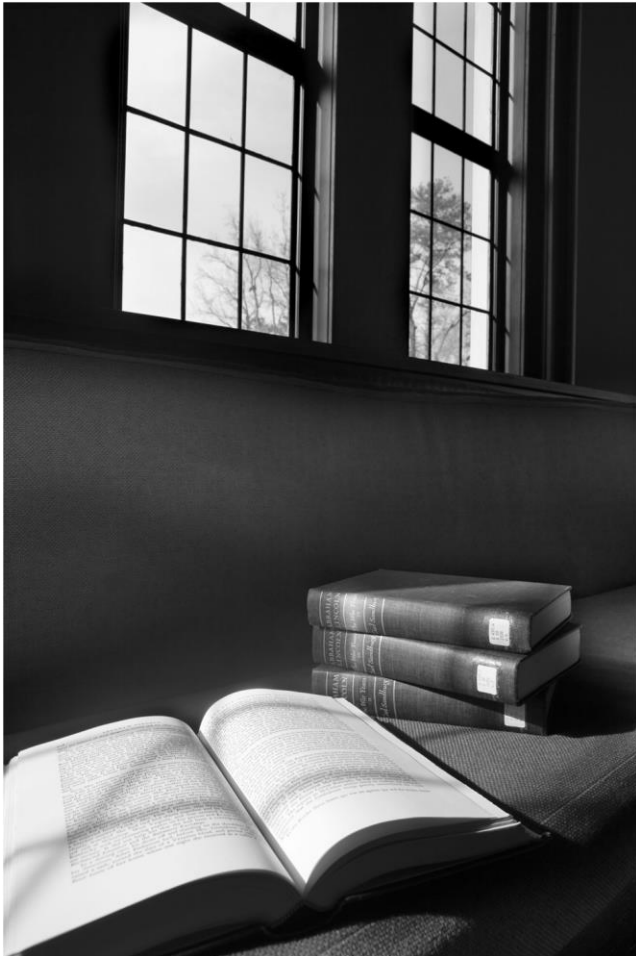# Annual Report 2008-2009

Philip Weltner Library - Oglethorpe University

Submitted by Anne A. Salter-Director
Photo: Courtesy of Kyl Burdg (2008)

Table of Contents

Mission and Purpose of the Philip Weltner Library

The Mission of the Philip Weltner Library of Oglethorpe University is to provide library services (access to published knowledge and services) in direct support of the University's primary program. The library has a secondary mission to: support the secondary programs of the University; serve as the Archives of the University; support the extra-curricular interests of members of the University community.

The long-term department goals of the Philip Weltner Library are to:

- collect an appropriate selection from the universe of available material in a multitude of formats
- organize, describe, and house the collection for effective access and preservation
- provide prompt and equitable access to the collection
- provide suitable instruction and assistance in the use of the library
- provide reasonable access to items which are not part of the collection

The University's Mission Statement (June 2009)

As an academic support unit, the library provides auxiliary services to support the university's mission. Members of the library staff and faculty are working closely with the strategic planning group to effectively change and solidify the university's mission statement for 2008-2009. The library affirms and supports the current mission statement:

Oglethorpe University provides a superior education in the liberal arts and sciences and selected professional disciplines in a coeducational, largely residential, small-college environment within a dynamic urban setting.

Oglethorpe's academically rigorous programs emphasize intellectual curiosity, individual attention and encouragement, close collaboration among faculty and students, and active learning in relevant field experiences.

Oglethorpe is committed to supporting the success of all students in a diverse community characterized by civility, caring, inquiry, and tolerance.

Oglethorpe's talented, self-reliant, and motivated graduates are prepared to make a life and to make a living, to grow as life-long learners, and to be energetic and intelligent contributors in a rapidly changing world.

Philip Weltner Library Professional Pronouncements

The library supports and maintains close contact with the library profession through a variety of programs. These include staff development, participating in local and national library affiliations, and maintaining knowledge of current trends in the profession. The following websites provide professional guidelines to which the library adheres:

Association of College and Research Libraries

Top ten assumptions for the future of academic libraries and librarians: A report from the ACRL research committee

http://www.ala.org/ala/acrl/acrlpubs/crlnews/backissues2007/april07/tenassumptions.cfm
Council on Library and Information Resources (CLIR)
http://www.clir.org/about/about.html
Information Literacy Competency Standards
http://www.ala.org/ala/acrl/acrlstandards/informationliteracycompetency.cfm

Guidelines for University Library Services to Undergraduate Students

http://www.ala.org/ala/acrl/acrlstandards/ulsundergraduate.cfm
Society of American Archivists-Code of Ethics for Archivists
http://www.archivists.org/governance/handbook/app_ethics.asp
OCLC (Online Computer Library Center)
World Cat Principles of Cooperation
http://www.oclc.org/us/en/worldcat/catalog/principles/
ARCHE (Atlanta Regional Council for Higher Education)
http://www.atlantahighered.org/Collaboration/LibraryCollaboration/tabid/410/Default.aspx
GPALS (Georgia Private Academic Libraries)
http://gpals.piedmont.edu/directory.html
Member of the reciprocal borrowing agreement
GALILEO
http://www.usg.edu/galileo/about/

Administration

The mission of the library's administration is to facilitate the day to day work of the library through a well designed program. This program includes developing and sustaining a mission statement, goals and objectives that relate directly to the mission and goals of the university. The administration of the library is primarily focused on the following:

- To provide coherence to the long term goals
- Promote the use of the library and its resources to the campus community
- Acquire, organize, describe and maintain the collections
- Provide reference service to patrons, including group and individual orientation
- Organize and implement interlibrary services
- Keep internal financial records and maintain accurate information for the University Business Office
- Provide circulation and shelving of materials, initial response to patrons' inquiries, operation of the reserve collection and general aspects of security
- Create an information literacy program

These goals are met through the following objectives:

- hiring, training and developing a professional level staff
- acquiring appropriate materials for the collection within the library's budget
- sustaining and maintaining an environment that encourages scholarly development
- remaining current and up to date with the philosophy of the library profession
- developing outreach programs to library constituents, especially faculty

The library is a member of the Council on Library and Information Resources (CLIR) for the first time with an annual membership beginning in July of 2009. "CLIR works to maintain and improve access to information for generations to come. In partnership with other institutions, CLIR helps create services that expand the concept of "library" and supports the providers and preservers of information." (http://www.clir.org/about/about.html).

Library Faculty and Staff (2008-2009)

Name	Title	Status
Erica Bodnar/Mary Stricker	Reference Librarian	**Full-time**
Jean Hudgins	Cataloging Librarian	**Part-time**
Rhea Hannah	Library Assistant	**One day per week**
Lashael Parks	Interlibrary Loan Manager	**Full-time**
Penny Rose	Acquisitions Assistant	**Part-time**
Anne Salter	Director	**Full-time**
Jeff Stinson	Library Assistant	**Full-time**
Judith Zahn	Circulation Manager	**Full-time**

Staff Notes: Mary Stricker became the interim reference librarian while a search was conducted to replace Erica Bodnar who left to become head of circulation at Agnes Scott College. Mary is completing her master's degree in library science at Syracuse University. Randall Cravey served as part-time project manager for the Voyager migration project. Randall is a retired expert in Voyager programming from GSU.

