ANNUAL REPORT 2014-2015

Library, FTC, and Academic Computing

The following report outlines the activities of the Library, FTC, and Academic Computing for 2014-2015. Highlights from each area are included, as well as statistics and comments concerning goals and plans for the coming year.

Staffing

2014-2015 was another year of stability in library staffing with excellent relationships among the various departments and enthusiastic participation in planning for the future. Library faculty and staff actively participated in service on college committees and pursued professional development activities. Our activity in Virginia again included leadership roles VIVA, the Virginia Library Association, and the Virginia Independent College and University Library Association. At the same time, Mike Timma, who is now a salaried rather than hourly employee, completed his MLIS degree and Toni Hamlett reached the end of her phased retirement in May. A successful search for her replacement led to the hiring of Maryska Connolly-Brown as Technical Services Librarian. Maryska joined us in June 2015. Cy Dillon’s chapter on managing college libraries appeared in Running a Small Library, 2nd ed., which was published in early 2015.

By the end of the fiscal year, however, the library staff was reduced by one FTE when the media assistant position was eliminated because of a mandatory institutional budget reduction. Our plan to compensate for this loss requires more work by student employees, but we are optimistic that our services will still be adequate for the support of the curriculum.

This year the director continued to serve as Director of College Computing while maintaining his duties in the library. It is hoped that this integration under one director will help college computing support the academic efforts of Hampden-Sydney. Plans continue being made to move the computer center to Bortz Library to make communication and cooperation between the two parts of the staff more efficient, but beginning the project was delayed by financial circumstances.

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. There are also two part-time employees in Public Services covering evening reference service and weekend hours—Desiree Varga, and Ray Carlson. The 2014-15 academic year was Desiree’s last year working at the library. She was ready to stop working part-time in addition to her full-time position off-campus. 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 2013-2014 the raw door count number for the main entrance was 222,897 and the rear, first
floor, entrance was 95,726. Keeping in mind for every employee or patron that enters, they must
also exit, so actual counts should be 111,448 and 47,863 respectively. This past year, 2014-2015,
the raw number for the main entrance was 273,587 and the rear entrance was 91,240. Actual
counts are 136,793 and 45,620. The number of visits to the College’s “new library” continues to
hold steady or even slightly increase from year to year. Numbers in 2015-2016 may be quite
different as the Computing Center moves to the first floor and the popular duPont Classroom
moves to the second floor, and the Academic Success office moves to the second floor.

Total circulation this year was 17,017. The 2013-2014 total was very similar of 16,895.
Circulation numbers have been slowly decreasing over the past several years. There are several
reasons for the decreased number. The library’s laptop computers were extremely popular for the
first five years in the building, but as the laptops began to break down from age and heavy use,
they were replaced by smaller, more economical, Dell Netbook computers. The Netbooks
circulated 2,914 times in 2012-2013, 1,099 times in 2013-2014, and only 691 times in 2014-
2015. It is time for the Netbooks to be de-commissioned and replaced with fewer, full-size
laptops. The FTC has added several new laptops to their equipment offerings, and those laptops
were checked out 644 times in 2013-2014 and 1,225 times in 2014-2015.

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 new OpenRoom system was launched in January 2012. During the second
year of OpenRoom, 2013-2014, there were 3,858 reservations, and this year there were 3,795
reservations. Course reserves went up slightly again this year from 1,249 to 1,301. The increase
might be because the bookstore has migrated to a Campus Store model, and is carrying very few
textbooks, so many faculty are placing their textbooks on reserve. 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 2,847 times in 2014-2015. The DVDs, on open shelving on the main
floor, circulated 2,457 times.

Interlibrary Loan

Interlibrary loan continues to provide effective and efficient services for students and faculty. 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.” In 2013-14, the library’s total items borrowed was 1,675 (627 articles and 1,048
books/media), and the total items lent to other libraries was 1,635 (440 articles and 1,195 books/media). Library staff also sent 285 articles to Hampden-Sydney patrons using Document Delivery. In 2014-2015, we borrowed 1,654 total items (769 articles and 885 loans), lent 1,642 total items (434 articles and 1,208 loans), and filled 433 document delivery article requests for HSC patrons. These are articles available in Bortz Library’s subscriptions, but the patron making a request is unaware, so library staff finds and delivers the article to the patron electronically.

Periodicals

The issue facing Periodicals continues to be ever-increasing costs, especially in the sciences and psychology. After another round of cuts, the library continues to maintain fewer than 100 print periodical (newspaper, magazine, journal) subscriptions. Shaunn 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. She will keep our paper issues in boxes in the compact shelving until the issues go online in the JSTOR archive. Another small round of periodicals cuts took place summer 2014, and the library will explore options for cancelling individual print subscriptions for a few select titles of wide interest, and pursuing campus-wide online site licenses for titles like The Chronicle of Higher Education and The New York Times.

