A 2016-2017 End of Year Report for:

The Libraries at High Point University:

Smith Library, the Martha Luck Comer Learning Commons and the School of Education Resource Center

Our Mission - The Libraries of High Point University serve an undergraduate, graduate and faculty clientele and are dedicated to the success of our students and faculty in their research and learning endeavors.

Each year the library staff produce an end of the year report with a focus highlighting the use of library facilities, resources, and services. This year we augmented the report with results from the 2017 student library satisfaction survey.

As always, please let us know if you have questions or concerns.

David L. Bryden, Director of Library Services

R. G. WANEK CENTER

HERMAN & LOUISE SMITH LIBRARY

SCHOOL OF EDUCATION
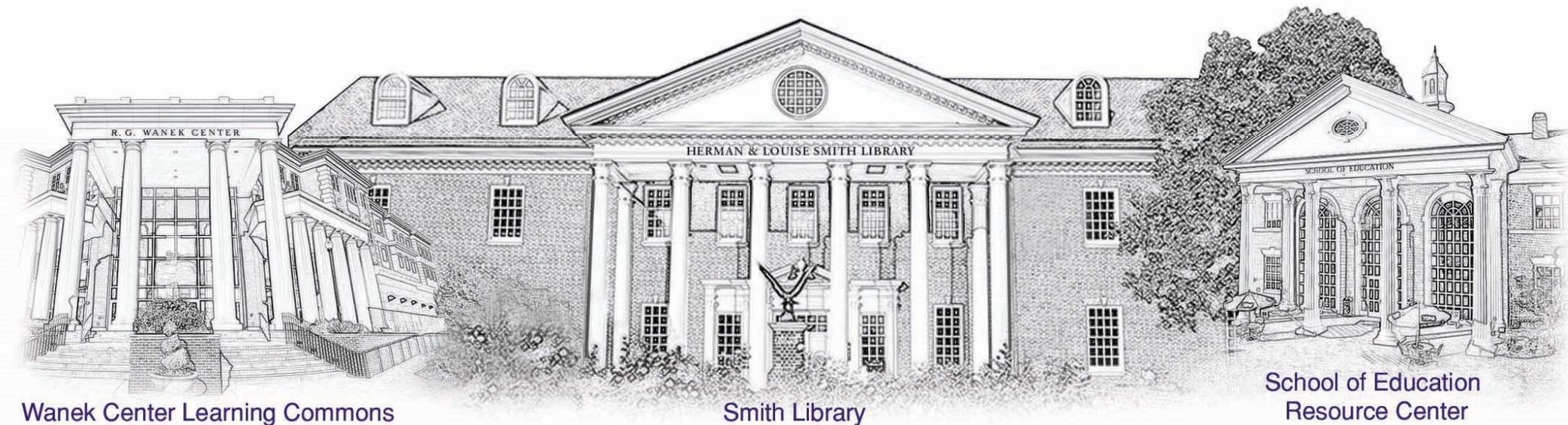
Wanek Center Learning Commons

Smith Library

School of Education
Resource Center

Do university community members make use of the library facilities and resources at HPU?

Library service		HPU	National Avg
Borrowing of books		18,700	18,733
Interlibrary loans received		1,980	2,600
Interlibrary loans sent		1,956	3,070
Library instruction sessions		294	143
Operating hours		168	90
Patrons in the door		265,000	243,000
Presentation attendance		4,300	2,584
Research assistance in-person		2,660	2,546
Research assistance via chat		2,880	1,949
Library collection		HPU	National Avg
Collection size		665,000	557,000

Yes! As can be seen in this chart, High Point University students, staff, and faculty use the facilities, the services, and resources. According to data from the 2016 *Association of College and Research Libraries ACRLMetrics* survey, our library compares favorably to the national average of like-size schools.

These numbers demonstrate the emphasis that the library places on public services. For example, we are open more hours and we make more presentations than other libraries of our size.

Gate count: Smith Library

212,000 door count

168 hours a week

Wanek Center Learning Commons:

51,000 floor count

152 hours a week

SOE Curriculum Center:

2,560 door count

28 hours a week

Collection:

661,000 volumes

55,000 journal titles

10,300 Movie and TV titles

Borrowing:

11,400 books

7,300 DVD titles

Library Instruction Sessions:

294 sessions

4,300 students

Research assistance:

Queries at Smith – 2,334

Queries at the WC – 326

Via Chat :
2,880 questions

The library invests money in content. Is the collection meeting the needs of its users?

This chart has information on physical items checked out from the collection. It shows circulations by material type and by borrower. Equipment checkouts include cameras, laptops, headphones, and calculators.

