

**Smith Library
High Point University
End of the Year Report
2004-2005**

END OF THE YEAR REPORT
SMITH LIBRARY
2004-2005

TABLE OF CONTENTS

• INTRODUCTION AND BASIC FACTS.....	3-4
• CATALOGING.....	7
• CIRCULATION SERVICES.....	7-11
• JOURNALFINDER.....	11-12
• COLLECTION DEVELOPMENT & ELECTRONIC ACCESS	13-16
• BIBLIOGRAPHIC INSTRUCTION.....	17-18
• ACQUISITIONS.....	20
• INTERLIBRARY LOAN	19-20
• MEDIA SERVICES.....	21-23
• PERIODICALS	25
• OTHER ACCESS	24
• STUDENT SURVEYS	26-37
• ARCHIVES	38
• CONCLUSION	39

IMAGES AND CHARTS

• WEB SERVER ACCESS – library.highpoint.edu	5-6
• JOURNALFINDER ACCESS	11-12
• NCLIVE AND ELECTRONIC RESOURCE LIST.....	13-14
• DATABASE USE BY TITLE	16
• LIBRARY INSTRUCTION BY CLASS AND DEPT.....	18
• INTERLIBRARY LOAN	20
CIRCULATIONS, PENDINGs, COST	
• SURVEYS EXAMPLE AND RESULTS	31-37

INTRODUCTION

This year has been a very busy year for Smith Library. We have made many changes that are outlined in the following document. We had a substantial number of students and other patrons through the door. We have extended our hours during the exam period. Media Services department checked out a large number of materials and many patrons used their services. We had an increase in the amount of Interlibrary Loan requested and did a large number of research instruction classes. We struggled to do outreach to EDP professors and encouraged them to bring classes to the library for a research session.

Email reference has become a major method of providing reference to the community and the growth continued in 2004-05. *reference@hplib.highpoint.edu* has been a successful endeavor and at the end of this year we added a *reference@highpoint.edu* so that we could have an email on the university server as well as the library. The ILL form garners many requests since it is used more by the faculty.

Off-campus access via our proxy server has met with a positive response and has been well used by our students. It is a wonderful tool. With their ID number and assigned security PIN they can gain access to purchased databases when they are not on campus. It has dramatically increased traffic to our portal and generates reference questions for our staff.

The library staff is currently made up of 5 professional librarians and 4 paraprofessional librarians at the High Point University, Smith Library campus. The Madison Park campus has 1 professional librarian.

Basic Facts

Circulation - Basic Facts –

Patrons in the door - **120,298**

Registered Borrowers		Transactions by Class		Transactions by format	
HP Student	2798	HP Student	10948	Book	7871
HP Graduate	154	HP Graduate	132	DVD	5152
HP Faculty	225	HP Faculty	2475	Reserves – Books	755

Journal access to 18,857 titles - Basic Facts --

✓ On-campus and in the Library:	12,592 (30%)
✓ Off-campus	24,421 (70%)
✓ Total	37,013 (100%)

Library Instruction classes Basic Facts --

During the 2004-2005 year we saw **2300 students** in **175 library instruction classes** a decrease of about 300 from the previous year. We saw 189 students during the summer, 1247 during the fall and 894 during the spring semester in research instruction classes. Of the 175, 8 were graduate classes and 22 were EDP or MP classes. Business department offerings comprise the largest number of classes with 41 while English is next with 28.

Media Resources Basic Facts --

Lecture Room Scheduling -- 446

Number of Requests for Equipment --103

Interlibrary Loan Basic Facts –

There were a total of **2,308 interlibrary loan transactions** this academic year. **1594 items** came in for faculty and students. Students requested more books and periodical articles than faculty. **714 of our books and article copies were** sent to other schools and libraries.

Cataloging and Collection Basic Fact –

The Technical Services department at Smith Library processed 13,342 items -- 3133 books, 1400 fiche and 5900 of these items were periodical titles.

The Smith library collection:

310,000 items (this includes all items in all formats and is a count of individual items within the collection).

- ✓ 136,000 items were books
- ✓ 42,000 electronic books
- ✓ 36,000 “Early American Imprints” (a collection of early American publishing)
- ✓ 1,000 items in archive
- ✓ 32,000 periodicals (magazines and journals)
- ✓ 41,000 periodicals in fiche and microfilm format.

Databases Basic Fact – the library provided access to over **110 electronic resources**.

Library Hours Basic Fact – The library is open 105 hours a week.

Monday through Thursday – 8 to 2am

Friday – 8 to 7pm

Saturday – 9 to 6pm

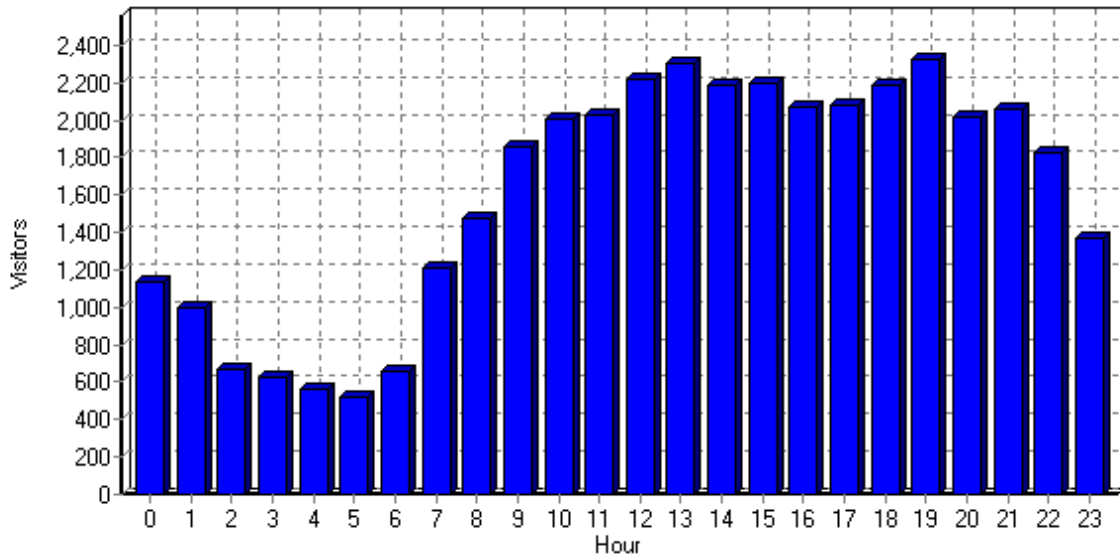
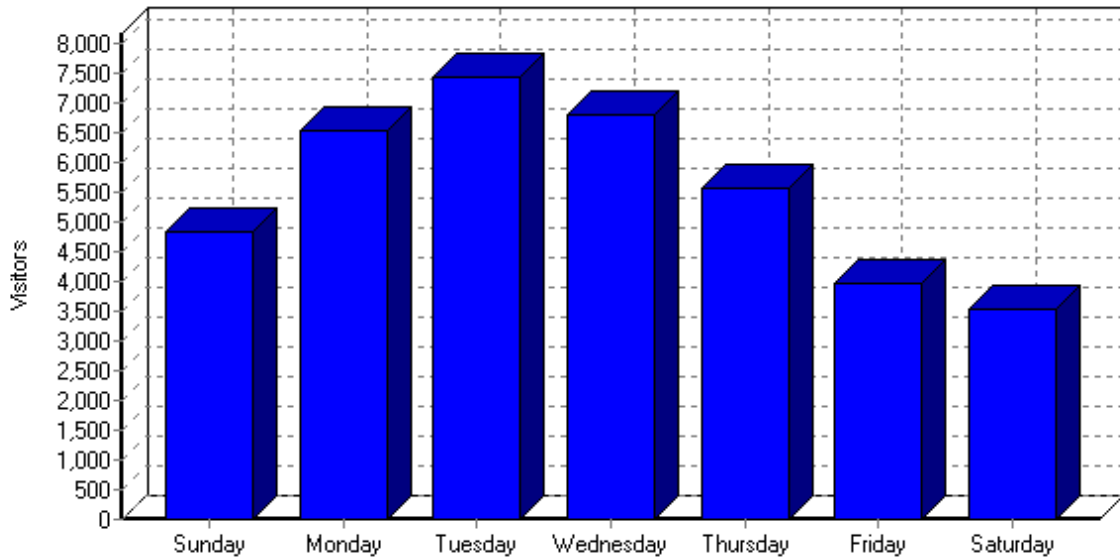
Sunday – 1pm to 2am