Staff Development and Professional Achievements 2007-2008

Erica Bodnar, Reference Librarian, MLS, Indiana University

FY 2008-2009 Accomplishments

Workshops/Seminars/Conferences: Wilson Database instruction

Special Projects: Information Literacy instruction

Presentations: Paper given at Georgia Tech In-house conference

Taught instruction sessions to a variety of OU classes

Taught Fresh Focus Information Literacy Classes to freshmen

Mary Stricker, Interim Reference Librarian Syracuse University)

Workshops/Seminars/Conferences

Lyrasis (formerly Solinet) annual meeting May 2009

Managing Electronic Records (Solinet)

Jean Hudgins, Cataloging Librarian, MLS
FY 2008-2009 Accomplishments
Workshops/Seminars/Conferences:
Wilson Database training with Leonard Disanto
VRS Instruction class (Randall Cravey)
Gold Local Holdings Maintenance Workshop (SOLINET)
Special Projects:
Voyager Migration Project
Missing Issues project
Book sale preparation
On going weeding project
Bindery preparation

All cataloging current (no backlog!)
Cataloging gifts
Library inventory
GOLD serials/periodicals holdings update (386 titles updated)
Cataloging of Laser Disc Collection

Anne A. Salter, Director – Philip Weltner Library
FY 2008-2009 Accomplishments
Workshops/Seminars/Conferences:
GPALS annual meeting
Lyrasis (formerly SOLINET) Annual Meeting (May, 2009)
Wilson Database training with Leonard Disanto
VRS Instruction class (Randall Cravey)
Honor Code presentations on Plagiarism (fall, spring 2008-2009)
Book of Kells presentations to classes
Supervised 2 library interns in archives
Presentation at Golden Petrel Luncheon May 2009
Special Projects:
Voyager Migration Project
Moodle acquisition
Web redesign project
Art History Tea
Member of the OU SACS Compliance Team and the OU SACS Administrative Assessment Team
Information Literacy classes taught to all incoming freshmen
Member of the Learning Communities project
APC member
Publications and Research
Choice Reviews – completed and published 3 reviews
Presenting paper to the Oral History association annual conference October 2009.
Papers on reading submitted to two major conferences for 2009.

Rhea Hannah, Library Assistant
FY 2008-2009 Accomplishments
Wilson Database training with Leonard Disanto
Completed special projects with circulation
Bar-coding books project
Assisted with archival inventory projects

Lashael Parks, Ill Manager
FY 2008-2000 Accomplishments
Workshops/Seminars/Conferences:
VRS Training (Randall Cravey)
Moodle Training
Arche ILL meetings
Coordinated and planned One-Stop-Shop for library
Coordinated and planned Halloween Festivities for the library
Test Proctor for community
Assessment team for library
Voyager Migration Project

Penny Rose, Acquisitions Assistant
FY 2008-2009 Accomplishments
Workshops/Seminars/Conferences:
VRS Training (Randall Cravey)
Special Projects:
Annual Library Halloween Party
Binding project
Book sale preparation
Created new gift books and donations labels
Book repair- supervisor of one intern
Maintaining unit statistics
Periodical inventory and weeding
Voyager Migration Project

Jeff Stinson, Library Assistant
FY 2008-2009 Accomplishments
Workshops/Seminars/Conferences:
VRS Training (Randall Cravey)
OCLC Workshop on Digitization
Moodle training
Contribute training
Oglethorpe assessment workshop
Special Projects:
Voyager Migration Project
Created and implemented 30 library exhibits
Working on in-house "Cook Book"
Library inventory
Halloween party
Member of the OU TAG Committee
One-Stop-Shop participant for library
Web Redesign Project
Organized Book Sale
Initiated work with Carpe Diem
Staff development meeting
Assisted with library surveys
Set up and organized casual reading space for students
Created online library orientation with visuals
Assisted professors with persistent links to class materials for online use
Library Inventory Project

Judy Zhan, Circulation Manager
FY 2008-2009 Accomplishments
Workshops/Seminars/Conferences:
Safety and security management workshop
Managing multiple priorities workshop

VRS Training (Randall Cravey)
Wilson Database Training with Leonard Disanto
OASIS training for FWS supervisors-OU
<u>Special Projects:</u>
Voyager Migration
Email Overdue Notice project (completed)
Voyager to Datatel Data Dump Project with Joanne Bossert
Cross-trained staff on library's use of Datatel features
Proctoring services to OU students and outside students
Staff Assessment - OU

Collection Development

Collection development is the most direct means of providing resource support to the academic program of the university and the activity that requires budget scrutiny. It is the responsibility of the library administration to ensure that resources are appropriate to the mission of the curriculum, accurately reflect the needs and requirements of the faculty, and provide an array of current subject matter suitable for the level of study. Through work with faculty including the liaison program, the faculty research program and a "faculty first" acquisitions policy, the collection reflects the expertise of the faculty and the library administration.

The faculty liaison program provides direct and constant contact between librarians and the various divisions. Each librarian is assigned a number of academic divisions for the purpose of networking among its faculty members to ascertain their library needs especially in the area of acquisitions. Faculty input for collection development is a critical component for developing and growing a collection that reflects the teaching focus of the university. Additionally, the faculty research program provides similar input.

The faculty research program, initiated in 2007-2008, adheres to the philosophy that a thorough understanding of individual faculty research projects provides the librarians with an enhanced understanding of the discipline based needs of faculty.   Librarians actively engage in assisting faculty with their individual discipline-based research; the librarian's skills in acquiring more suitable acquisitions for the curriculum are improved.

 The "faculty first" approach to acquisitions permits a systematic use of the budget. The resulting acquisitions embody a selection of finely targeted materials directly reflecting faculty expertise. Remaining budget is spent according to a set of criteria based on collection need, use of materials, and weeding/replacement and surveys.

The most outstanding acquisition of the year was the facsimile edition of the Book of Kells. This was made possible by a number of people including Nigel Frith representing the publisher, Dr. Doug McFarland, Dr. Alan Loehle, Dr. Jeffrey Collins and Dr. Victoria Weiss. Money from the CORE fund was applied to the purchase. Along with library funds and the agreement with the publisher to pay in two installments, the column is securely part of the OU library and available to the campus.

Gifts and Donations provided many unique and essential titles to the collection.

Item Type	Number
Books	960
Journals	0
CDs	9
DVDs	48
VHS tapes	0
Laser Discs	0
Total	1017

Exceptional gifts this year were received from Mrs. Carrie Lee Henderson and the estate of James P. McLain. Mrs. Henderson, granddaughter of Thornwell Jacobs, donated a number of letter, book, certificates and written materials belonging to Dr. Jacobs and to the son of Dr. Jacobs. The McLain family donated several hundred volumes of books on the history of Scotland and the sport of falconry.

Book donations were received from the following faculty, students and staff members: Dean Tucker, Anne Salter, Jeff Stinson, Bill Brightman, Julia Higgins, Nick Maher, John Cramer, Chuck Wingo, Jim Bohart, Doug McFarland, B. Palmer, Phil Neujhar, and Barb Henry.

The Library Building (Environment)

A major goal of the library is to provide an atmosphere conducive to scholarly endeavors. To that end, the library building must be carefully monitored, especially during hours of operation. All library staff and faculty are trained to observe and report any facility or security problems they may encounter. In addition, each knows how to open and close the building, secure alarms, and report problems. Enforcing and interpreting specific policies, especially those regarding food and drink in the library, and proper use of cell phones and equipment is also part of the daily operation for each staff member.

Currently the library is used for a number of additional activities that provide both revenue and scholarly support to the university. The Earl Dolive Theatre is a well utilized space and conducive to a number of activities. The Juvenile Reading Room is booked for a number of classes and presentations. Both the Writing Center and the Learning Resources Center occupy space in the library for their services. In addition, a number of private study rooms throughout the library are used for learning labs. The main reading room hosts the OU Passport programs for incoming students, the annual campus wide Liberal Arts and Sciences Symposium, and additional events related to admissions

The library conducted a survey of students and faculty as a means of evaluating opinions and suggestion concerning library services and space. The survey indicated much satisfaction with the library, its facilities, staff and equipment. The survey (see appendix) revealed the need for increasing existing areas for study and providing specific equipment and resources. The staff has already begun addressing these needs. When the library begins fall hours for 2009 there will be more causal seating areas, coffee in the 24-hour room, a printer in the 24-hour room, the return of Sunday hours, and additional signage.

Programming and Special Events

Halloween Party- The library hosted the third annual Halloween Party for the campus. The OU Development Department donated bagels and coffee to complement the free candy. Decorations and accompanying audio attracted many students and faculty to the celebration in the 24-Hour room.