We circulated 24,529 items from the traditional collection. DVD and children's books saw lots of circulations. In all we circulated 11,468 books. Students used the collection the most but faculty and staff made use of the collection as well.

Material	Totals	Borrower	Totals
Book	11,468	Student	13,783
Video DVD	6,556	Faculty	4,980
Equipment	4,987	Staff	3,869
BluRay	748	ILL	723
Games	347	Graduate Student	484
Journals	82	Adjunct Faculty	352
Audiobook	89	Missing	107
Music	57	Doctoral Student	74
Toy	46	Withdrawn Items	82
Kit	35	Alumni and Friends	31
Music LP	23	Reciprocal	18
Video	21	Library staff	25
	24,259		24,529

Yes! HPU libraries circulate about 10 percent of the collection each year. Students at HPU would have to checkout 5 items each to meet this level of circulation. On the 2017 student library satisfaction survey, 70% of students questioned responded positively to the following:

Are there enough library resources available to meet your needs when researching in your major?

Circulations by Library Branches

Branch	Circulations
Smith Library	17524
School of Edu	4566
Learning Common	508
Bassett Furniture	6
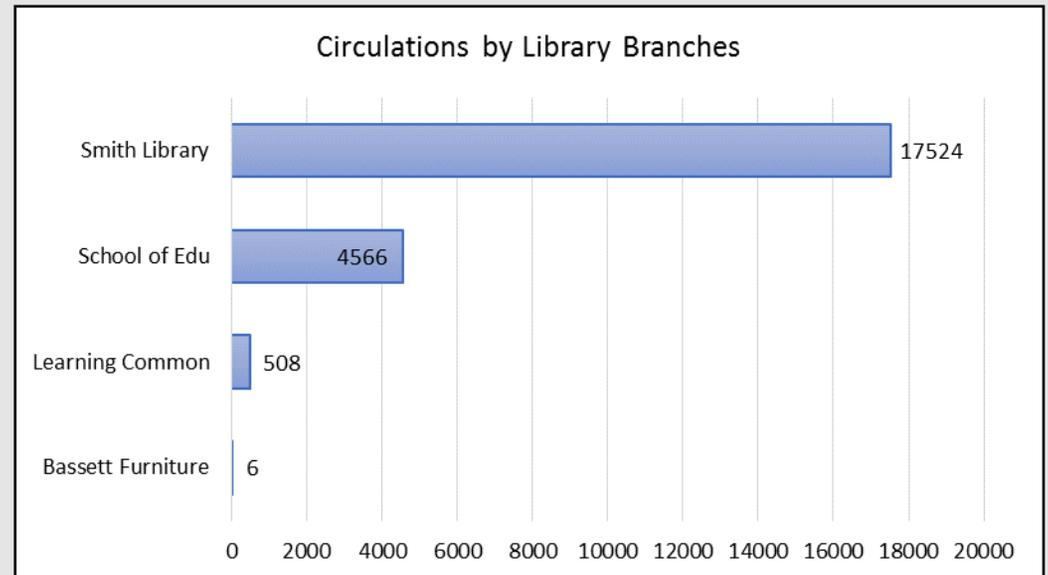
Is the investment in access to resources of value to the University?

HPU students, faculty and staff made good use of online resources for research and class assignments. Overall, the campus performed 436,000 searches, downloading 358,000 articles, books and other content at an **average cost of .83 cents per search and 1.01 cents per full-text item. (Highlighted items were purchased to support the health science curriculum)**

Searches by Database

WorldCat Local	203,611
ProQuest Central	58,170
PsycINFO	24,002
Jstor	17,663
OED	9,673
SciFinder	7,441
Academic OneFile	7,375
LEXIS-NEXIS (Academic)	7,159
ReferenceUSA	6,958
MicroMedex	6,100
AccessMedicine	5,382
Ebsco eBook Collection	5,223
ebrary	5,097
eBooks on EBSCOhost	5,091
ArticleFirst	5,000
PsycARTICLES	4,866
Communication & Mass Media	4,531
ERIC via Ebsco	3,799
Opposing Viewpoints	3,604
Statista	3,411
MLA International Bibliography	3,099
PsychTests	2,492

Full text Retrievals by Database

ProQuest Central	70,158
Jstor	25,170
ScienceDirect	24,610
JournalFinder	23,818
ReferenceUSA	21,736
ABInform	20,268
UpToDate	14,831
Wiley Journals	13,198
AccessMedicine	11,141
Taylor and Francis Journals	9,854
LEXIS-NEXIS (Academic)	9,119
Sage Journals	8,412
AccessPharmacy	8,128
MicroMedex	7,100
PsycARTICLES	7,043
Springer Journals	6,955
Oxford English Dictionary	5,290
Springer eBooks	5,213
Academic OneFile	4,755
Ebsco eBook Collection	4,599
eBooks on EBSCOhost	4,466
Films on Demand	4,336

Yes! These charts show the number of **searches by database** and the number of **full-text retrievals by database**. These numbers are particularly sobering when one considers that the average pay-per-view item cost of many of these resource is as high as $15 to $25 dollars per full-text retrieval!