Web server access – library.highpoint.edu
Spring 2005

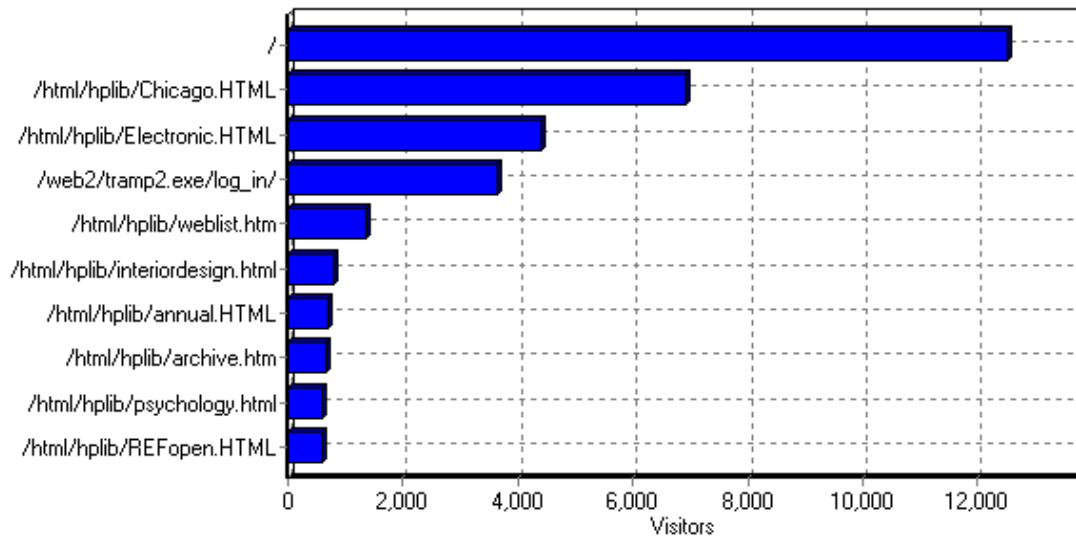
Hits	
Total Hits	874,730
Average Hits per Day	19,015
Average Hits per Visitor	22.65
Cached Requests	0
Failed Requests	10,797
Page Views	
Total Page Views	73,089
Average Page Views per Day	1,588
Average Page Views per Visitor	1.89
Visitors	
Total Visitors	38,621
Average Visitors per Day	839
Total Unique IPs	14,373
Bandwidth	
Total Bandwidth	7.00 GB
Average Bandwidth per Day	155.74 MB
Average Bandwidth per Hit	8.39 KB
Average Bandwidth per Visitor	189.95 KB

EzProxy server Access – libproxy.highpoint.edu
Spring 2005

Hits	
Total Hits	801,092
Average Hits per Day	5,978
Average Hits per Visitor	27.99
Cached Requests	237,327
Failed Requests	5,165
Page Views	
Total Page Views	191,906
Average Page Views per Day	1,432
Average Page Views per Visitor	6.70
Visitors	
Total Visitors	28,624
Average Visitors per Day	213
Total Unique IPs	4,436
Bandwidth	
Total Bandwidth	7.47 GB
Average Bandwidth per Day	57.08 MB
Average Bandwidth per Hit	9.78 KB
Average Bandwidth per Visitor	273.65 KB



Activity by “Day of the Week” and “Hour of the Day” for **library.highpoint.edu**



Most Requested Pages for **library.highpoint.edu**

Cataloging

The Technical Services department at Smith Library processed 13,342 items in 2004-05. Of these processed items 3133 were books 1400 were fiche and 5900 of these items were periodical titles. The Smith library collection currently house 310,000 items (this includes all items in all formats and is a count of individual items within the collection). Of this count 136,000 items were books. There are 42,000 electronic books, 36,000 “Early American Imprints” (a collection of early American publishing) and there are over 1,000 items in Archive. Of this count there are 32,000 periodicals (magazines and journals) and 41,000 periodicals in fiche and microfilm format. If these items were replaced at today’s prices our collection would be valued at a little over 7 million dollars.

Circulation Services

Registered Borrowers – By Class

Smith Library has a total of **3373** registered borrowers. We registered **254** patrons for this fiscal year. The table below will break up the borrowers by class and also show the amount of those actually checking out materials.

<i>Registration Class</i>	<i>Registered Borrowers</i>	<i>Borrowers Transacting</i>
<i>HP Student</i>	2798	1070
<i>HP Graduate</i>	154	25
<i>HP Faculty</i>	225	97
<i>Staff</i>	116	47
<i>Administration</i>	18	10
<i>Alumni</i>	40	10
<i>Clergy</i>	13	1
<i>High School Student</i>	2	1
<i>Area Teachers/Colleges</i>	7	2

Borrower Transactions – By Class

These statistics show the total amount of transactions checked out according to each registration class. The largest activity was the class of High Point student. The Administration class also includes the library staff.

<i>Registration Class</i>	<i>Amount</i>
<i>HP Student</i>	10948
<i>HP Graduate</i>	132
<i>HP Faculty</i>	2475
<i>Staff</i>	907
<i>Administration</i>	624
<i>Alumni</i>	120
<i>High School Student</i>	4
<i>Area Teachers/Colleges</i>	17
<i>Clergy</i>	1

Total Circulation of Materials

Our fiscal year total circulation of materials was **20,263**. This figure includes all types of items that circulated. The table below will show the breakdown of the different material types.

<i>Material Types</i>	<i>Amount</i>
<i>Book</i>	7871
<i>Reference</i>	79
<i>Atlas</i>	1
<i>Audio</i>	12
<i>CD</i>	331
<i>Audio Leisure</i>	104
<i>Game</i>	11
<i>Index</i>	4
<i>Kit</i>	4
<i>Microfiche</i>	120
<i>Microfilm</i>	4
<i>Periodical</i>	2018
<i>Textbook</i>	145
<i>Video (in house)</i>	1140
<i>Video</i>	871
<i>DVD</i>	5152
<i>DVD (in house)</i>	67
<i>Book/Cassette</i>	5
<i>Oversize</i>	50
<i>Leisure</i>	433
<i>AV Equipment</i>	68
<i>Big Book</i>	13
<i>Phonodisc</i>	3
<i>Bldg. Use</i>	30
<i>Reserves – Photocopy</i>	136
<i>Reserves – Books</i>	755
<i>AV Book</i>	5
<i>CD-Rom</i>	5
<i>Multimedia</i>	3
<i>ILL</i>	620
TOTAL	20263

The library at Madison Park also contributes to that total amount. They circulated **112** items. Of those items, the highest amount of books came from the **200's** (Religion and Philosophy) and the **700's** (Arts).

Gate Count

The gate count counts all persons exiting the library. The table will reflect each month's reading. You will note that there are higher totals in the month before the semester ends (September does show a slightly higher amount than November).

Month	Count
June	3355
July	5564
August	5634
September	15810
October	12113
November	15223
December	9667
January	10738
February	11976
March	11793
April	13615
May	4810
TOTAL	120,298

This spring we extended our exam hours beyond midnight. We kept statistics from that time period to record the usefulness of longer hours. Saturday night had the lowest attendance but we think that is due to no exams on Sunday.

DATE	TIME	COUNT
Friday, 4-29-05	9pm to 2am	130
Saturday, 4-30-05	9pm to 12am	20
Sunday, 5-1-05	9pm to 2am	187
Monday, 5-2-05	9pm to 2am	123
Tuesday, 5-3-05	9pm to 2am	140
Wednesday, 5-4-05	9pm to 2am	129

Photocopiers/Printers

Our photocopiers are used more than the printers according to the following statistics. That may be due to patrons emailing items to them or saving them to discs. You will also note that one printer or copier is used more than another. In the copiers' case, it is normally the first machine that the students come to. At one point we switched the placement of the copiers so that one would not be overused.

Statistics have not been kept on the microfiche/film readers, but we may begin doing that to get an account of their usage.

Copier A	Copier B	Total
16638	19113	35901
Printer A	Printer B	Total
6928	9793	16721

Student Workers

Our student workers fall under the classification of workshop or college workstudy. Workshop means that the library budget will pay 100% of their earnings. If a student is College Workstudy, we will pay 25% and the government will pay 75% of their pay.