Information Provision

Reference librarians answered a total of 481 questions in 2013-2014 and 533 questions in 2014-2015. 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 few 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 Shaunn Hunter fills in the gaps between scheduled shifts. In 2015-2016, Public Services plans to combine the reference and circulation desks into a “one desk” model that has grown increasingly popular in academic libraries over the past few years. It will be interesting to see how this impacts reference statistics.

Information Literacy Instruction

This year Shaunn Hunter provided 15 information literacy instruction sessions for 12 professors and 206 students in the fall, and 12 sessions for 10 professors and 139 students in the spring.
Rhetoric, English, History, Fine Arts, Western Culture, Philosophy, and Biology requested instruction.

Online Resources

Many publishers are now producing and promoting electronic reference titles, and the library continues to subscribe to 264 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 100,000 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, V, and VII, and we upgraded our Ecology and Botany collection to the Life Sciences Collection, and added Business I, and a collection of 19th C. British pamphlets.

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. In 2013-14 the main library homepage was viewed 102,983 times, and in 2014-2015 the homepage was viewed 99,945 times. The most popular pages after the homepage are Interlibrary Loan, OpenRoom, and the A-Z list of databases. LibGuides version two has recently been released, and during summer 2016 the library webpages will likely need a total redesign.

The library subscribes to a number of resources from Ebsco Publishing, including our most popular, multi-disciplinary database, Academic Search Complete. During 2014-2015, our patrons initiated 18,217 sessions in Academic Search Complete, and entered 44,420 search queries. In January 2013, 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! In 2014-15, there were 21,538 sessions, 5,254,685 searches, and 17,614 full-text requests.


Millennium Circulation
Total Checkouts = 17,017
DVDs = 2,457
Main Equipment (headphones and chargers) = 2,847
Main Reserves = 1,301
Main (the books) = 5,015

**Interlibrary Loan**
Filled 769 article requests and 885 loans = Borrowing 1,654
Filled 434 article requests and 1,208 loans = Lending 1,642
Filled 433 Document Delivery requests for HSC patrons
Who we lend to most – UVA 132, Christopher Newport 128, James Madison 111, Davidson 84
Who we borrow from most – UVA 196, George Mason 100, William & Mary 92
Most article requests received by department - Psychology 204, Chemistry 201, Rhetoric 105
Most book requests received by department – History 297, English 147, Rhetoric 142

**Library Instruction** – Fall 2014: 15 sessions, 12 different professors, and 206 students. Spring 2015: 12 sessions, 10 different professors, and 139 students.

**Library Homepage Views**
Yearly total = 99,945. Most popular links on the page are ILL, OpenRoom, and the A-Z List

**OpenRoom Group Study Reservation System** - 3,795 reservations

**Reference Statistics** - Total 533, highest months September (126) and October (111)

**Door Count** -Raw Count = 364,827 (FTC 91,240 + Main 273,587)

**Ebsco Discovery Service** - 21,538 sessions, 5,254,685 searches, 17,614 full-text requests

**Ebsco Academic Search Complete** - 18,217 sessions, 44,420 searches, 5,961 full-text requests

**Technical Services**

The Technical Services Librarian, Toni Hamlett, attended the Virginia Library Association (VLA) conference in Williamsburg, Virginia, which took place October 22-24, 2014.

Collection assessment reports where completed in the areas of Religion (comprising LC call number range BJ-BX); Physics and Astronomy (QB and QC); and Biology (GE-GN, Q, QH, QK, QL, QP, QR, R, and S). All reviewed collections were determined to be at the Washington Library Conspectus level 3b (intermediate study or instructional support level) and, therefore, more than adequate for the needs of an undergraduate college.

A project was undertaken to move DVDs in the narrower cases to standard jewel cases that allow for larger labels with more visible titles to improve browsing and discoverability. Additionally this provides more room for identifying marks such as the colored dots currently in use and creates a uniform appearance in the collection. The Library Assistant in Cataloging, Ferenc Varga, is creating new inserts as needed. This project is ongoing and is about 75% complete.
Ongoing efforts continue to weed the Government Documents collection as an increasing number of the library’s U.S. Government Publishing Office (GPO) publications are available online or have simply become obsolete. Removal of these items involves deaccessioning and adding URLs to the OPAC as appropriate. The Government Documents collection was also relocated to the fourth floor stacks adjacent to the UPLS and law collections. Many GPO resources are public domain documents available through the HathiTrust Digital Library. When possible this URL is provided in the library catalog entry.

Routine inventory activities within the reference and general collection continue with the purpose of identifying lost and misshelved materials, as well as materials in need of repair. Beginning in 2014 and continuing through 2015, the reference collection was weeded to make room for renovations that will facilitate the Fuqua Technology Commons’ (FTC) move to the second floor of the library in the spring of 2016. The remaining reference books were relocated to the left-hand stacks on the second floor adjacent to the Children’s Collection.