Is web access to library content relevant to our students?

We provide our students access to a set of resource focused webpages that can be found at: **www.highpoint.edu/library/.** It is one of the starting points for our "chat client", tells patrons about the library, and acts as a portal for students looking for research resources.
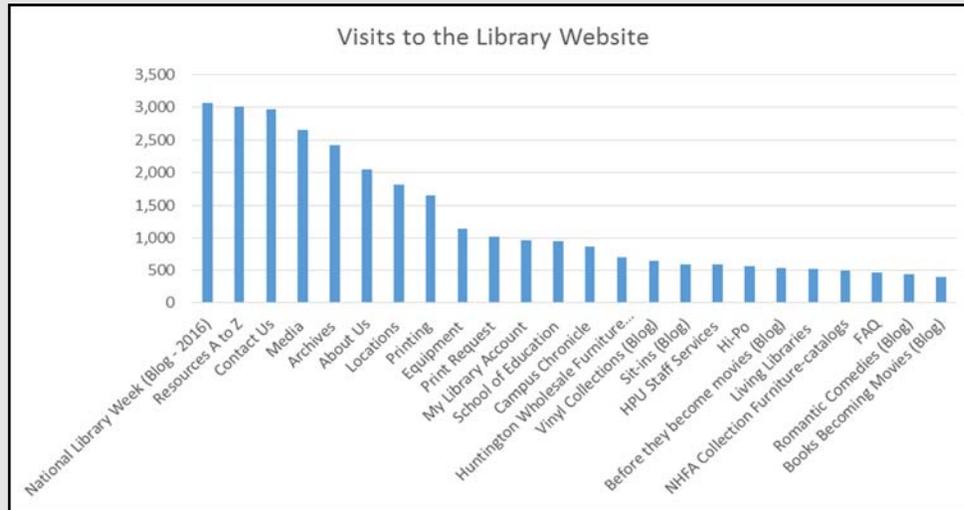
Our most visited webpages this year were a blog post on National Library week, Media Services and related pages such as printing. The policy page *About Us* and *Archives* are always well used. New this year was the heavy use of several archival content pages such as Huntington, Hi-Po, Campus Chronicle and NHFA.

Yes! Students, staff, and faculty make use of the library website. In all, www.highpoint.edu/library saw 112,000 sessions and 179,000 page views, with 20% of the traffic new to the website in 2016.

Also, results from the 2017 student library satisfaction survey support this assessment: 80% of participants in the survey agreed that "Library web pages make it easy to find information".

LibGuides are webpages that are constructed to provide library staff a simple way to construct web-based content designed specifically for our students to use. A lib-guide can be focused to a class, a subject or a skillset.

LibGuide Stats—**120,980** total uses

- Art & Design Subject Guide – **27,827** uses

- APA Citation Guide – **27,185** uses

- ENG 1103—**2,527** uses

- Plagiarism – **1,576** uses

Does the library help HPU students be successful?

We encourage our students to meet with a librarian. During the school year, 2,334 students met with a librarian for research help at Smith Library, the School of Education Resource Center or at the Martha Luck Comer Learning Commons.