When we request additional students each year, we normally are given workstudy students. Our workshop students consist of those whose workstudy has been depleted, international students, or those that do not qualify for workstudy.

In the summer of 2004, I employed 7 student workers. Workstudy rules at that time stated that it could not begin until July of 2004. Therefore any workstudy students that were employed in June were paid 100% from our budget. Of the 7 students, 4 qualified for workstudy.

I had 17 students assigned to the circulation desk for the fall semester of 2004. Nine of the students were returning workers and 8 were new students. Two of the students left after working about 3 hours. That put the number down to 15 student workers. Eleven students were workstudy and the remaining four were workshop.

For the spring semester, I had 2 students to leave. That left the circulation desk with 10 workstudy students and 3 workshop students. After school ended in May, I had two workers working limited hours due to our budget.

The library was open 90 hours per week. Normally one student worked per hour from:

Monday to Thursday	Friday	Saturday
8am to 1pm 5pm to 6pm 11pm to 12am	8am to 5pm	10am to 12pm

Two students would work the following hours:

Monday to Thursday	Saturday	Sunday
1pm to 11pm	12pm to 5pm	2pm – 12am

Our spring exam hours were extended longer than those in the past. We were open until 2:00 a.m. on Friday, April 29 and Sunday, May 1 thru Wednesday, May 4. We open till 12 midnight on Saturday, April 30. That required additional students to man those extra 13 hours.

Therefore the table below reflects the total amount spent on circulation student workers.

<i>Workshop</i>	<i>College Workstudy</i>	<i>Total</i>
\$7,118.59	\$3,950.69	\$11,069.28

JournalFinder can be used to locate a particular journal title for research or just to browse. According to JournalFinder we held over 18,000 journal and magazine titles at the end of the year. JournalFinder cost \$2650.00 but includes access to hundreds of free online titles which more than pays for the cost of the service. As seen on the chart these free independent titles number at about five thousand and make a smart addition to the serial collection (and resources) at High Point.

JournalFinder access statistics are included in the following chart.

Access to JournalFinder provides access to 18,857 titles.

- On-campus and in the Library: 12,592 (30%)
- Off-campus 24,421 (70%)
- Total 37,013 (100%)

Here is a count of full text access via the major vendors

Independent Publication (Free)	5,733
Infotrac OneFile via NC LIVE	4,822
Ebsco Academic Search Premier	4,541
Lexis-Nexis Academic Universe	2,487
Ebsco Academic Search Elite via NC LIVE	2,220
Ebsco Master File Premier via NC LIVE	1,857
Proquest Research Library	1,770
Proquest ABI/Inform Global via NC LIVE	1,377
Ebsco Business Source Elite via NC LIVE	1,176
Proquest ABI/Inform Trade and Industry via NC LIVE	912
Proquest ABI/Inform Complete via NC LIVE	805
Ebsco Health Source: Nursing/Academic Edition via NC LIVE	605
Ebsco Military and Government Collection via NC LIVE	317
Scielo (Free)	185
Ebsco Communication and Mass Media Complete	181
Ebsco EJournals Online	177
HighWire Press (Free)	172
Ebsco Health Source: Consumer Edition via NC LIVE	142
Infotrac Custom Newspapers	120
Ebsco CINAHL via NC LIVE	71
European Mathematical Society (Free)	60
DISA: Anti-Apartheid (free)	53
Ebsco Primary Search (Children's Journals) via NC LIVE	53
PsycArticles via Ovid	50

Making of America (Free)	30
Proquest ABI/Inform Archive via NCLIVE	29
EDP Sciences (Free)	19
Proquest News Stand via NC LIVE	18
Ebsco Regional Business News	14
Independent Publication (Paid)	7
Kiplinger Finance and Forecasts	6
Congressional Quarterly Publications via NC LIVE	2
American Psychological Association PsycArticles	0
Mary Ann Liebert via Carolina Consortium	0

JournalFinder use by vendor

Independent Publication (Free)	9,527
Ebsco Academic Search Elite via NC LIVE	7,389
Infotrac OneFile via NC LIVE	6,092
Proquest Research Library	4,280
Ebsco Master File Premier via NC LIVE	4,013
Lexis-Nexis Academic Universe	2,228
Ebsco Business Source Elite via NC LIVE	2,038
Ebsco Health Source: Nursing/Academic Edition via NC LIVE	1,438
Proquest ABI/Inform Global via NC LIVE	1,416
Ebsco EJournals Online	1,280
PsycArticles via Ovid	998
HighWire Press (Free)	712
Ebsco Health Source: Consumer Edition via NC LIVE	622
Ebsco Communication and Mass Media Complete	579
Proquest ABI/Inform Trade and Industry via NC LIVE	460
Ebsco Military and Government Collection via NC LIVE	418
Proquest News Stand via NC LIVE	341
Proquest ABI/Inform Complete via NC LIVE	255
Scielo (Free)	202
DISA: Anti-Apartheid (free)	118
European Mathematical Society (Free)	114
Proquest ABI/Inform Archive via NCLIVE	113
Ebsco Academic Search Premier	103
Infotrac Custom Newspapers	71
EDP Sciences (Free)	67
Independent Publication (Paid)	63
Ebsco CINAHL via NC LIVE	54
Ebsco Primary Search (Children's Journals) via NC LIVE	48
Making of America (Free)	33
American Psychological Association PsycArticles	13
Ebsco Regional Business News	11
Congressional Quarterly Publications via NC LIVE	1
Kiplinger Finance and Forecasts	1
Total accesses	45,098

COLLECTION DEVELOPMENT AND ELECTRONIC ACCESS

We added many new resources for this fiscal year and we are pleased with the changes. We have added another Netlibrary collection. This puts our collection of Netlibrary titles at close to 50,000. The use level for Netlibrary resources is quite good and it serves our off-campus and Madison Park students well.

A new source for us this year is **Ebsco - Academic Search Premier**. This is one of the best full-text science, medicine and technology resources and will serve the students in our Sport Medicine program quite well.

Access to our online databases has been extraordinary. On page 16 is a list of resources used by the Smith Library patrons and staff. The addition of the proxy server has certainly increased this number considerably. Patrons can now access the sources at any time of the day or night.

We renewed the web version of the MLA. Demand for the use of the MLA has always been about average. This year we have changed our subscription to the MLA to Ebscohost for a considerable savings. ABC-Clio's Historical Abstracts was also added as a resource.

CCH tax database was canceled last year but now has been added for the new fiscal year. It is a great tax file and it is the source that most of the accounting professors would like to use. Other end of the year changes included the addition of "Europa World Yearbook Online".

The following is a list of some of the databases that are available via NCLive on the library website.

Web-based data files on NCLive:

ABI/Inform Archive on ProQuest

ABI/Inform Dateline on ProQuest

ABI/Inform Global on ProQuest

ABI/Inform Trade & Industry on ProQuest

Academic Index ASAP on InfoTrac

Academic Search Elite on Ebsco

Atlanta Journal and Constitution on InfoTrac

Books in Print from Bowker -- With book reviews

Business Source Elite on Ebsco

CINAHL (Nursing and Allied Health)

Clinical Reference System on Ebsco

Discovering Authors on Galenet

Encyclopedia of Animals on Ebsco

ERIC on Ebsco via NCLive -- Abstracts only.

Funk & Wagnalls New World Encyclopedia

General Reference Center Gold

Greensboro News and Record on ProQuest

Greensboro News and Record on InfoTrac

Health Sources Plus on NCLive

Hoovers Company Capsules on ProQuest.

Hoover's Company Profiles on ProQuest

Junior Edition on InfoTrac

Kid's Edition on InfoTrac

LegalTrac on InfoTrac

MasterFILE Full-text on Ebsco
MEDLINE on FirstSearch
NetLibrary
New York Times (3 years full-text)
New York Times on InfoTrac
Newspaper Source
Novelist Search on CARL
OneFile on InfoTrac
Poetry Collection Databases from Chadwyck-Healey
Primary Search on Ebsco
Professional Custom Journals on InfoTrac
PsychInfo on Silver Platter
Serials Directory on Ebsco
Student Edition
USP DI Volume II, Advice for the Patient on Ebsco via NCLive -- Full-text
Wall Street Journal on NCLive
Washington Post on InfoTrac
What do I read Next?
Wilmington Morning Star on ProQuest
Winston Salem Journal on InfoTrac
WorldCat on FirstSearch via NCLive
Worldscope Company Snapshots on FirstSearch

This is a list of the resources that Smith Library provides for the students at High Point

ABC-CLO (Historical Abstracts)

American Business Directory

12.5 million companies

120 million residences

American National Biography

APA (PsyArticles)

Britannica Online - Encyclopaedia Britannica

Computer Literature Index Online

FirstSearch - 33 different datafiles

AGRICOLA - Materials relating to all aspects of agriculture and forestry.