Annual Art History Tea- The library and the art department sponsored a high tea and viewing of significant art books obtained by the library. The tea, catered by Bon Appétit, was a great success and drew 40 students who enjoyed brief lectures on the new acquisitions in the areas of art, architecture, and fine art. Computer access to appropriate online resources was also available.

First British Royal Florilegium-*"Over the last five years leading botanical artists from around the world were invited to paint examples of the plants and trees growing in HRH The Prince of Wales' garden at Highgrove in Gloucestershire.."* (http://www.addisonpublications.com/books/hf.html).Other programming events include the on-going exhibitions in the library featuring items from the book and DVD collections. Jeff Stinson, library assistant, planned and executed 16 individual exhibits. As a result of these exhibitions, students requested many of the items on display.

Exhibit title	Number of Days on Display	Check outs
Kevin Bacon Game	14	7
New Acquisitions	14	19
Chick Flicks	14	11
Stephen King	14	10
Alcohol Awareness	14	1
Fear	14	1
Anime	14	31
Movies and Their Sequels	14	14
St. Patrick's Day: St. Urho	14	0
Women Poets	14	0
Vampires	14	0
Nietzsche	14	0
TV on DVD	14	14
German Films	14	14
Famous Actors	14	7
Best Motion Pictures	14	11

<center>**Public Services**</center>

Reference and Instruction

The goals of the reference and instruction unit are to:

- Provide suitable instruction and assistance in the use of the library
- Provide prompt and equitable access to the collection

The goals are accomplished through a series of objectives that include the following:

- Promote the use of the library and its resources to the campus community
- Provide reference services to patrons, including group and individual orientation
- Create and sustain an information literacy program

In support of these goals during the 2008-2009 academic year, the library staff participated in the Fresh Focus orientation program providing both tours and hands on instruction session. For the first time, the fresh focus groups met as one unit with more than 99 students attending the first session. In addition the reference staff created individualized instruction sessions for classes; held special instruction sessions for faculty only; provided point-of-need instruction and assistance; presented sessions on plagiarism to the Honor Code sessions at orientation; developed plans for information literacy sessions with the learning communities; maintained and administered access to all electronic resources.

A total of 224 **students** attended the Fresh Focus library orientation sessions. Faculty scheduled 4 customized sessions with 32 students attending.

Point-of-need instruction and assistance is available from librarians and library staff during the hours the library is open. Users may request assistance with a variety of needs including reference and online instruction. This type of assistance is also available online through **Ask a Librarian** located on the library webpage and via telephone. Statistics show that the preferred use of contact is personal, and then telephone.

The chart below shows the reference activity for the year. Reference questions are those requiring either instruction with resources or research. Directional questions are no longer gathered as a statistic.

Reference Activity	Total
Reference Questions Answered	609
Bibliographic Instruction Sessions	4
Number of Students attending Sessions	32
Number of citations sent to faculty	5
Fresh Focus Sessions	14
Number of students attending Fresh Focus	238

Electronic Resources

The maintenance and acquisition of electronic resources are part of the responsibility of the reference librarian. The reference librarian is responsible for the following in relation to electronic resources:
- Management and access to all electronic resources
- Updating and refreshing all such links
- Selecting and licensing new electronic resources
- Maintenance of the library webpage
- Training of library personnel to troubleshoot and use effectively all such resources
- Promoting the use of the electronic resources to the campus

These resources are the preferred form of access for students. The highest percentage of the library budget is used to acquire these resources that support the academic program. In addition, they provide access to resources beyond the walls of the library. Through its membership in ARCHE (Atlanta Regional Council for Higher Education) the library receives access to GALILEO. GALILEO provides the library with a wide array of electronic resources at a reduced rate. "Participating institutions may access over 100 databases indexing thousands of periodicals and scholarly journals. Over 2000 journal titles are provided in full-text." The table below shows the Galileo usage statistics for Oglethorpe.

Galileo Usage Statistics – 2008-2009	Type of Usage	Type of Usage	Type of Usage
Month	**Keyword searches**	**Full-text articles**	**Logins**
July 2008	2,613	577	228
August 2008	2,058	477	183
September 2008	4,854	1,010	530
October 2008	6,959	1,337	604
November 2008	12,764	2,294	769
December 2008	8,231	1,825	565
January 2009	3,018	479	289
February 2009	8,170	1,632	566
March 2009	7,826	1,128	551
April 2009	19,531	15,667	1,387
May 2009	3,166	5,436	206
June 2009	3,389	7,815	265
	82,579	**39,677**	**6,143**

The library subscribes to databases independently and through other consortia including AMPALS and GPALS. Decisions for these purchases are faculty driven. The tables below indicate usage of these independent databases.

DATABASE	Sessions	Searches	Full-text Displays	Totals
Project Muse	556	466	926	1,948
JSTOR	4,011	8,418	9,790	22,219
WILSON	13,410	15,161	2,043	30,614

Circulation & Reserves

The circulation and reserves unit of public services provides timely and accurate management of library resources including circulation of all library materials to users. Circulation is the first area of contact and response for faculty, students, staff and visitors and thus provides the first impression of the library. It is a major mission of the unit to provide accurate information in a friendly, helpful, and courteous manner.

The goals of the circulation and reserves unit are to:
- Provide prompt, courteous, and equitable access to the collections
- Provide reasonable access to items which are not part of the collection

The goals are accomplished through a series of objectives that include the following:
- Circulation and shelving of materials
- Initial response to patrons' inquires
- Operating of the printed reserve collection
- General aspects of security
- Administration of student assistants

Daily activities of the circulation manager include charging and discharging books, supervision of shelving and stacks maintenance, corresponding with users concerning overdue and missing or lost items, supervision and implementation of all print reserves including processing, management of public access copying, microfilm and fax machines, maintaining user statistics, ordering supplies, and hiring and supervision of student assistants in the work study program.

The circulation manager runs reports on overdues, posts holds in Datatel as appropriate, maintains the integrity of all check out records, and provides and maintains faculty renewals. Special projects for 2008-2009 included:

- Coordinating and implementing a data to data dump with Datatel and Voyager
- Coordinating and participating in the Voyager Migration Project

The circulation manager, Judy Zahn, coordinated the first annual data to data transfer with voyager and Datatel. Along with Judy, Randall Cravey and Joanne Bossert worked together to complete this major project. Now manual entry is no longer necessary to

update student records in Voyager. The data to data dump is performed on a semester schedule. The activity of this project will be monitored for one year and any needed changes will be addressed at the end of that year. If fine tuning is required, the team will work together to resolve it.

The Voyager Migration Project was a major undertaking and included all members of the library staff (see Appendix F). The circulation manager was instrumental in providing needed data, testing beta sites, providing information and creating and maintaining guides and manuals for the project and attending regular meetings with other staff members to address project issues.

VRS training was also part of the migration process providing staff with a new, improved statistical analyses tool for library functions. The circulation activities are easily captured in this new reporting system and are provided below:

Circulation Statistics for 2008-2009

Collection Size	Added	Total at Period End
Titles	2,055	150,998
Holdings	2,079	152,685
Items	2,525	164,012
Collection Activity		
Items Used		6,751
Charges		9,756
Browses		999
User Community		
Registered Patrons	1,775	2,123
Total Attendance		46,092

Interlibrary Loan Services and Electronic Reserves

The interlibrary loan services provide a critical part of the mission of the library in support of the academic community through the following goals:

- Provide reasonable access to items which are not part of the collection
- Provide access to the library's own materials for the larger library community (outreach)
- Provide prompt and equitable access to the collections

The unit fulfils these goals through the following objectives:

- Prompt and accurate delivery of interlibrary loan materials to the Oglethorpe Community;
- Providing interlibrary use cards as appropriate
- Maintenance and overseeing of electronic reserves and all related copyright compliance

The interlibrary loan program provides Oglethorpe students and faculty with access to the majority of academic institutions in the state. As a member of two major consortia - ARCHE and GPALS - Oglethorpe University students and faculty have interlibrary privileges at other colleges and universities in the greater Atlanta area. Additionally, the library is a participating member of GOLD.