Student meetings with a librarian

A bar chart titled "Student meetings with a librarian" showing Directional/Informational (blue), Research (orange), and Technical (gray) meetings by month from June through May. Y-axis ranges from 0 to 300.
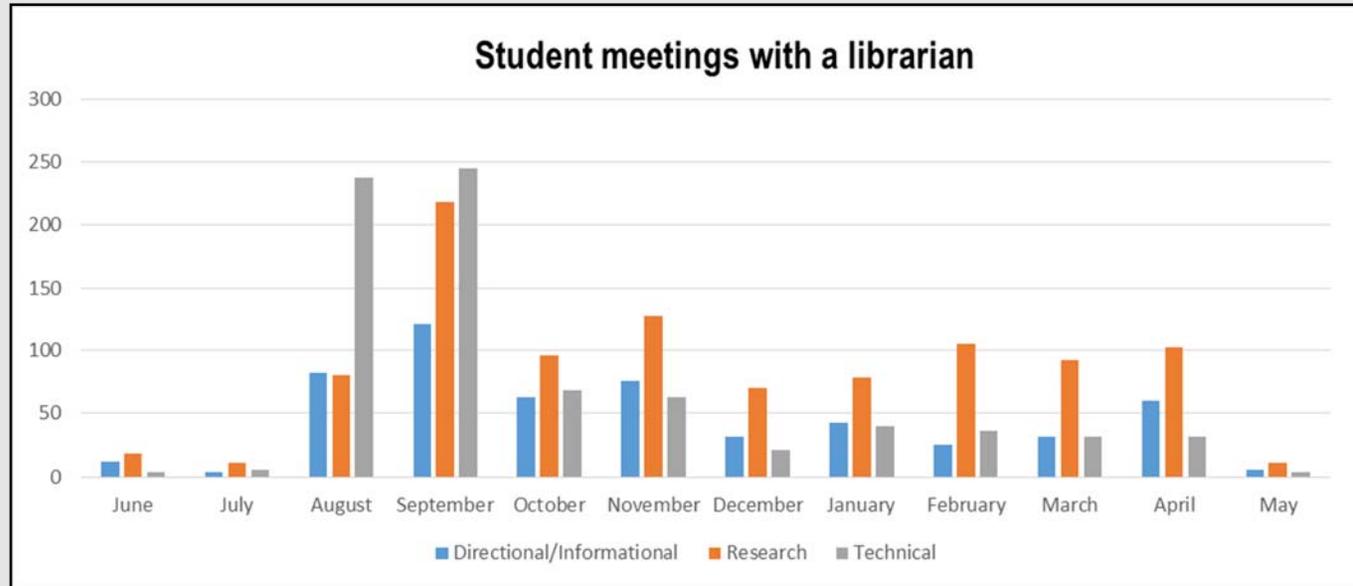
We encourage our students to "chat" with a librarian. Students can "chat" with a librarian 24/7 during the regular school year, and during the summer we "chat" when the library is open.

Chats with a librarian

A bar chart titled "Chats with a librarian" showing monthly values: Jun-16: 83, Jul-16: 102, Aug-16: 164, Sep-16: 355, Oct-16: 261, Nov-16: 396, Dec-16: 195, Jan-17: 185, Feb-17: 341, Mar-17: 319, Apr-17: 390, May-17: 87.
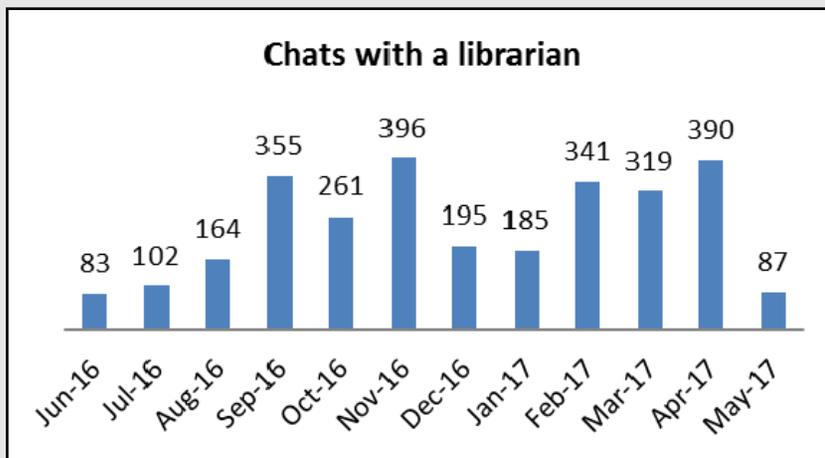
Yes! This data illustrates the library's commitment to "meet the student where they work". A student can interact with a librarian 24/7 during the regular semester.

Even if students are not on campus, the chat service provides them a method to ask a question. For example, last year students used the service when they studied abroad putting Frankfurt Germany in the top four cities that accessed our website!

Do students get the help that they need?

Yes! The 2017 student library satisfaction survey indicates that in the eye of the student, library outreach services are very successful.

## Librarians are available when I have questions or need help with research.

- 1.00%
- 6.67%
- 30.00%
- 62.00%

Legend: ■ Strongly Agree ■ Agree ■ No Opinion ■ Disagree ■ Strongly Disagree
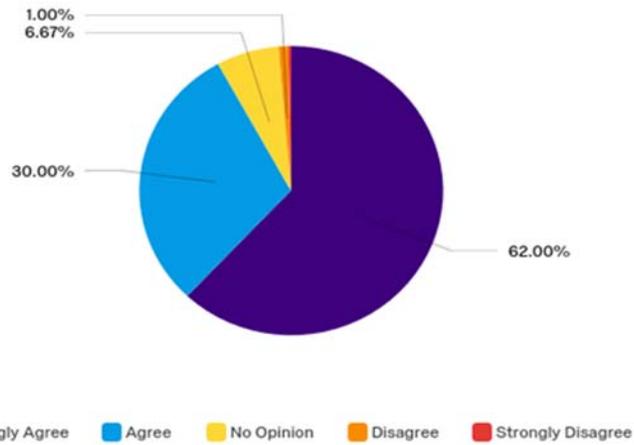
The library chat service is helpful when I have questions.