AHSearch - Arts and Humanities Citation Index

ArticleFirst - OCLC index of articles from the contents pages of journals

BasicBIOSIS - Basic information about biology and other life sciences

BioDigest - Life-science information written in a non-technical style

BusDateline - Regional information vital to businesses

BusIndustry - Business and industry facts, figures, and key events

BusinessOrgs - Organizations that serve business and industry

BusManagement - Practical aspects and approaches to business management

CINAHL - Cumulative Index to Nursing and Allied Health Literature

ConsumerIndex - Index of articles providing consumer information

ContentsFirst - OCLC index of tables of contents from leading journals

CWI - Contemporary Women's Issues (health and human rights)

DataTimes - A collection of regional U.S. and international newspapers
Dissertations - Dissertations from institutions in the North America and Europe
ECO - An OCLC collection of scholarly journals (Browse Journal Titles)
EconLit - Journals, books, and working papers on economics
EventLine - Scheduled events in medicine, biotechnology and science worldwide
FactSearch - Facts and statistics on topics of current interest
GEOBASE - Worldwide literature on geography, geology, and ecology
GPO - U.S. government publications
LegalPeriodical - International legal information covering all areas of jurisprudence
MDXHealth - Digest of medical and health information
MEDLINE - All areas of medicine, including dentistry and nursing
MusicLiterature - RILM Abstracts of Music Literature
NewsAbs - Significant items from over 50 U.S. national and regional newspapers
PAIS - Database chronicling global public policy and social issues
PapersFirst - OCLC index of papers presented at conferences worldwide
PerAbs - Periodical abstracts from general and academic journals
Proceedings - An OCLC index of worldwide conference proceedings
UnionLists - List of periodicals held by OCLC member libraries
WilsonSelectPlus - Full text articles in science, humanities, education and business
Worldscope- Basic financial information on public companies worldwid

LEXIS-NEXIS Academic Universe -- 57 different categories - News, Business, Legal, Medical Research and General Reference

MLA Bibliography - The journal index of the Modern Language Association

NTDB - The National Trade Database - A import/export trade database from the Department of Commerce

OED Oxford English Dictionary

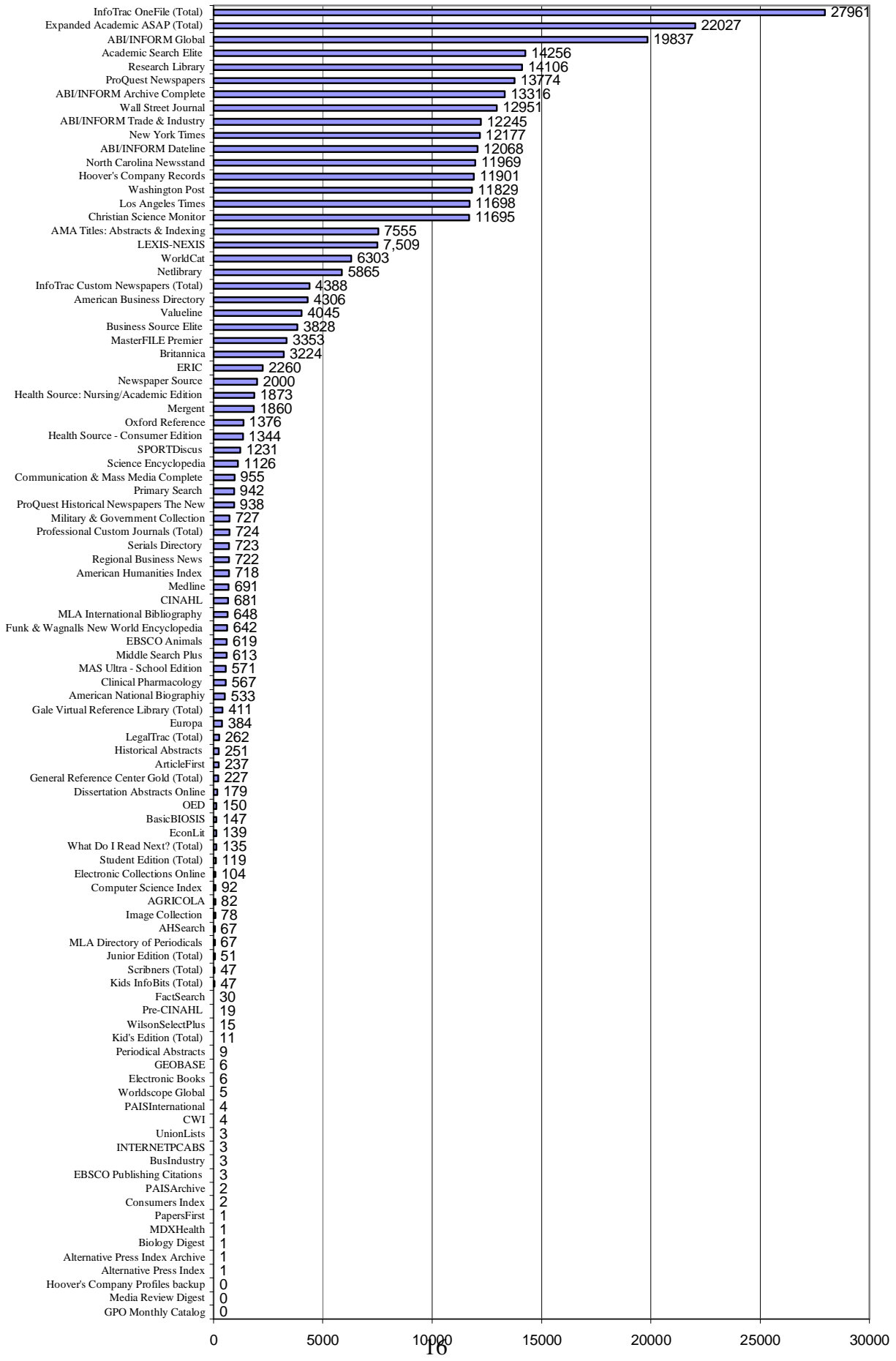
Oxford Reference Online

Science Encyclopedia at McGraw-Hill -- Full-text

SportsDiscuss Ebscohost

Valueline – access to investment information on 3400 companies

The following page is a list of our most commonly used data files for 2004-2005.



BIBLIOGRAPHIC INSTRUCTION

During the 2004-2005 year we saw 2300 students in 175 library instruction classes a decrease of about 300 from the previous year. We saw 189 students during the summer, 1247 during the fall and 894 during the spring semester in research instruction classes. Of the 175, 8 were graduate classes and 22 were EDP or MP classes. Business department offerings comprise the largest number of classes with 41 while English is next with 28.

Business, Education and English were the areas where the most instruction took place. There were 18 English classes; with the bulk of them being English 102, 31 business classes and 12 education classes.