"GOLD or the Georgia Online Database serves as the interlibrary lending and union listing system used throughout the state. GOLD's consortium is comprised of more than 200 academic, public, private, school, special and technical college member libraries. The Georgia Online Database is a group access capability (GAC) that operates through the Online Computer Library Center (OCLC) and the OCLC's WorldCat database; the world's most comprehensive bibliographic database comprised of more than 100 million records." For each book we loan to a member of the University System of Georgia, we are reimbursed. The library has averaged about $105 per quarter.

The ILL manager, Lashael Parks, is also responsible for electronic reserves for the campus which makes available to the students all faculty requested reserve resources for online access. The manager must be up to date on all copyright law compliance laws for e-reserve materials. Lashael recently completed training for the newly implemented Moodle interface for campus e-reserves. . Borrower transactions for books and articles have increased by 60% over last year thanks to the efforts of Lashael Parks. Her high standards and ability to find materials expertly and expedite their delivery is much appreciated by faculty and students.

The table below shows the activity of the electronic reserve services for the academic year:

Number of Faculty placing electronic reserves	**22**
Number of individual items posted	**63**
Number of times the documents were downloaded	**2,779**

The following table provides statistics on the past year's ILL activities:

ILL Transactions	Loans	Copies	Totals
Borrower Transactions	565	65	630
Lending Transactions	432	71	502
Total Loans	997	136	1,132
ILU Cards Issued	**Faculty**	**Students**	**Totals**
Totals	4	44	48

Technical Services

Technical Services comprises the **cataloging and acquisitions** functions of the library. Together they are responsible for making all library resources shelf ready.

The goal of the unit is to:
- organize, describe and house the collection for effective access and preservation
- provide prompt and equitable access to the collections

These goals are accomplished through a number of objectives including:
- Creating and maintaining accurate Voyager and OCLC records
- Creating and maintaining all GOLD compliant records for serials/periodicals
- Receipt and handling of all incoming acquisitions
- Maintenance of all gifts and donations
- Accurate labeling and preparation of items for circulation
- Bindery preparation
- Serials control

Cataloging provides effective, accurate tools that aid users in locating information resources of value to them, either locally or remotely through the Internet. The unit also uses nationally recognized standards to process materials in all formats as efficiently as possible for the purpose of expediting research. Additionally, the unit is responsible for the accuracy of the contents of the online catalog. Every effort is made to identify and correct errors immediately.

The unit plays a key role in maintaining the accuracy of the online catalog in conjunction with all library projects including weeding, lost recovery, inventory, and binding. This year the unit cataloged a record number of items and processed an extremely high number of donations from retiring professors.

The following table provides a break down of the units work for the past fiscal year:

Items Added By Type	Totals
Books	1,629
• *Gifts*	1,468
DVDs	143
Video Tapes	15
CDs	132
Serials	58
Bound Periodicals	60
Microfilm	0
Totals	**3,505**

The unit also deals directly with all periodicals in print format including renewal and binding.

Binding/Periodical/ Book Repair	Item Count and Expenses
Binding Expenses	$984.50
Book Repair	110
Bound Periodicals weeded	2
Bound Periodicals added	58

Archives

The archives collect, preserve, and make available the history of Oglethorpe University. The archives achieve this mission through the following goals:

- Collecting and preserving the history of the university
- Providing access to the materials in the archives
- Providing appropriate preservation measures for collections

The archives meet these goals through the following objectives:

- Campus contacts to support the archival collection policy
- Providing internships and volunteer opportunities to support cataloging of collections
- Purchase and maintenance of quality storage materials
- Providing access to the research community

The full-time position of archivist is currently vacant. The director of the library is responsible for the continuation of the archival program. To support the collections and continue the program, library staff assists throughout the year. Two students have served in internships, each contributing to the cataloguing of significant collections.   Travis Kirspel from the Evening Degree Program and Chelcie Rowell from the traditional undergraduate program contributed to the archives through their internships. Travis processed the Walt Whitman collection and Chelcie processed the Thornwell Jacobs papers.   Volunteer assistance has also been significant.

Fred Agle, OU alum, is the current volunteer. Fred has worked with the visual arts collection, provided accessioning back up and is currently working with the Steve Schmidt photo collection. His service is invaluable to the archives as is his knowledge of the university and its history.

The research community used the archives for a number of scholarly projects. These include students form Emory University, local scholar Dr. Paul Hudson, and the National Park Service.

Archives Activities

Materials Accessioned	
Gifts	21
Purchases	0
Department transfers	12
Campus Publications	137
Donors (includes campus and community)	28
Visual Arts	32
Materials Processed	**480**
Visuals Scanned	2
Manuscript collections processed	3
Vertical files added – subject 26 + personality 16	43
Brochures, Events, files added	17
Item count added to existing files	620
Materials Reformatted	**309**
Preservation Photocopying (newspapers, visuals)	231
Visuals – TIFF files stored on disc	0
Research Inquiries	**39**
Faculty	4
Staff	5
Students	15
Alumni	4
Other	12
Outreach Services	
Tours	14
Attendance of tours	208
Exhibits	1
Total linear feet inventoried	**12**

Statistics

Public Services (Circulation, Reference)

Attendance	**46,092**
Faculty/Students/Staff	**39,430**
Visitors/Tours	**6,662**
Reference Transactions	**609**
Research	**390**
Faculty research	**219**
Instruction sessions	**49**
Students sessions	**48**
Faculty Staff	**1**
Attendance at Instruction sessions	**277**
Student Sessions	**270**
Faculty/ Staff Sessions	**7**
Interlibrary Loan Activities	**1,180**
Copies borrowed	**630**
Copies loaned	**502**
Interlibrary use cards issued to OU patrons	**48**
Circulation	**17,506**
Guest Log-in	**189**
Charges	**9,762**
Discharges	**9,861**
General Electronic Resources Statistics	
GALILEO Use	
Logins to Galileo	6,143
Full-text articles displayed	39,677
Keyword searches	82,579

Statistics

Technical Services (Cataloging, Acquisitions)

Volume Count June 30, 2008	**156,882**
Books (Non-serial) volumes added	2,672
Bound serial volumes added	60
Non-serial volumes withdrawn	0
Bound serial volumes withdrawn	2
Microfilm reels added	0
Microfilm reels withdrawn	0
Volume Count June 30, 2009	164,012
Gifts and donations	1,468
DVDs	143
CDs	132
Video tapes	143
Linear feet added	**1,838**
Bindery Expenses	$984.50