Tina Major (Library Assistant in Acquisitions & Cataloging) and Mr. Varga have worked to process a large backlog of gift books. Materials suitable for the collection have been retained and cataloged. Efforts to identify and conduct book repair (largely spine repair) are ongoing.

The Technical Services Librarian retired in the summer of 2015. The job notification was posted during the fall semester of 2014, with phone and in person interviews taking place during late fall and early spring semesters. A candidate, Maryśka Connolly-Brown, was hired in February of 2015 and reported to work on June 1st. She has most recently served as the Electronic Resources Librarian at Georgia Regents University in Augusta, Georgia.

There were no additional personal changes in 2014-15, however, Mr. Varga has taken the initiative to cross-train Technical Services student workers so that they will be capable of providing backup for the circulation desk.

**Items added:**

Books: 1,903 titles/ 1,976 volumes  
Videos: 246 titles/ 285 volumes  
Equipment: 2 (Bib records)/ 54 (barcoded items)  
E-Books: 10,585 titles  
Added Copies/continuations: 200 volumes

**Items Deleted:**

1,524 (volumes or individual items)
Circulation

DVDs – 2457 (14+\% \text{ of the circulation total for the library}) \quad 2703^* 
FTC Reserve items – 824 799 
CDs – 129 173 
VHS – 194 251 
Equipment – 897 768 

*Small numbers in italics following each statistic indicates last year’s numbers.

- Regarding VHS, we added zero titles and, in fact, refused donations of VHS titles this year as we continue to proceed toward elimination from the collection of this format.

- We continued to add feature film DVDs with the generous support of a $2000 budget from Library Director Cy Dillon. The number of circulations of DVDs dropped this year, but still represents over 14\% of all the circulations in the library, which includes headphones, laptops, and group study rooms.

- The circulation of Reserve DVDs continues to be an important part of our support of coursework with circulation numbers increasing slightly over the previous year. We will certainly have to keep this in mind as we make the transition to a new space on the main floor where we will not have viewing rooms.

- With circulation of CDs remaining low, that collection continues to be relatively unimportant. We have a very nice collection of classical music, but with our online music database it is less important. The popular music is certainly far from being up to date. Stacks of CDs are occasionally found in various places around the library, and the assumption is that users are simply burning the CDs to their computer as it is quite easy to do. With music being plentiful via sources such as iTunes, Pandora, and IHeartRadio, I do not believe we should be growing this collection.

- Equipment holdings on the other hand, continues to grow. We continue to expand our offerings with regard to the types of items we circulate. A need, even if relatively small, is detected and we attempt to fill the need. The three projector kits we are circulating to student organizations is important and used regularly.

Services

Du Pont Classroom uses – 742 807* 
Faculty/student instruction – 61 67 
Production hours – xx 53 
Zeta scans – Not sure – the numbers started over at some point 24362 

*Small numbers in italics following each statistic indicates last year’s numbers.
The uses of the duPont Room for regularly scheduled coursework, meetings, special sessions, and film screenings continues to be consistently high. The fact that this year’s figure is lower than last is the difference of one regularly scheduled course during the Fall term, and thus not any cause for concern or question.

The numbers of faculty/student instruction remains consistent as well. It has been suggested that, perhaps, we are not crediting ourselves nearly enough for the work that we do directly with students and faculty. We will be changing to a new method of keeping statistics during the next academic year in an attempt to garner a more accurate picture of this part of what we do in the FTC.

Production hours, also remain consistent and we have questioned ourselves as above. Again, we are hoping that a different method of statistic collection will be helpful here, as well.

Unfortunately, at some point the counter for the number of scans made on the Zeta scanner either changed to a different number or zeroed itself. Thus I cannot provide a figure for this academic year. Normally I collect the figure on July 1, but in coming academic years I will collect the number at the end of the Fall semester, too, in an effort to make sure I have at least one semester’s worth of accurate data which I could then double – but only if necessary.

Staffing

In order to maintain a high level of service to the college community in spite of the loss of our media assistant, we plan to increase the hours available for student workers and institute a required training program that prepares them for more complex tasks. These sessions will be developed during the summer of 2015, and begin that fall semester.