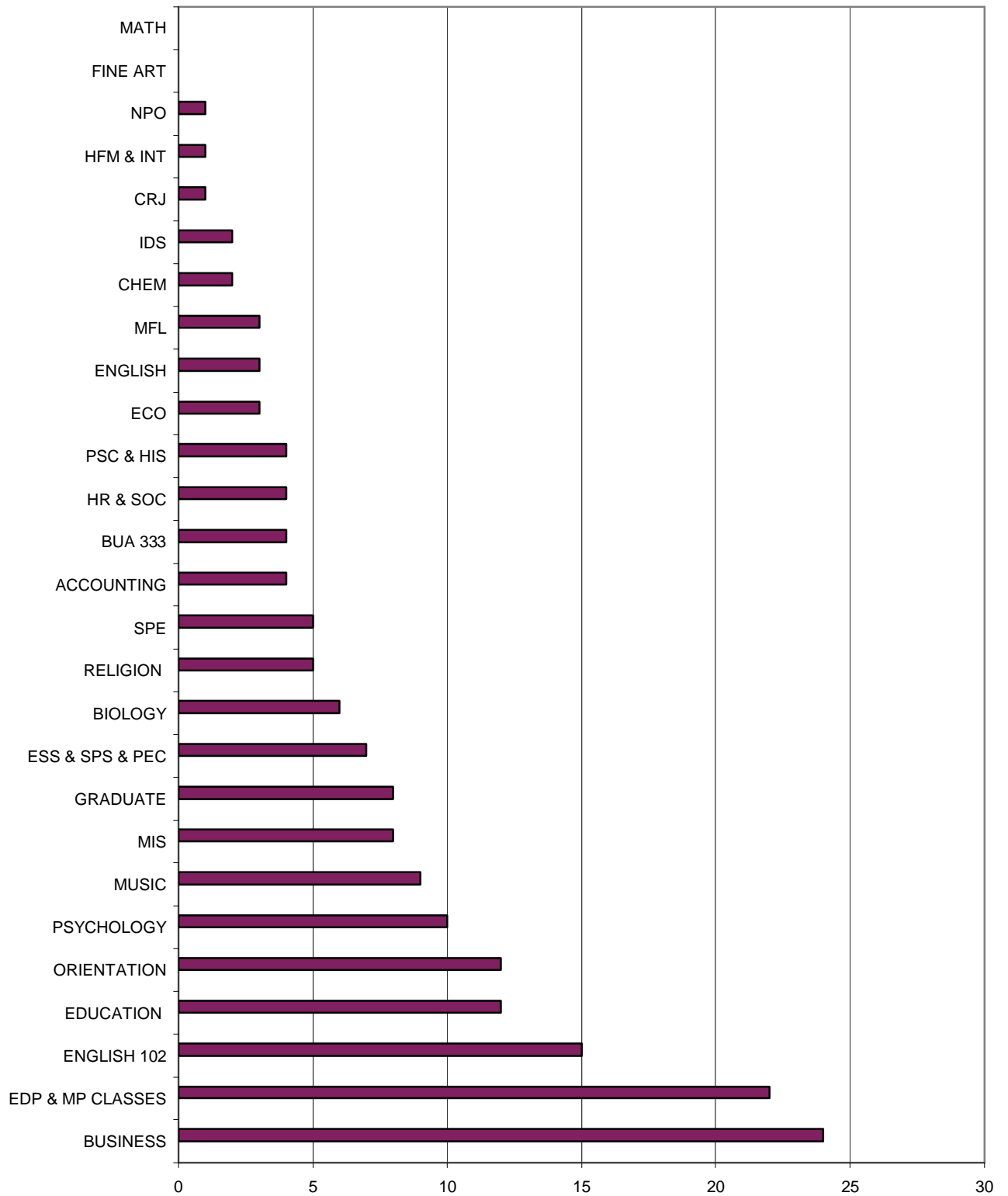
There were 10 psychology classes. All classes and numbers can be viewed in the following chart.

This year we saw four sections of BUA 500: the graduate level research methods course where students learn basic business research methods. Two class periods were devoted to library instruction. We taught two sessions in the spring and two in the fall. This fall will be the last of the BUA 500 course since the business department is changing the curriculum.

We also did orientation with the incoming freshmen class. We saw 225 students in the first week of orientation. This is the sixth time we did orientation where a substantial number of students came. All staff members were involved. We are on the schedule for the fall. Students were shown the location of materials in the library, the reference section, the ASC, the AV Department and current periodicals at circulation.

BIBLIOGRAPHIC INSTRUCTION 2004-05			
SUMMER TOTAL	189	CLASS SIZE AVG SUMMER	13.50
FALL TOTAL	1247	CLASS SIZE AVG FALL	10.14
SPRING TOTAL	864	CLASS SIZE AVG SPRING	14.90
YEAR TOTAL	2300	CLASS SIZE AVG	10.64
LAST YEAR	2690		

LIBRARY INSTRUCTION BY DEPARTMENT 04-05



Interlibrary Loan Report 2004-2005

Interlibrary Loan has been an important part of the services that are provided by Smith Library to the alumni/alumnae, faculty, and students of High Point University during the 2004-2005 academic year. Many of the students and faculty have taken advantage of Smith Library's wireless internet for finding resources as well as using remote access. Faculty and students have been printing articles in Smith Library as well as in their offices, computer labs, and dormitory rooms. These full-text articles can be found on OneFile, EbscoHost, Infotrac, and Proquest as well as our abundant various electronic journal sites. They also have an option to e-mail or download full-text articles when searching in the library. Although all this access has been available, there was an increase in the total number of ILLs this year. Interlibrary loan requests can be sent electronically from several databases as well as submitting a form that can be obtained at the reference desk. This has simplified the request process and makes it much easier for people to use this service. Requests are processed within 24 hours and a confirmation email is sent to the patron.

ILL request from alumni/alumnae, faculty, and students is general high while request from other schools and public libraries tends to be sporadic and low. Overall, we process more borrowing request for journal articles than books. The topics that are listed in the most requested journal order: medicine, religion, history, education, and business. The most requested journal tends to be articles that range in research topics from medicine like sport science, R&D Pharmaceuticals, international physical therapy methodologies, and psychological disorders and treatments. Religion is also another topic that is highly requested and researched by students and faculty. Most of the requests are comparisons of philosophical and controversial religious topics ranging from Christianity, Islamic, and Buddhism. Also, research on history is an important topic and most of these requests tend to be books which faculty tend to request these materials more readily than students. Education journals are usually requested by students from various mainstream journals that vary on topics of elementary education, learning disabilities as well as health and development. Another highly requested research topic is business but we are usually able to satisfy these requests with through our extensive databases and journals.

There were a total of 2,308 interlibrary loan transactions this academic year. There were 1594 incoming ILLs, which were requested by our students and faculty. Students requested more books and periodical articles than faculty. There were 714 outgoing books and articles to other schools and libraries. This was an increase from the previous year. The 2004-2005 totals are shown on the following page in "ILL Circulation Statistics".

"ILL Pending" represents items other libraries have requested from us and what we were able to fill for those libraries. We received 1451 requests and filled 847. This takes into account articles that had to be sent again if they weren't received or fax copies that weren't readable and had to be resent; as well as requests that were received in forms other than electronic (fax or ALA form). This also lists the amount of searches that were done during the course of the academic year.

Since we are a member of LVIS (Libraries Very Interested In Sharing), which is a consortium of over 2000 libraries that are willing to lend books and send photocopies free, we tend to borrow and lend from and to those libraries first. Now with the addition of Ariel we can request specifically from LVIS libraries that deliver articles through this delivery system. Articles are sent and received extremely fast as compared to sending through the mail. These totals are shown in "LL Circulation Statistics."

Interlibrary Loan Circulation Statistics 2004-2005

	FAC MON	FAC PER	STU MON	STU PER	OUT MON	OUT PER
TOTAL						
-	234	183	552	517	490	224
	Total		IN	OUT		
			1594	714		

Interlibrary Loan Pending File Statistics 2004-2005

WEEKLY STATISTICS FOR PENDING (P), PENDING FILLED (PF) AND SEARCHED (S),

PENDING	1098	PENDING FILLED	847
SEARCHED	1451	% PENDING FILLED	77.14

Interlibrary Loan Cost 2004-2005

ILL TOTAL COST	\$1,585.20	AVG COST PER INVOICED LOAN	\$11.57
ILL BILLED ITEMS	137	AVG COST PER TOTAL ILL	\$1.45
		PERCENT OF TOTAL ILL BILLED	12.50%

Acquisitions

Each year the Acquisition Department orchestrates the purchasing of books, office supplies and other materials for Smith Library. The Acquisition Department also tracks the many budget lines for the library to make certain that the “lines” stay within the allotted amounts. The Acquisition Department also tracks the funded allocation for book purchases and communicates with the different departments about current and future purchases.

- Office Supplies \$7949 of \$8000 used 99.37%
- Lab Supplies \$2013 of \$2000 used 100.66%
- Repairs and maintenance \$25,039 of \$22,000 used 113.82%
- Professional Development \$326 of \$2000 used 16.3%
- Professional Services \$10,073 of \$11,000 used 91.58%
- Books/Smith Library \$100,249 of \$100,000 used 100.25%
- Films \$845 of \$8000 used 98%
- Audio Visuals \$8,874 of \$9500 used 93.4%
- Madison Park Library \$7,797 of \$10,000 used 77.98%
- Graduate Books \$40,000 of \$40,000 used 100%
- Reference (ILL and Dialog) \$5,266 of \$5,000 used 105%

Media Services

The 2004-05 academic year was a very busy one for Media Services. Our circulation statistics increased by 44% from last year, and 14,648 patrons came through our door.