Statistics

Use of Auxiliary Rooms in the Philip Weltner Library - Oglethorpe University

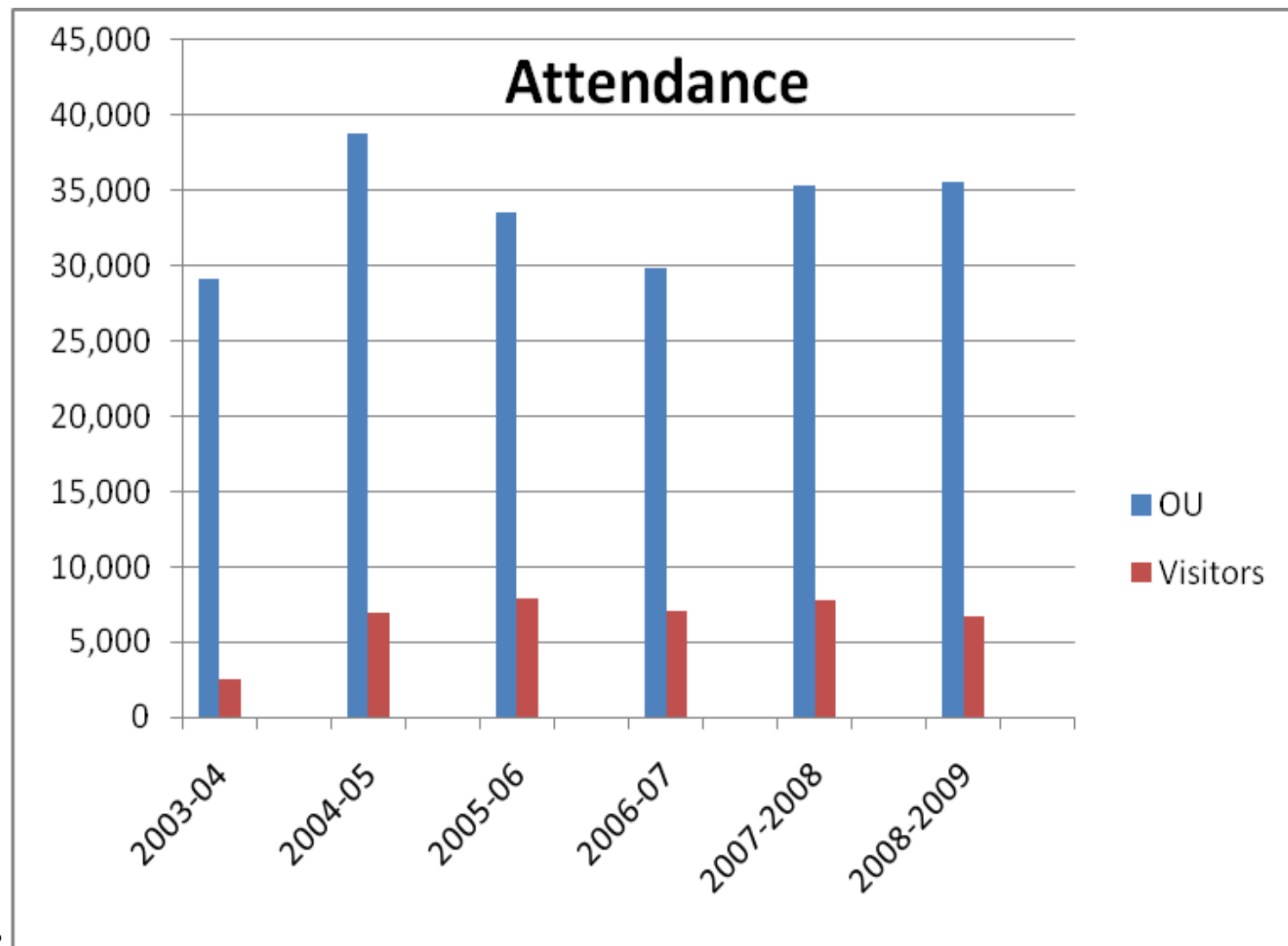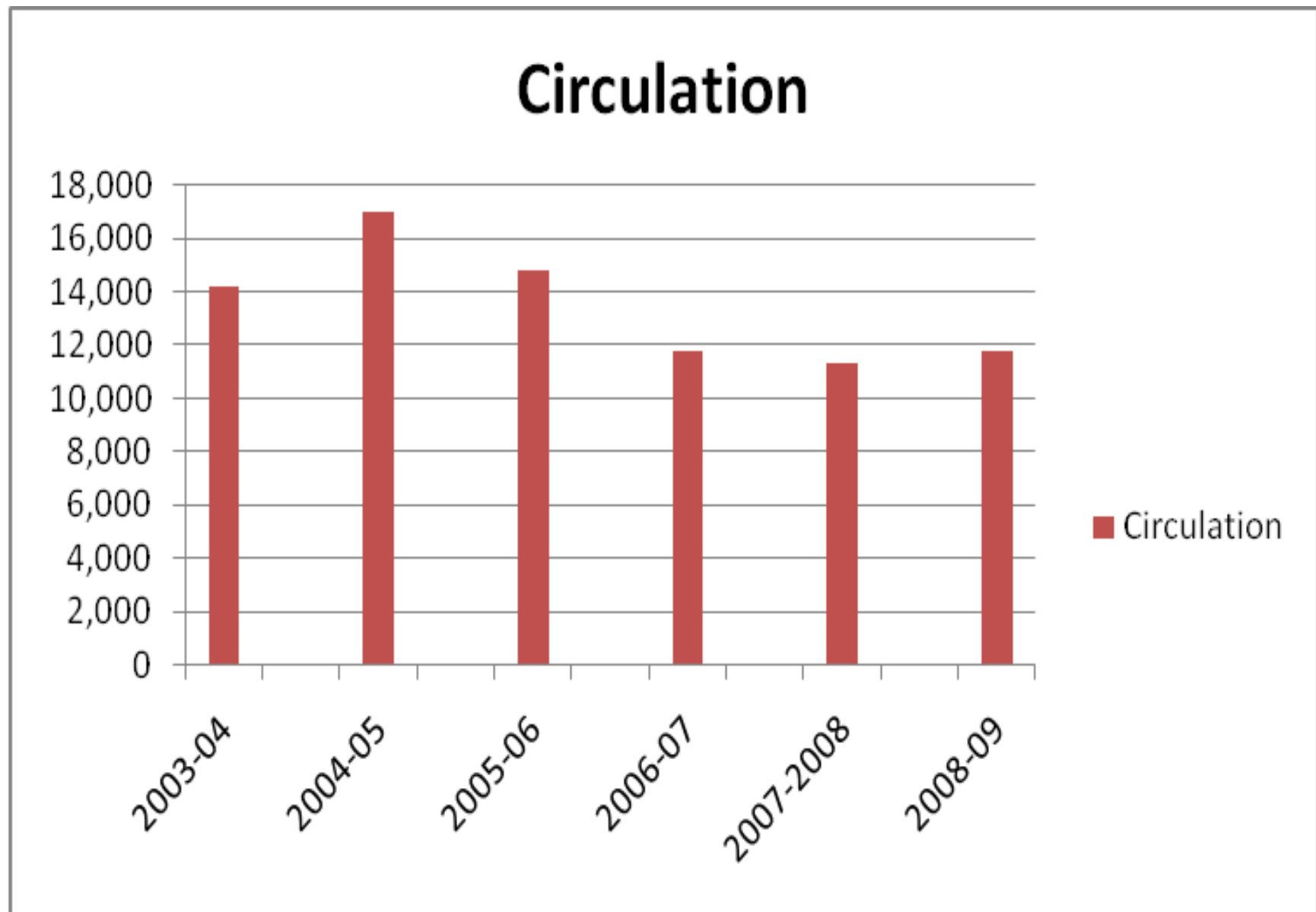