main floor helpdesk with Technology Commons work-study students to provide easy access to help with a wide variety of educational technology. 2014-15

7. Begin gathering more statistics on library web page use. 2013-14

8. Edit and improve our library orientation video and link to it from the Facebook page. 2013-14

9. Hold freshman matriculation in the library to introduce the new students to the building. 2013-14

10. Host mini-golf in the library during orientation weekend. 2013-14

11. Add flat screen monitors and DVD players to two study rooms. 2013-14

12. Use video in FTC to advertise new DVDs available for circulation. 2013-14

13. Explore ways of staying open until 2:00 a.m. Sunday-Thursday. 2014-15

14. Add Photoshop to the software available on the Macs in the FTC. 2013-14