- 2.68%
- 26.85%
- 47.65%
- 22.48%

Legend: ■ Strongly Agree ■ Agree ■ No Opinion ■ Disagree ■ Strongly Disagree
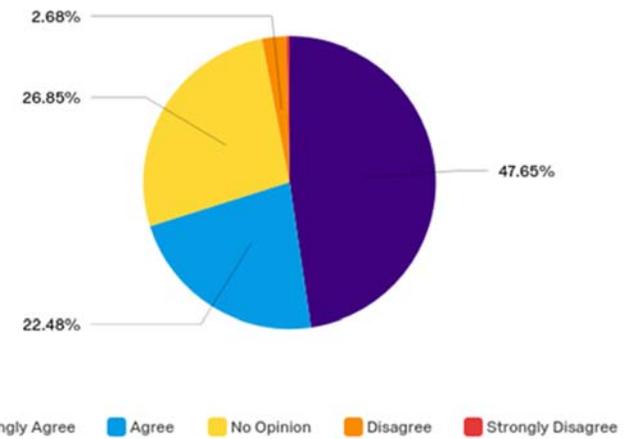
I am comfortable asking a librarian for help.

- 3.73%
- 5.42%
- 27.46%
- 63.05%

Legend: ■ Strongly Agree ■ Agree ■ No Opinion ■ Disagree ■ Strongly Disagree

Overall, HPULibraries and librarians enhance my ability to learn.

- 1.02%
- 7.51%
- 51.19%
- 39.59%

Legend: ■ Strongly Agree ■ Agree ■ No Opinion ■ Disagree ■ Strongly Disagree
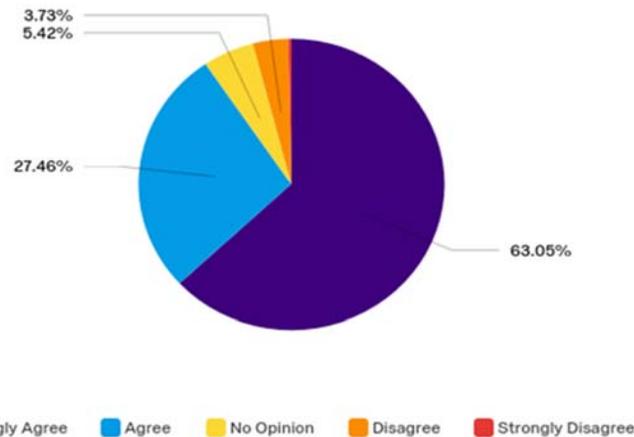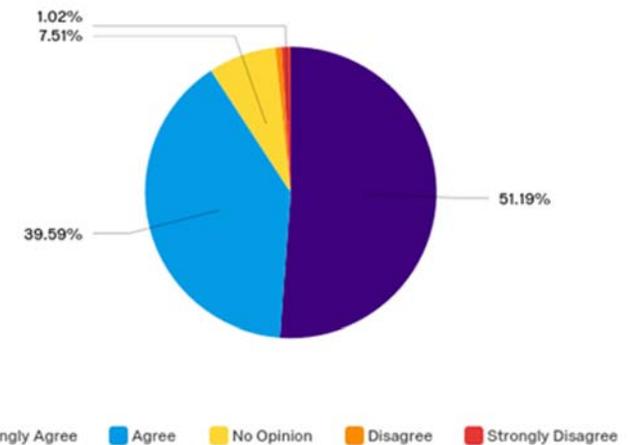
Did we successfully instruct students on how to find content and understand media?

We saw **4,134 students** in **294 research sessions**. Of the 294 sessions , close to half (48%) were for courses at the 1000-level. About 20% of sessions were for 2000-level courses, 20% were for 3000-level courses, and 7% were for 4000 level courses and above.

Research Instruction Sessions by Month, 2016-2017

Librarian-led research instruction sessions prepare me to work on assignments.