Here are a few other highlights from this year:

- We scanned more than 5,000 slides
- Introduced ARTstor to the University
- Our computers were updated
- We more than doubled our compact disc music collection and put them out in more accessible shelving; audio circulation nearly doubled as well
- I made a new promotional video with royalty-free music for the library and promoted the library during Presidential Scholars Weekend at the President's reception
- I collaborated with members of the English Department, IT, and the administration on plans for the future High Point University radio station
- Updated the Media Services web site to include a New Release List, help documents, and search tips
- The library received substantial recognition from the assistance we provided to Dr. Judy Isaksen in making her documentary film, *Birth of a Nation, Take 3*. My name and the Media Services department were mentioned in thanks in the film, at her presentation during Black History Month, and in an article in the *Greensboro News and Record*
- In January 2005, I published an article in *American Libraries* which furthered the image of Smith Library and High Point University

Media Circulation Statistics

Lecture Room	5	13	17	80	47	59	37	29	30	46	71	12	446
# Hours	28.5	44	48	106.5	77	79	76	58	94	101	134.5	145	991.5
II. Circulation													
Video	61	89	51	142	134	126	47	103	140	84	145	17	1139
Video (circulating)	48	24	42	123	62	113	83	67	85	82	106	31	866
DVD	114	196	258	615	505	609	414	490	511	535	678	224	5149
Audio	1	35	22	116	42	47	48	34	26	56	38	0	465
AV Equipment	8	2	6	38	24	9	5	14	22	17	21	0	166
AV Books	0	0	0	1	1	2	0	1	0	2	0	0	7
Other	0	0	0	1	0	0	0	0	5	1	0	0	7
III. Services													
Audio Duplication	0	0	6	12	10	0	6	3	2	5	12	0	56
Video Duplication	0	2	4	6	1	0	4	26	2	4	8	0	57
Transparency Requests**	0	0	0	43	6	11	8	22	16	66	17	15	189
Laminating /#ft	0	3 / 25	8 / 38	5 / 38.25	8 / 155	13 / 46.8	4 / 20.5	7 / 30	12 / 73	12 / 50	9 / 44	2 / 7	83 / 527.5
Slide Making	0	0	0	0	0	0	0	0	0	0	0	0	0
Film Rental	0	0	0	0	0	0	0	0	0	0	0	0	0
Satellite Taping	30	31	31	35	34	38	39	41	35	37	114	217	682
Color Printing	0	42	24	88	50	89	8	74	58	119	105	1	658
B&W Printing	0	0	10	92	81	91.8	71	22	12	80	31	141	631.8
Other Requests	0	5	12	8	8	29	4	31	8	10	29	1	145
IV. Equipment Delivery													
Number of Requests	10	1	3	28	11	7	2	9	16	4	11	1	103
V. Media Services Web Stats													
Number of Hits	333	288	361	643	445	635	311	429	427	475	469	309	5125
VI. Student Labor													
Number of Hours	125.00	85.50	133.25	472.00	331.75	382.00	228.25	306.25	433.00	405.50	451.25	155.50	3509.25

Media Services-- 2003 compared to 2004

I. Attendance	03-04	I. Attendance	04-05
Lecture Room Schedulings	535	Lecture Room Schedulings	446
# Hours	933	# Hours	991.5

1569

1437.5

II. Circulation		II. Circulation	
Video	1165	Video	1139
Video (circulating)	1306	Video (circulating)	866
DVD	2540	DVD	5149
Audio	259	Audio	465
AV Equipment	135	AV Equipment	166
AV Books	5	AV Books	7
Other	23	Other	7

5433

7799

III. Services		III. Services	
Audio Duplication	0	Audio Duplication	56
Video Duplication	4	Video Duplication	57
Transparency Requests**	40	Transparency Requests**	189
Slide Making Requests	0	Slide Making Requests	0
Film Rental	0	Film Rental	0
Satellite Taping	264	Satellite Taping	682
Color Printing	265	Color Printing	658
B&W Printing	421	B&W Printing	631.8
Other Requests	99	Other Requests	145

1093

2418.8

IV. Equipment Delivery		IV. Equipment Delivery	
Number of Requests	174	Number of Requests	103

174

103

V. Media Services Web Stats		V. Media Services Web Stats	
Number of Hits	4744	Number of Hits	5125

4744

5125

Gate Count	14648
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14648

VI. Student Labor	
Number of Hours	3509.25

3509.25

OTHER ACCESS

The "Other Access" section is about access to pay databases. Money for this comes out of the same line as ILL document cost and FirstSearch access. Our most used resources continue to be BioAbstracts (File 5 and 55) and ChemAbstracts (File 399) databases. We provide access for any science student that wants access to these databases

There are several other databases that are commonly searched. This year we provided access to history documents through file 38 and 39 - American History and Life and Historical Abstracts. We have purchased historical abstracts and this new datafile will help with access.

There are many other times that we search via the Dialog databases. I have heard many librarians that scoff that dialog files are no longer searched and that it is information that can be found elsewhere. When you consider that they provide full text access to hundreds of newspapers and journals and that they also provide access to some of the most esoteric business databases including the "Dun's Market Identifiers" (for info on private companies), it is hard to see it as a limited resource, but one that does a good job at providing access to resources that we would not usually subscribe to.

ERIC has undergone a big change this year. The traditional ERIC system of ERIC documents and help centers is changing and a new company has taken over and all ERIC resources have been digitized. Access is now available via this new system.

Periodicals

Smith Library carries 1522 titles in paper, fiche and film. This is a large number of in-house titles for a library of our size. We carry over 18,000 titles online as evidenced by viewing the section of this report on Journalfinder. Other schools have trimmed their in-house collection of titles. UNCG for example now has about 2500 titles in the Jackson periodical collection. A nice amount but please remember that their Journalfinder count for online titles is well above 32,000 titles. One of the major differences is that a school such as UNCG not only purchases titles via aggregators such as Ebscohost and Infotrac, it also looks to the publisher to sell them titles online. UNCG has an electronic subscription to many titles. This year Smith Library will be looking to setup electronic subscriptions, trimming our paper/fiche collection and expanding our electronic access.

Periodical Circulations – includes in-house, current awareness and fiche copies that were checked out.

2000	836
2001	2033
2002	2105
2003	2153
2004	2177

SURVEYS

Each year we survey many of the students who take our research instruction classes to see if they feel the program is effective. We decided that we should survey students in a variety of disciplines and at different age levels to ensure that students were being served by the programs we offered. An example survey follows this section along with the summary survey results.

This year we decided to survey seniors to get an idea of what they thought of the library and what we could do to make the physical environment more pleasant. We sent a letter to the faculty and asked for seniors that were library users. We then emailed those students and the results were excellent. This was a written survey and followed by an interview. We are executing many of their suggestions.

Survey Instrument 2004-2005

Survey Number One

We have enjoyed being a part of your college career. Would you take a moment and answer some questions and give us your opinion about services and sources at Smith Library?

Your major? [Technical Theatre](#). Your advisor? [Brad Archer](#)

1.) Which of the following services at Smith Library did you use during your college career? (check as many as many as are applicable)

Checked out books| Checked out reserve readings| Used Smith as a study area|

Used computers for research| Used the magazines/journal collection| Used the

resources in Media | Used the Reference book collection| checked out a movie

Used online sources from my dorm, home or a lab

Other, please list _____

2.) On a scale of 1 to 10 with ten being the best and one being the worst, how would you rate Smith Library for the services that it provides?

12.....3.....4.....5.....6.....7.....**8**.....9.....10
Worst **Best**

3.) What kind of changes in “technology” would you like to see at Smith?

[An easier website for the access of fulltext magazine/journal content. Make it easier to access them and find them in general. I had a hard time finding the fulltext – it asks for a username and password or it wants me to purchase the resource. Sometimes it is simply not there.](#)

4.) For my major the library fulfilled my research and resource needs.