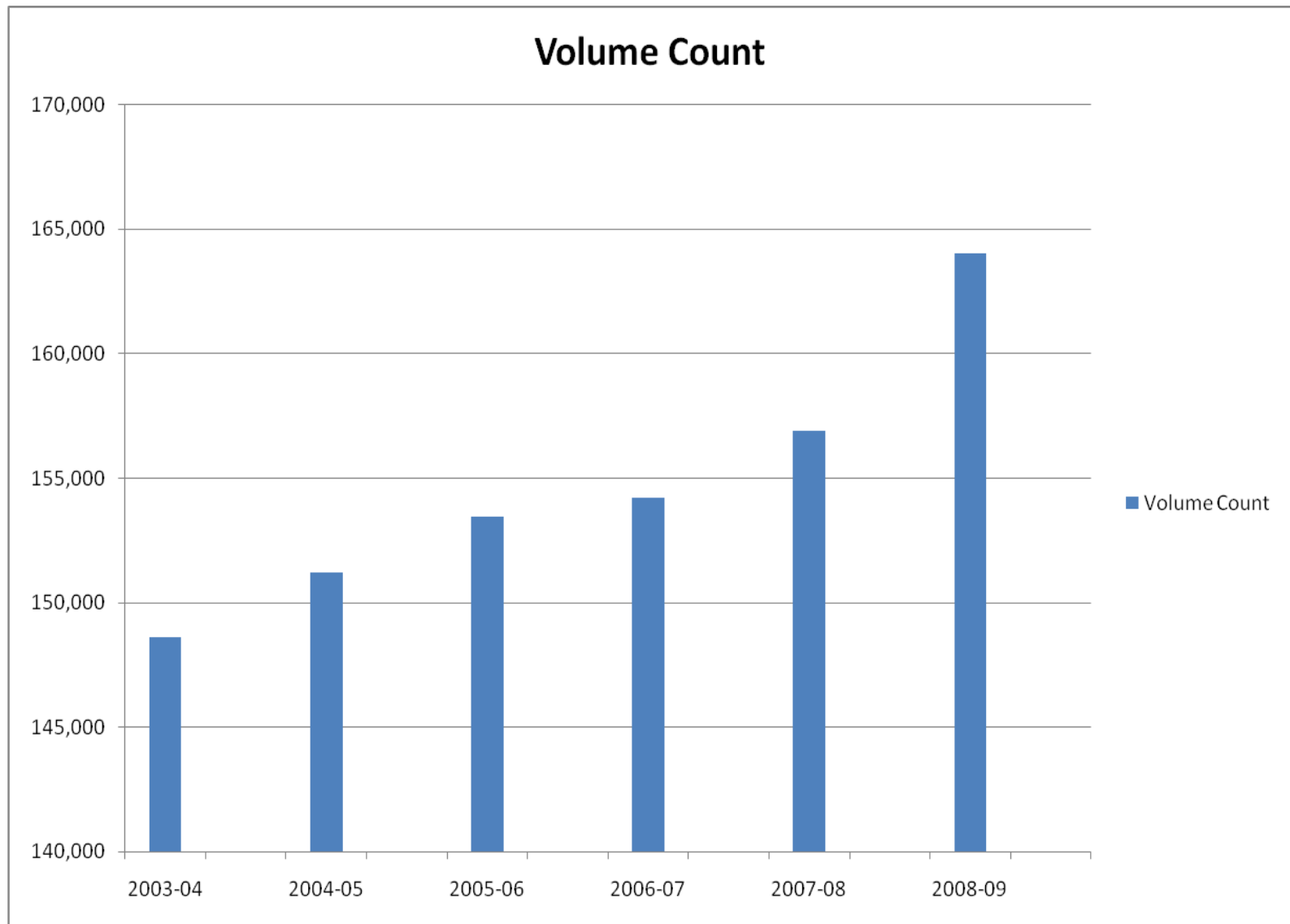| Room Name	Use
Earl Dolive Theatre	532
Hobbs Room	186
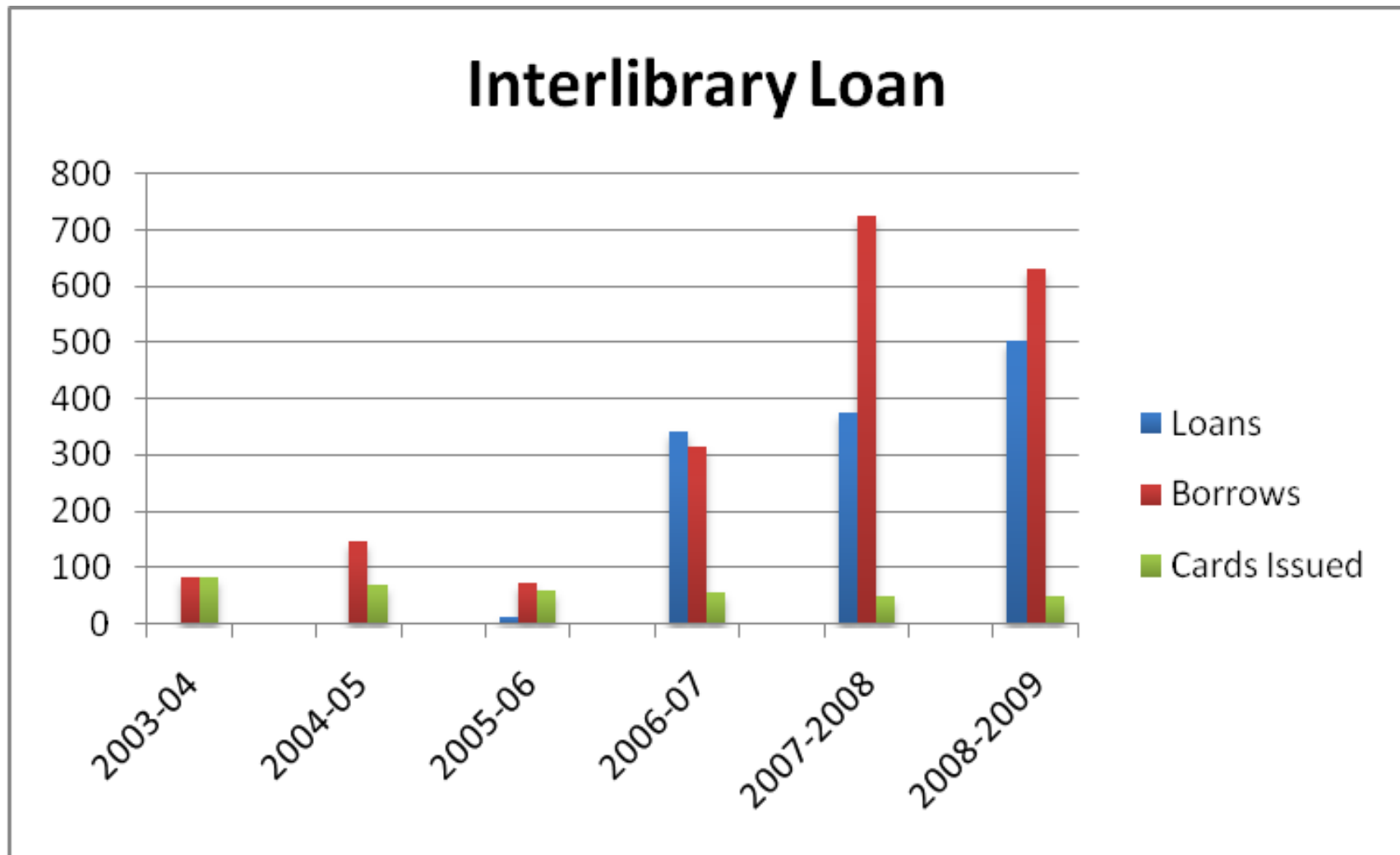
Figure 1