33.45%	Strongly Agree
30.07%	Agree
32.77%	No Opinion
3.38%	Disagree
	Strongly Disagree


Course Instruction by Subject, 2016-2017
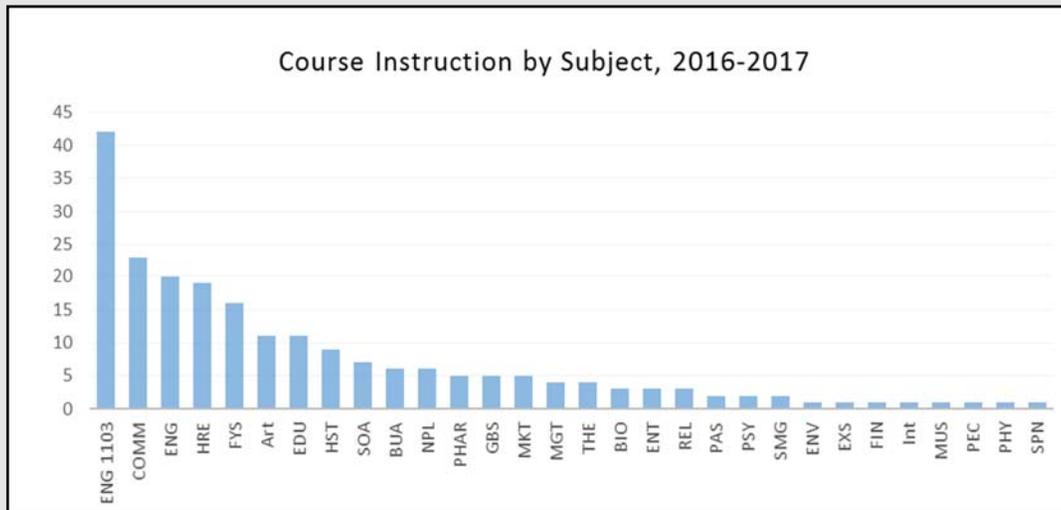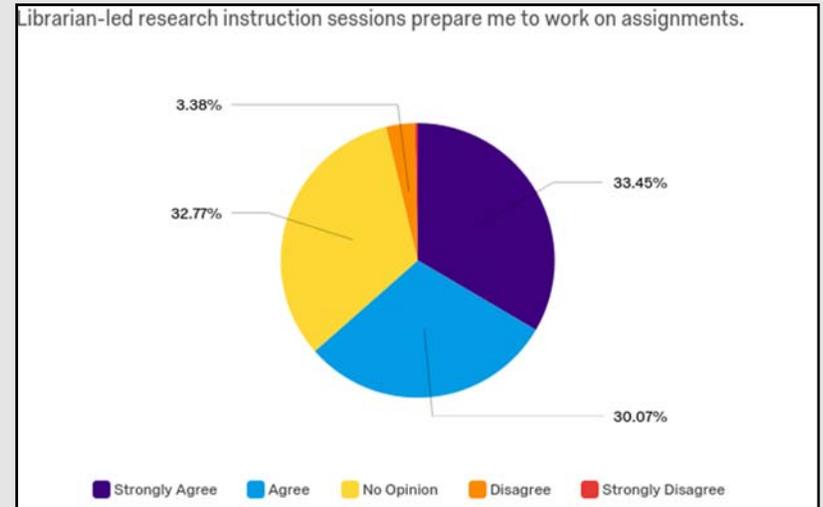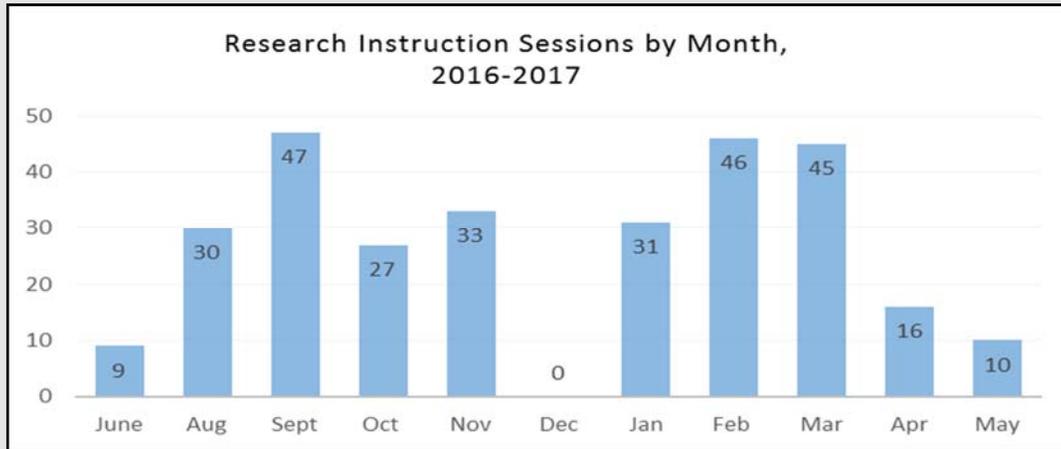
Yes! According to data from the 2016 *Association of College and Research Libraries ACRLMetrics* survey, research librarians at HPULibraries provide on average twice as many in-person research sessions as libraries at institutions of similar size.