12.....3.....4.....5.....6.....7.....**8**.....9.....10
Do not agree **strongly agree**

Media resources has done a great job scanning in materials and helping with projects such as attaching videos and making video clips.

5.) If you could change one thing about Smith Library I would change the

The collection of books for checkout. The resources are good but for my major a larger and more up to date collection would be helpful. *Up to date resources include such items as one act anthologies, monologs, and books on building sets and such.*

6.) I attended a “research instruction” program at Smith Library during my career at High Point University.
_____ yes no.

7.) If yes for question 6 – the session helped with my research.

12.....3.....4.....5.....6.....7.....8.....9.....10
Do not agree **strongly agree**

8.) When I come to Smith Library I get the assistance that I need.....

12.....3.....4.....5.....6.....7.....8.....9.....**10**
never **most of the time**

We have a commitment to make Smith Library a stronger institution and one that is responsive to the needs of the students at High Point. Would you give us some comments about how we could better meet the needs of students? In other words what would have to be different about the current Smith Library to make it a **better** library?

For the most part the library is very helpful. I do not find the library to and inviting as a place of study though. And again some of the resources that I need I cannot find here.

- *Very Stale – I like to go to B&N and sit in the aisles and browse the titles. The environment here is too stereotypical – too formal and conservative. Downstairs is nice and is good for loud study but would be helped by dividing it up in pods so it is not so concentrated. It can be too loud.*
- *The second floor needs to be a place to stretch out and not be so academic. I think that the second floor is creepy with people peeking over the counters to see who is there. Needs to have more study areas and more areas where you can kick back.*
- *The main floor is the research floor. It is great but lacks signage. Where do I go to find...*
- *That would really help. Not directional enough.*
- *Textbooks – could they be added to reserves?*
- *Electronic resources is really great but needs to have better titling so that you know what it is before you click on it.*

Survey number Two

We have enjoyed being a part of your college career. Would you take a moment and answer some questions and give us your opinion about services and sources at Smith Library?

Your major? Religion Your advisor? Warlick

1.) Which of the following services at Smith Library did you use during your college career? (check as many as many as are applicable)

Checked out books| Checked out reserve readings| Used Smith as a study area|

Used computers for research| Used the magazines/journal collection| Used the

resources in Media | Used the Reference book collection| checked out a movie

Used online sources from my dorm, home or a lab

Other, please list -- [Interlibrary loan](#)_____

2.) On a scale of 1 to 10 with ten being the best and one being the worst, how would you rate Smith Library for the services that it provides?

12.....3.....4.....5.....6.....7.....8.....9.....10
Worst Best

3.) What kind of changes in “technology” would you like to see at Smith?

More available computers. Wireless is a great addition and I am glad to see it.

Add checkout laptops.

4.) For my major the library fulfilled my research and resource needs.

12.....3.....4.....5.....6.....7.....8.....9.....10
Do not agree strongly agree

5.) If you could change one thing about Smith Library I would change the

The hours of operation. – 24 hour student access much like Elon.
2:00 closing time. Fri at 7:00. Saturday and Sunday earlier opening time.

6.) I attended a “research instruction” program at Smith Library during my career at High Point University.
_____ yes no.

7.) If yes for question 6 – the session helped with my research.

12.....3.....4.....5.....6.....7.....8.....9.....10
Do not agree **strongly agree**

8.) When I come to Smith Library I get the assistance that I need.....

12.....3.....4.....5.....6.....7.....8.....9.....10
never **most of the time**

We have a commitment to make Smith Library a stronger institution and one that is responsive to the needs of the students at High Point. Would you give us some comments about how we could better meet the needs of students? In other words what would have to be different about the current Smith Library to make it a **better** library?

A larger selection of books would be nice. I had to do a lot of ILLs and find some sources outside of smith. Expand the stacks to the third floor. The 2nd floor is crowded and the books crowd in on you. It does not provide a good place to study because it is cramped.

Plastic chairs that recline are good. Ebooks are great!

Survey Number Three

We have enjoyed being a part of your college career. Would you take a moment and answer some questions and give us your opinion about services and sources at Smith Library?

Your major? [Psychology](#) Your advisor? [Hundt](#)

1.) Which of the following services at Smith Library did you use during your college career? (check as many as many as are applicable)

Checked out books| Checked out reserve readings| Used Smith as a study area|

Used computers for research| Used the magazines/journal collection| Used the

resources in Media | Used the Reference book collection| checked out a movie

Used online sources from my dorm, home or a lab

Other, please list [ILL](#) _____

2.) On a scale of 1 to 10 with ten being the best and one being the worst, how would you rate Smith Library for the services that it provides?

12.....3.....4.....5.....6.....7.....8.....9.....10
Worst **Best**

3.) What kind of changes in “technology” would you like to see at Smith?

In Journal Finder list the libraries (or have access) where the book or article can be found instead of searching through other libraries’ catalogs.

4.) For my major the library fulfilled my research and resource needs.

12.....3.....4.....5.....6.....7.....8.....9.....10
Do not agree strongly agree

5.) If you could change one thing about Smith Library I would change the

The number of inlibrary books and journals. Need to have more recent titles .

6.) I attended a “research instruction” program at Smith Library during my career at High Point University.

yes no.

7.) If yes for question 6 – the session helped with my research.

12.....3.....4.....5.....6.....7.....8.....9.....10
Do not agree strongly agree

8.) When I come to Smith Library I get the assistance that I need.....

12.....3.....4.....5.....6.....7.....8.....9.....10
never most of the time

We have a commitment to make Smith Library a stronger institution and one that is responsive to the needs of the students at High Point. Would you give us some comments about how we could better meet the needs of students? In other words what would have to be different about the current Smith Library to make it a **better** library?

Smith library has served me well during my time at HPU. As a small University I recognize the limited resources in volumes of books and research articles.

The ILL program is wonderful and helps to compensate for the limited resources. I would suggest advertising this service more so that students can enjoy the advantage of thousands of resources.

Survey Number Four

We have enjoyed being a part of your college career. Would you take a moment and answer some questions and give us your opinion about services and sources at Smith Library?

Your major? [History](#) Your advisor? [Mulder](#)

1.) Which of the following services at Smith Library did you use during your college career? (check as many as many as are applicable)

- Checked out books| Checked out reserve readings| Used Smith as a study area|
- Used computers for research| Used the magazines/journal collection| Used the resources in Media | Used the Reference book collection| checked out a movie
- Used online sources from my dorm, home or a lab
- Other, please list ILL

2.) On a scale of 1 to 10 with ten being the best and one being the worst, how would you rate Smith Library for the services that it provides?

12.....3.....4.....5.....6.....7.....**8**.....9.....10
Worst **Best**

3.) What kind of changes in “technology” would you like to see at Smith?

- [More Access to online journals](#)
- [Access to other college Primary sources that can be accessed online.](#) [Web access](#)
- [Color scanners](#)
- [JF asks for password / username.](#)
- [Reciprocal agreements with other schools.](#)

4.) For my major the library fulfilled my research and resource needs.

12.....3.....4.....5.....6.....7.....8.....**9**.....10
Do not agree **strongly agree**

5.) If you could change one thing about Smith Library I would change the

- [Enforcement of noise level on the third floor.](#)
- [Add an area where students can eat. Often students \(day students\) need a place where they can grab a snack and a drink.](#)
- [2nd floor needs more light and less noise. The lower level needs to be less concentrated it would reduce the noise level if the tables were dispersed.](#)

6.) I attended a “research instruction” program at Smith Library during my career at High Point University.

yes no.

7.) If yes for question 6 – the session helped with my research.

12.....3.....4.....5.....6.....7.....**8**.....9.....10
Do not agree **strongly agree**

8.) When I come to Smith Library I get the assistance that I need.....

12.....3.....4.....5.....6.....7.....8.....9.....**10**
never **most of the time**

We have a commitment to make Smith Library a stronger institution and one that is responsive to the needs of the students at High Point. Would you give us some comments about how we could better meet the needs of students? In other words what would have to be different about the current Smith Library to make it a **better** library?

The only thing that I can think about is to add more books that are current and more journals because most of my research has been done almost exclusively via ILL.
Make a deal with local public libraries to access books through then via ILL.
More primary sources like the Eyewitness Books that provide firsthand accounts of the American Revolution or Colonization. More access to material that is pre-1800

Survey Number Five

We have enjoyed being a part of your college career. Would you take a moment and answer some questions and give us your opinion about services and sources at Smith Library?