Figure 2

Figure 3

Figure4

Administrative Department Assessment Plans (2008-2009)

Department: Library
Contact Person: Anne A. Salter

The following table will guide you in the development of a departmental assessment plan. Such a plan must include a clear statement of mission and goals, specific measurable objectives, multiple measures to assess each objective, and clearly defined criteria for success. Above all, the plan should demonstrate that the results of assessment are being used continuously to improve the quality of the education that students in your department receive. This document represents the desired format and minimum content to be submitted in your assessment plan. There are, however, many ways to design effective assessment programs and you may wish to add information based on other models available in your discipline. This template provides a starting point for organizing your own thinking about assessment. Use the electronic version of this template to fill in your department's information in the right column.

Departmental Mission	The primary purpose of the University to conduct a program of undergraduate education for men and women of above-average ability and traditional college age. The primary mission of the Philip Weltner Library is to provide library services (access to published knowledge and services) in direct support of the University's primary program. The library has a secondary mission to: support the secondary programs of the University; serve as the Archives of the University; support the extra-curricular interests of members of the University community.
Long-Term Department Goals	The library pursues the following goals to accomplish its mission: • collect an appropriate selection from the universe of available material • organize, describe, and house the collection for effective access and preservation • provide prompt and equitable access to the collection • provide suitable instruction and assistance in the use of the library • provide reasonable access to items which are not part of the collection
Coherence	1. Promote the use of the library and its resources to the campus community. 2. Acquire, organize, describe and maintain the collections. 3. Provide reference service to patrons, including group and individual orientation. 4. Organize and implement interlibrary loan services. 5. Keep internal financial records and liaison with the University Business Office. 6. Provide circulation and shelving of materials, initial response to patrons' inquiries, operation of the reserve collection, and general aspects of security. 7. Train library student assistants 8. Create and sustain an information literacy program
Annual Departmental Objectives	I Content Building • Develop resources for the Shakespeare minor • Develop resources for the four pilot learning communities • Continue the cycle for library based collection maintenance including weeding, replacement, inventory

	II Program Building • Design and implement an information literacy class for the newly designed learning communities • Increase number of sessions for library instruction • Increase use of faculty liaison and faculty research programs • Continue to develop and market a useful approach to freshman orientation and instruction • Seek and implement means of integrating learning communities and non- learning communities in library based activities • Market and promte programs and services through an updated web page and variety of methods • Complete staff redundancy training • Complete in-house "cookbook" for library technology III Access Systems and Services • Continue and complete the transition to GIL • Find and review an e-reserves system for the campus • Implement new e-reserve policies for the campus • Work with registrar and IT to develop cycle based information for student holds • Work with registrar and IT to develop email delivery of overdue notices • Review and evaluate periodical holdings • Upgrade level of participation in GOLD periodicals shared database • Increase ILL use with special focus on student use • Continue to effectively train and evaluate student workers
Assessment Techniques	Measures will be acquired through a variety of methods including points of comparison, output measures, evaluation questions, and surveys. Data gathering will be used to measure use of facility and resources.
Data Analysis and Results	Metrics will be applied and available in the 2008-2009 annual report. Quantitative and qualitative measurement will include statistics; interlibrary loan delivery data, user feedback and user surveys.
Timeline for Implementation	Fiscal Year, 2008-2009
Actions Taken	The process for moving to GIL is underway and should be competed by the end of June, 2008. System upgrades will begin immediately and staff sessions on using the system will be integrated throughout the fiscal year as necessary.

Philip Weltner Library Goals and Evaluation Procedures 2008-2009

GOAL	Objective	Evaluation Procedure	Use of Results
A. Philip Weltner Library will provide prompt and equitable access to its collections through a wide range of services.	Provide convenient, **effective access** to books and other information resources both locally and worldwide	1. Conduct regular surveys to determine the success of users in locating material in the catalog, in the library and online a. Obtain use statistics to assess use of resources. b. Conduct annual Student Satisfaction Survey	Compare stats to LibQual survey of 2005; Review results to determine whether users are satisfied with the tools and methods for locating materials and take appropriate action based on results. Student and faculty surveys indicate high satisfaction with the library while requesting resources in specific areas and more info lit training.
		2. Calculate ratio of ILL materials requested to those delivered a. Investigate possibility of joining GIL express b. Expand student based Ill services for 2008-2009 3. Continue Faculty Liaison program 4. Build on Faculty Research Program	Analyze results; determine reasons for non-delivery and adjust procedures as appropriate Track number of students using ILL and compare to stats from last year. Track and compare faculty use of library and faculty research program participation ILL services have increased 60% as shown by stats.

B. Philip Weltner Library will support the university curriculum through selection of appropriate materials.	Maintain a broad range of **quality resources and services through content building especially for new classes.**	1. Analyze GALILEO statistics to determine usage by Philip Weltner Library.
		2. Periodically survey users to assess effectiveness of resources and services in meeting their research needs
		A. 2005 LibQual Survey Recommendations:
		   1. Add more materials to the science collection
		   2. Better quality of service from student assistants
		B. Annual Student Satisfaction Survey
		1. Library in top 10 for first time. (2003-2004)
		C. Create and implement user survey for 2008-2009
		D. Conduct survey of resources for new Shakespeare minor; add materials as necessary seeking faculty input; online study guide
			1. Use results to determine renewal of existing products and acquiring of more pertinent resources
			2. As result of LibQual Survey of 2005:
			   A. Added more materials to the science collection and added SciFinder database and Biological Sciences in JSTOR 07-08
			   B. Better quality of service from student assistants
			   C. Created student handbook and provided more one on one training of student assistants
			B. Use: Seek to add more detailed questions to student satisfaction survey
			C. Implement an evaluation in 2008-2009
			D. Completed DVD survey.
			E. USE: Evaluated collection through 2007-2008 inventories
			1. established weeding cycle
			2. established lost-system replace policy for replacing lost books
			2. update webpage according to student project of spring 2008 (in process for 2009-2010)
			3. Following up on student survey request for more study space, increased Sunday hours (return them) and more access to copiers and printer.

		E. Demonstrate regular and systematic evaluation of the library & its policies	
C. Provide suitable instruction and assistance in the use of the library	**Promote the use of electronic information** resources by creating an environment where research and instruction can flourish	1. Monitor attendance at all instruction sessions; drop in sessions 2. Determine ratio of students attending library instruction sessions to total student population a. Analyze against last year's Fresh Focus statistics 3. Continue faculty training sessions. 4. Conduct Fresh Focus and Learning Community training sessions for students 5. Reorganize library space to provide more intimate study and lounge areas for research 6. Continue to gather hourly headcount	Market sessions to the campus continuing previous marketing strategies and adjusting for new ones a. Have staff attend marketing workshops b. Track marketing activities and compare against 2007-2008 figures for session attendance c. Use student survey from 2008-2009 to analyze and adjust as necessary d. Analyze data against last year's attendance at workshops e. Conduct a post-session test and analyze results Analyze use of new study space with hourly head count Surveys indicate desire for increased info lit session and appreciation for existing causal study areas and request for more study areas.
D. Organize, describe and house the collection for effective access and preservation	Inventory and evaluate periodicals collection for improved local accessibility	1. Add holdings to GOLD 2. Review bindery decisions 3. Eliminate non-used titles available in electronic format 4. Continue adding gift books 5. Maintain archival gifts and inventory collections as possible 6. Review contracts and cooperative agreements annually 7. Review cost of these services and use of resources 8. Calculate ILL delivery time 9. Review Galileo Use STATS 10. Review GIL usage statistics beginning with inception of GIL (fall 2008)	Track periodical usage and compare to last years analysis Compare against online usage Analyze use statistics and compare to last year's. Analyze GALILEO use stats and renew databases based on usage. Analysis shows heavy sue of GALILEO during peak times of the semesters. The need for more classes in how to use it is indicated strongly in the surveys. The library moved to RITS instead of GIL and is now able to provide more statistics on the activities of the library including circulation and use of resources.

Administrative Department Assessment Plans (2009-2010)

Department: Library
Contact Person: Anne A. Salter

Departmental Mission	The primary purpose of the University is t0 conduct a program of undergraduate education for men and women of above-average ability and traditional college age. The primary mission of the Philip Weltner Library is to provide library services (access to published knowledge and services) in direct support of the University's primary program. The library has a secondary mission to: support the secondary programs of the University; serve as the Archives of the University; support the extra-curricular interests of members of the University community.	***University Goals/Missions** As a support service to the academic program the library endeavors to support all activities related to reading, critical thinking, assessment of information, skill building for life enrichment, reasoning skills in the selection of relevant information. In addition the library supports and promotes the Honor Code.
Long-Term Department Goals	The library pursues the goals tasks to accomplish its mission: • collect an appropriate selection from the universe of available material • organize, describe, and house the collection for effective access and preservation • provide prompt and equitable access to the collection • provide suitable instruction and assistance in the use of the library • provide reasonable access to items which are not part of the collection	Specifically supports Goals 1,3,4,6
Coherence	9. Promote the use of the library and its resources to the campus community. 10. Acquire, organize, describe and maintain the collections. 11. Provide reference service to patrons, including group and individual orientation. 12. Organize and implement interlibrary loan services. 13. Keep internal financial records and liaison with the University Business Office. 14. Provide circulation and shelving of materials, initial response to patrons' inquiries, operation of the reserve collection, and general aspects of security. 15. Administration of student assistants assigned to the library. 16. Create and sustain an information literacy program	Specifically Supports Goals 1,3,4,6
Annual Departmental Objectives	I Content Building • Develop resources for Asian studies, CORE, science, English Literature • Develop resources for Honors Program research component • Continue the Digital images program • Continue archival processing and acquisitions	Supports Goals 1,3,4,6