Also, respondents from the 2017 student library satisfaction survey indicate that 63% of students polled agreed with the statement that "research instruction sessions prepare me to work on assignments".

## Overall, are students satisfied with library services at HPU?

Overall, HPULibraries and librarians enhance my ability to learn.
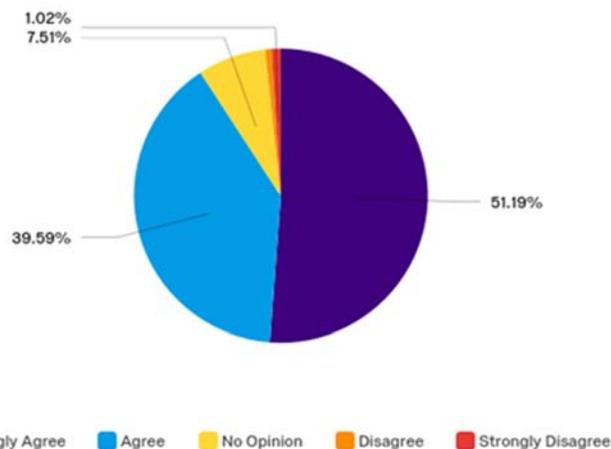
- 1.02%
- 7.51%
- 39.59%
- 51.19%

Strongly Agree | Agree | No Opinion | Disagree | Strongly Disagree

Facilities at HPU Libraries are comparable to other academic libraries I have visited.

- 1.66%
- 5.96%
- 19.21%
- 40.40%
- 32.78%

Strongly Agree | Agree | No Opinion | Disagree | Strongly Disagree

Library web pages make it easy to find information about library services.

- 7.02%
- 11.71%
- 36.79%
- 44.15%

Strongly Agree | Agree | No Opinion | Disagree | Strongly Disagree
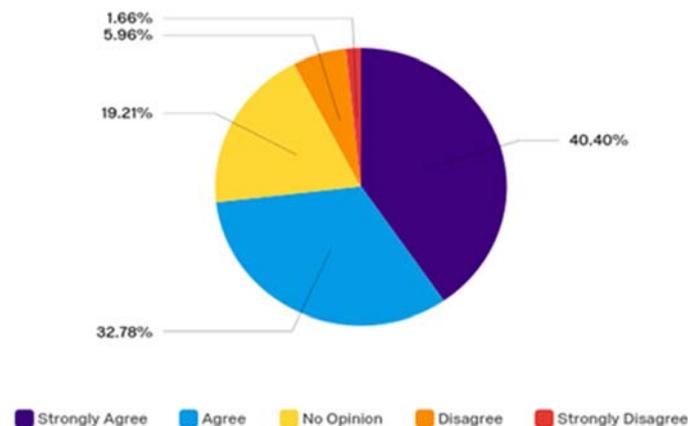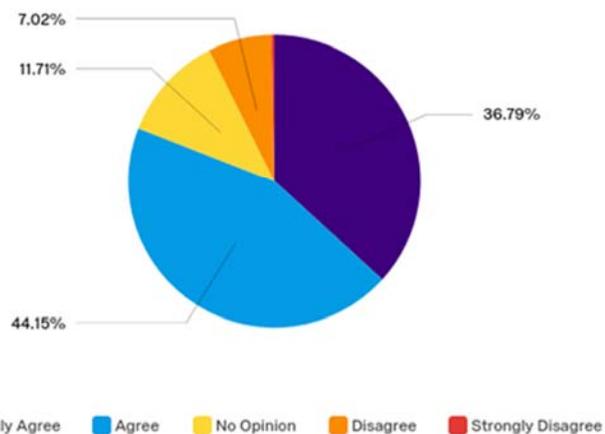
Yes! According to the 2017 student library satisfaction survey:

90% of those surveyed said that "Overall, HPULibraries and Librarians enhance my ability to learn".

80% of those surveyed said that "Library webpages make it easy to find information about library services".

72% of those surveyed said that "Facilities at HPU Libraries are comparable to other academic libraries I have visited".

Notable Library Events from the Year

Library User Survey: The 2017 student library satisfaction survey was distributed to the entire student body via e-mail and ran for two weeks in March 2017. A total of 348 students shared their thoughts on HPU Libraries.