LMS

We will also be leading a reconsideration of our Learning Management System in the fall semester 2016, and will create a representative task force to undertake a year-long study. We know, at this point, that we are signing a one-year agreement with Blackboard rather than the usual multi-year contract. We anticipate meetings with faculty, setting up large scale demonstrations, visits from vendors and consultations with other institutions. This will be a very demanding project, and will have to take place at the same time we move our Technology Commons to the library’s main floor. All in all, 2015-16 will be a year of challenges and opportunities for our operation.
### Blackboard Statistics for the 2014-2015

<table>
<thead>
<tr>
<th>TOTALS</th>
<th>FALL 2014</th>
<th>SPRING 2015</th>
<th>MAY TERM 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Courses in Blackboard</td>
<td>273</td>
<td>297</td>
<td>18</td>
</tr>
<tr>
<td>Potential Courses in Blackboard</td>
<td>3372</td>
<td>386</td>
<td>19</td>
</tr>
<tr>
<td>Percentage of Courses using Blackboard</td>
<td>73% (76% - 2013/2014)</td>
<td>77% (70% - 2013/2014)</td>
<td>95%</td>
</tr>
<tr>
<td>Actual Number of Faculty Using Blackboard</td>
<td>113</td>
<td>105</td>
<td>14</td>
</tr>
<tr>
<td>Potential Number of Faculty Using Blackboard</td>
<td>141</td>
<td>136</td>
<td>15</td>
</tr>
<tr>
<td>Percentage of Faculty Using Blackboard</td>
<td>80%</td>
<td>77%</td>
<td>93%</td>
</tr>
</tbody>
</table>

### Non-class related Blackboard Courses for 2014-2015

<table>
<thead>
<tr>
<th>Blackboard Course</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration Courses</td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Club Courses</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Faculty and Staff Courses</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LIBRARY TOTAL</td>
<td><strong>10</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Blackboard Work Orders for the 2014-2015

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Success</td>
<td>3</td>
<td>History</td>
<td>19</td>
</tr>
<tr>
<td>Athletics</td>
<td>1</td>
<td>Library</td>
<td>18</td>
</tr>
<tr>
<td>Biology</td>
<td>19</td>
<td>Mathematics &amp; Computer Science</td>
<td>11</td>
</tr>
<tr>
<td>Chemistry</td>
<td>13</td>
<td>Modern Languages</td>
<td>23</td>
</tr>
<tr>
<td>Classics</td>
<td>11</td>
<td>No Department Selected</td>
<td>113</td>
</tr>
<tr>
<td>Communications</td>
<td>10</td>
<td>Philosophy</td>
<td>14</td>
</tr>
<tr>
<td>Computing</td>
<td>1</td>
<td>Physics &amp; Astronomy</td>
<td>16</td>
</tr>
<tr>
<td>Dean of Faculty</td>
<td>5</td>
<td>Psychology</td>
<td>24</td>
</tr>
<tr>
<td>Dean of Students</td>
<td>7</td>
<td>Religion</td>
<td>23</td>
</tr>
<tr>
<td>Economics</td>
<td>30</td>
<td>Rhetoric</td>
<td>21</td>
</tr>
<tr>
<td>English</td>
<td>27</td>
<td>Student</td>
<td>51</td>
</tr>
<tr>
<td>Fine Arts</td>
<td>11</td>
<td>Wellness Center</td>
<td>1</td>
</tr>
</tbody>
</table>
Library Work Orders for the 2014-2015

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Community</td>
<td>68</td>
</tr>
<tr>
<td>Computing</td>
<td>74</td>
</tr>
<tr>
<td>Library</td>
<td>52</td>
</tr>
<tr>
<td>No Department Selected</td>
<td>18</td>
</tr>
<tr>
<td><strong>LIBRARY TOTAL</strong></td>
<td><strong>212</strong></td>
</tr>
</tbody>
</table>

Computing was so high due to the age of the circulation desk printers and the high volume of printing that is required of them.

Teaching with Technology Roundtables for the 2014-2015

14 Roundtable Lunches were conducted.
54 attendees in the Fall
49 attendees in the Spring
Approximately $350 in expenses in the new format

The format for the Teaching with Technology Lunch was changed this year to a roundtable approach in the dining hall in Pannill Commons where we paid for six guests who RSVP’ed and we discussed a topic that is related to technology and teaching. All faculty were invited to join us, which many did and paid for their own lunches but participated in the conversation.

Topics included:
- BYOD – Bring Your Own Device
- Assessment
- Blended/Hybrid Teaching and Learning
- Blackboard Collaborate and Collaborative Technologies in the Classroom
- Where Does Technology Belong in a Liberal Arts Classroom
- Multi-media Based Assignments

Classroom Presentations for the 2014-2015

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral Rhetoric:</td>
<td>10</td>
</tr>
<tr>
<td>(Claire Deal)</td>
<td>(6)</td>
</tr>
<tr>
<td>(Wanda Fenimore)</td>
<td>(4)</td>
</tr>
<tr>
<td>Chemistry:</td>
<td>1</td>
</tr>
<tr>
<td>(Rachel Goodman)</td>
<td>(1)</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>11</strong></td>
</tr>
</tbody>
</table>