	II Program Building • Design and implement an information literacy class for the Honors Program for freshmen and juniors with emphasis on research. • Increase use of faculty liaison and faculty research programs • Marketing and promotion of programs and services through an updated web page with more desk top delivery • Design and promote coffee area in the library III Access Systems and Services • Continue work with Moodle to refine new system for e-reserves. • Increase ILL use with special focus on student use • Work with PR to promote library resources, service, activities • Provide increased access to DVD collection for campus • Design new inventory control work flow with new equipment • Create and promote copy room • Design and implement new orientation program for the library • Increase hours • Increase the integrity of the collection through technical services work with periodicals, serials, catalog maintenance, monitoring procedures • Implement an ERS Management system	
Assessment Techniques	Measures will be acquired through a variety of methods including points of comparison, output measures, evaluation questions, and surveys. Data gathering will be used to measure use of facility and resources.	
Data Analysis and Results	Metrics will be applied and available in the 2009-2010 annual report. Quantitative and qualitative measurement will include statistics; interlibrary loan delivery data, user feedback and user surveys.	
Timeline for Implementation	Fiscal Year, 2009-2010	
Actions Taken		
Revisions to Assessment Plan		

*University Goals
1. The ability to read critically – to evaluate arguments and the evidence, and to draw appropriate conclusions.
2. The ability to convey ideas in writing and in speech – accurately, grammatically, and persuasively.
3. Skill in reasoning logically and thinking analytically and objectively about important matters.
4. An understanding of the most thoughtful reflections on right and wrong and an allegiance to principles of right conduct, as reflected by Oglethorpe's Honor Code.

5. The willingness and ability to assume the responsibilities of leadership in public and private life, including skill in organizing the efforts of other persons on behalf of worth causes.
6. An inclination to continue one's learning after graduation from college and skill in the use of books, information technology, and other intellectual tools for that purpose.
7. A commitment to a set of career and life goals.
8. An awareness in the increasingly international character of contemporary life and skill in interacting with persons of diverse cultural backgrounds

Library Counts 2008-2009

	Added	*Total at Period End*
Collection Size		
Holdings	2,055	150,998
Titles	2,097	152,685
Items	2,525	164,012
Collection Activity		
Items Used *		6,751
Charges		9,756
Browses**		999
User Community		
Registered Patrons	1,775	2,123

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* Items Used represents each unique item that was Charged. Browses are excluded.

** Browse is a Discharge without a corresponding Charge; cumulative Browse count at period end = 38,526

Philip Weltner Library Faculty User Survey

Services:

1. What library services do you currently use?
   - ❑ Research Information Literacy classes Interlibrary Loan Acquisitions Writing Center Copyright Information
2. Which of these services have you used in the last year?
3. Which services are most helpful?
4. What additional services would you like offered?
5. Do you include assignments in your courses that require students to use the library's resources? Why or why not?

Resources:

6. What resources would you like to see the library purchase?
7. What subject areas would you most like us to augment?
8. What types of resources do you use?
   - ☐ DVDs Books Newspapers Journals Databases
9. Would you like to see the library offer a for-credit library instruction course
10. We will be acquiring software that will enable us to create study guide pages for faculty. These guides will list resources in the library and online that relate to your syllabi. Are you interested in using this service? _____ yes   _____no

Survey results: 47% of the faculty responded to the survey.   Responses to question1 indicate that interlibrary loan services are the most used (79%) with the writing center (63%) and research (57%) a close second and third. Responses to question 2 indicate a need for more resources in the following areas: Asian studies, Core Shakespeare programming, more information lit classes, more economics resources, and more politics and history resources. Question 3 indicated that books (68%), Journals (57%), DVDS and Databases (both 47%) were the most used resources. Responses to question 5 reveal that many faculty assign the use of primary materials, book reports, use of databases and scientific literature. More instruction in the use of Galileo and more info lit instruction were requested. Responses to question 6 reinforce the need for resource tutorials and information on copyright.   Responses to question 7 show a tie for workshops and handouts as the preferred format. Responses to question 8 indicate a webpage that is easier to navigate, the return of the OED to the web and more Galileo training. Responses to question 9 indicate the need for more science journals. This request is an ongoing concern. Summarizing the response to the last 3 questions, the for-credit course was not supported; more instruction sessions were requested ;improvements to the seating in the 24 hour space was recommended. Many favorable comments were made about the library and its services. The staff are compiling the responses and addressing the needs and improvements.

Philip Weltner Library Student User Survey

1. What year are you?

2. What is your major? (If undecided, please say so)   _____
3. How often do you use the library?

4. If you never or infrequently use the library, please indicate why: (Check all that apply)
     ❑   I buy what I read
     ❑   I have received poor service in the past
     ❑   I don't have time
     ❑   Hours open are inconvenient
     ❑   The library doesn't have what I want/need
     ❑   I get most of the information I need from the Internet

5. What services do you use at the library? (Check all that apply)
     ❑   Computers (Leisure: email, Face book, etc.)
     ❑   Computers (School: journals, databases, library catalog, etc.)
     ❑   Borrow materials (books, DVDs, videos, CDs)
     ❑   ILL (Interlibrary Loan)
     ❑   Study Areas
     ❑   Reference Librarian
     ❑   Print Periodicals (Journals or newspapers)-
     ❑   Other:
     ❑
6. What services or programs would you like to see offered at the library? (Instruction sessions, tours, one-on-one reference help, etc.)
7. Additional Comments/Suggestions (Please use back if necessary):

Survey results: 19% of the student body responded to the survey. 45% of those responding use the library regularly. Infrequent users are most likely to use the internet at home (15%). 92% sited use of computers, databases, and the library catalog as the most used library service. 78% used it to borrow resources while 92% used it for study purposes. The use of print periodicals was higher than expected with 35% using these resources. Responses to number 7 indicated that everything was fine, need for more study space, more hours, and a printer in the 24 hour room. **The library staff is systematically addressing the requests and making these changes as budget permits.**

Appendix F

Voyager Migration Project Summary   2008-2009

For economic reasons and for the purpose f replacing a server that was quickly becoming obsolete and dysfunctional, the library studied the possibility of making a change for the maintenance, servicing, and hosting of the Voyager Server to an off site location. Two options were immediately attractive:

- Join GIL
- Join ExLibris

Option one, joining GIL, would entail acquiring permission to join a system open to state academic institutions. GIL was created originally to provide a centralized online hosting service for Voyager. Voyager, the online library catalog service selected by the State of Georgia, was instituted several decades ago and provided a centralized online system for the state colleges and universities. The GIL system was formed to provide a hosting system located at Georgia State University. GIL personnel provided technical support and, servers. The membership grew rapidly.   Because GIL lost 30% of its funding and because the migration of the state technical colleges was ahead of private college requests, the second option, ExLibris, was investigated.

ExLibris, the parent company of Voyager provides hosting services, updating of the system and technical support 24/7 to its clients. The cost of $12,000 per year was economically feasible and much more reasonable than hiring even a part-time Voyager systems administrator.

Randall Cravey, retired Voyager specialist form GSU, served as the project manager for the Library. Because of his expertise, the library made a seamless transition to the new system. Other critical personnel included Chris Lawrence of ExLibris who was instrumental in the change as was Steve Renker of OU. Once the system was captured– which took less than one day- the ExLibris techs ran test to see what changes needed to be made. After this was completed, the second phase was to update the system to be compliant with the most recent upgrades.

The upgrade took one working day and 2 additional days to troubleshoot. Downtime was only problematic for staff behind the scenes and users were able to initiate searches in the catalog with only 3 hours of downtime at a non-peek time.

The switch has been successful and the partnership with ExLibris is off to a great start. Special thanks goes to the library staff for their patience, interest, testing and retesting of beta materials, and enthusiasm for the change.   Additional products created from this change include a manual/guide created by Randall Cravey and access to a highly sophisticated statistical system providing additional means of gathering statistics for functions and activities.