School of Education Events: The WC librarian partnered with the SOE librarian to continue offering story time events for the children of faculty and staff. A haunted library event was held in the fall semester with an Easter egg hunt during the spring semester.

The Library Blog: The library blog has expanded this year, both in terms of reach and in the number of posts written. Topics of post included: *14 day Learn Challenge*, *Vinyl LP Collection*, *Racial Diversity in YA Literature*, and *Special "Author" Collections – Asimov and Wolfe* just to name a few.

Library Marketing Team: The Library Marketing Team (LMT) is constituted as part of the Freshman Success Program. As in previous years, a small group of freshmen contributed to library marketing initiatives.

Virtual Reality: Through a Think Big! Grant, Thomas Dearden purchased 5 virtual reality headsets and then in partnership with Media Services, promoted faculty involvement with using the stations for teaching. They are housed in the Media Services lab.

Campus Outreach: A range of events promoting specific reading initiatives have continued this year. The weekly poems display, Pause. Read. Enjoy, was supplemented this year with a promotion celebrating National Poetry Month. The library continues to co-promote the English Department's signature Phoenix Reading series, buying materials and curating displays for visiting authors to campus.

Did we meet the objectives that we set for the 2016-2017 school year? *Yes!*

1. Health Sciences resources – develop the collection, both physical and digital, assure access to content, and develop instructional support.
Through multiple meetings with faculty in the Pharmacy program in the spring and summer of 2016, the library prepared for the beginning of this program. New journal content was added to support student and faculty research. Access to titles from the American Chemical Society and more access to titles in Pharmacy (both books and journals) were added. Pharmacy students were involved in multiple librarian led research instruction sessions.

Resources added for Pharmacy, PA and DPT include: Textbooks and other teaching content - Access Medicine, Access Pharmacy and Access Physiotherapy | Medical and drug reference sources: UptoDate/Lexicomp, Micromedex | eBook content for teaching and for students use from R2 Digital, Springer and Ebsco | Medical and chemical journal resource providers - ACS (American Chemical Society), Wiley Blackwell, Mary Ann Leibert and Karger. And finally, we now have access to Scopus – a journal and citation search tool with indexing and abstract access to 24,000 titles.

2. Space planning – help in the planning for a renovation of the third floor of Smith Library. Reduce book collection size, increase study space and enhance the overall aesthetics of the space.
We have made many changes to seating and over the summer, modest changes were made to the group lab seating on the lower level. We have consulted with Trey Walker and Troy Thompson and they are willing to work with us on changes to the third floor. Those changes will include reducing the collection size, both bound periodicals and books, putting the collection back into call number order and increasing the quiet study space on that floor. This project, which is already underway should finish in the summer of 2018.

3. Establish and create the concept of an institutional repository for campus. What do we already collect and what do we want to collect in the future?
The libraries have already cataloged, preserved and digitized HPC/HPU historical content (http://www.highpoint.edu/library/archives/). With the help of many staff members we are working on digitizing the more esoteric items in the collection such as "memory books" and personal interviews.
We have always cataloged paper copies of thesis and collected faculty publications but we also digitize and provide access to this content as well. As we go forward, we will help the Graduate school with "publishing" dissertations in the ProQuest Dissertation database. We would like to expand our digitization efforts to other campus publications but we would need to get the University to recognize, support and fund an institutional repository.

Library Staff Members 2016 - 2017

David Bryden, MLS

Library Director

Amy Chadwell, MLIS

Media Services Supervisor

Jenny Erdmann, MLS

Head of Reference and Instruction
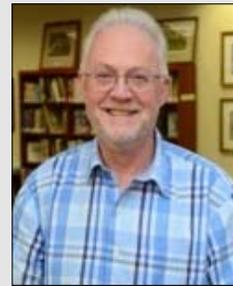
Andrew Fair, MLIS

Evening Reference Librarian

Robert Fitzgerald, MLIS

Reference and Inter-library
Loan Librarian

Karen Harbin, BA

Acquisitions Supervisor

Josh Harris. MS

Media Assistant

Michael Ingram, MA, MLS

Technical Services Librarian

Leanne Jernigan, MLIS

Wanek Center Librarian

Sheri Teleha, MLIS

Cataloguing and Serials Librarian

Nita Williams, BA

Circulation Services

Part-Time Staff:

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Late Night Library Supervisor

Melissa Evans, MLIS
Weekend Library Supervisor

Alex Frey, MLIS
Technical Services

Pam Grubb, MLIS
School of Education Librarian

Chelene Marion, BA
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