Your major? [English \(Literature\)](#) Your advisor? [Moehlmann](#)

1.) Which of the following services at Smith Library did you use during your college career? (check as many as many as are applicable)

Checked out books| Checked out reserve readings| Used Smith as a study area|
 Used computers for research| Used the magazines/journal collection| Used the
resources in Media | Used the Reference book collection| checked out a movie
 Used online sources from my dorm, home or a lab
 Other, please list _____ ILL _____

[Interlibrary loan is a stellar service. It is beyond compare.](#)

2.) On a scale of 1 to 10 with ten being the best and one being the worst, how would you rate Smith Library for the services that it provides?

12.....3.....4.....5.....6.....7.....8.....9.....**10**
Worst **Best**

3.) What kind of changes in “technology” would you like to see at Smith?

[None](#)

4.) For my major the library fulfilled my research and resource needs.

12.....3.....4.....5.....6.....7.....8.....9.....**10**
Do not agree **strongly agree**

5.) If you could change one thing about Smith Library I would change the

Add more journals that are criticisms of contemporary writers and poetry and prose as well as the literature itself.
Currently what we have is for the "classics" We need more on contemporary and current writers such as Atwood.

6.) I attended a "research instruction" program at Smith Library during my career at High Point University.

yes no.

The computers in the Bib lab are awful.

7.) If yes for question 6 – the session helped with my research.

12.....3.....4.....5.....6.....7.....8.....9.....**10**
Do not agree **strongly agree**

8.) When I come to Smith Library I get the assistance that I need.....

12.....3.....4.....5.....6.....7.....8.....9.....**10**
never **most of the time**

We have a commitment to make Smith Library a stronger institution and one that is responsive to the needs of the students at High Point. Would you give us some comments about how we could better meet the needs of students? In other words what would have to be different about the current Smith Library to make it a **better** library?

Perhaps some sort of computer blocks to keep people from abusing them. They are research and personal use computers and they ought to block certain sites.

Is there a more comprehensive literary database? I used the ones available such as MLA and Worldcat and then found more when I searched abebooks.com

Survey Number Six

We have enjoyed being a part of your college career. Would you take a moment and answer some questions and give us your opinion about services and sources at Smith Library?

Your major? [Business Admin](#) Your advisor? [Jim Adams](#)

1.) Which of the following services at Smith Library did you use during your college career? (check as many as many as are applicable)

Checked out books| Checked out reserve readings| Used Smith as a study area|
 Used computers for research| Used the magazines/journal collection| Used the
resources in Media | Used the Reference book collection| checked out a movie
 Used online sources from my dorm, home or a lab

Other, please list *Good business sources! Used ABI and such. Never used books or a newspaper.*

2.) On a scale of 1 to 10 with ten being the best and one being the worst, how would you rate Smith Library for the services that it provides?

12.....3.....4.....5.....6.....7.....8.....9.....10
Worst **Best**

3.) What kind of changes in “technology” would you like to see at Smith?
[None I thought that the library was great.](#)

4.) For my major the library fulfilled my research and resource needs.

12.....3.....4.....5.....6.....7.....8.....9.....10
Do not agree **strongly agree**

5.) If you could change one thing about Smith Library I would change the

[Extended hours during exams and such. Extended regular hours. Free Food and Free t-shirts.](#)

6.) I attended a “research instruction” program at Smith Library during my career at High Point University.
 yes no.

[I was in too many research sessions. It was overkill.](#)

7.) If yes for question 6 – the session helped with my research.

12.....3.....4.....5.....6.....7.....8.....9.....10
Do not agree **strongly agree**

8.) When I come to Smith Library I get the assistance that I need.....

12.....3.....4.....5.....6.....7.....8.....9.....10
never **most of the time**

We have a commitment to make Smith Library a stronger institution and one that is responsive to the needs of the students at High Point. Would you give us some comments about how we could better meet the needs of students? In other words what would have to be different about the current Smith Library to make it a **better** library?

The only thing that I can think about is extending the library hours.

The downstairs is a nice study area but it is too loud. Need to do something to tone it down. Never have been on the second floor.

Survey Number Seven

We have enjoyed being a part of your college career. Would you take a moment and answer some questions and give us your opinion about services and sources at Smith Library?

Your major? **Athletic training** Your advisor? **Groh**

1.) Which of the following services at Smith Library did you use during your college career? (check as many as many as are applicable)

Checked out books| Checked out reserve readings| Used Smith as a study area|

Used computers for research| Used the magazines/journal collection| Used the

resources in Media | Used the Reference book collection| checked out a movie

Used online sources from my dorm, home or a lab

Other, please list _____

2.) On a scale of 1 to 10 with ten being the best and one being the worst, how would you rate Smith Library for the services that it provides?

12.....3.....4.....5.....6.....7.....**8**.....9.....10

Worst

Best

3.) What kind of changes in “technology” would you like to see at Smith?

Easy book renewals online.

4.) For my major the library fulfilled my research and resource needs.

12.....3.....4.....5.....6.....**7**.....8.....9.....10

Do not agree

strongly agree

5.) If you could change one thing about Smith Library I would change the

The number of new books that are available on different subjects.

More psych books and more athletic training.

6.) I attended a “research instruction” program at Smith Library during my career at High Point University.
 yes no.

7.) If yes for question 6 – the session helped with my research.

12.....3.....4.....5.....6.....7.....8.....9.....**10**
Do not agree **strongly agree**

8.) When I come to Smith Library I get the assistance that I need.....

12.....3.....4.....5.....6.....7.....8.....**9**.....**10**
never **most of the time**

We have a commitment to make Smith Library a stronger institution and one that is responsive to the needs of the students at High Point. Would you give us some comments about how we could better meet the needs of students? In other words what would have to be different about the current Smith Library to make it a **better** library?

On occasion I found myself having to use the High Point Public library for additional materials. This was due to the fact that there were several very old books in the subject area that I needed. So the addition of newer sources would be great.

Tutoring area is fine and the study area is fine. Need to enforce the quiet study area. Some barriers in the basement that would break up the sound would be nice. There could be armchairs upstairs, with couches on the main floor and the lower level.

Survey Number Eight

We have enjoyed being a part of your college career. Would you take a moment and answer some questions and give us your opinion about services and sources at Smith Library?

Your major? [Accounting/ Business](#) Your advisor? [Gurganus](#)

1.) Which of the following services at Smith Library did you use during your college career? (check as many as many as are applicable)

Checked out books| Checked out reserve readings| Used Smith as a study area|
 Used computers for research| Used the magazines/journal collection| Used the resources in Media | Used the Reference book collection| checked out a movie
 Used online sources from my dorm, home or a lab
 Other, please list _____

2.) On a scale of 1 to 10 with ten being the best and one being the worst, how would you rate Smith Library for the services that it provides?

12.....3.....4.....5.....6.....7.....8.....9.....**10**
Worst **Best**

3.) What kind of changes in “technology” would you like to see at Smith?

Wireless is here and I never had trouble getting what I needed.

4.) For my major the library fulfilled my research and resource needs.

12.....3.....4.....5.....6.....7.....8.....9.....**10**
Do not agree **strongly agree**

5.) If you could change one thing about Smith Library I would change the

Hours of operation.

6.) I attended a “research instruction” program at Smith Library during my career at High Point University.
 yes no.

7.) If yes for question 6 – the session helped with my research.

12.....3.....4.....5.....6.....7.....8.....9.....**10**
Do not agree **strongly agree**

8.) When I come to Smith Library I get the assistance that I need.....

12.....3.....4.....5.....6.....7.....8.....**9**.....**10**
never **most of the time**

We have a commitment to make Smith Library a stronger institution and one that is responsive to the needs of the students at High Point. Would you give us some comments about how we could better meet the needs of students? In other words what would have to be different about the current Smith Library to make it a **better** library?

There needs to be more research assistance at night and they need to be more attentive.

She worked in the library some and did group work on the lower floor. Furnishings are attractive but need something that is more comfortable and inviting.

Need to have better advertising of new books and new movies. She is a reader that has never checked out a leisure book. Not what she likes.

Library web page is too dense. (Better than the university’s)

ARCHIVES

Archives had a good year with the addition of many “treasures”. We have added many pieces of realia. We added all the copies of the yearbook that were on campus. We added all the “loose” oil paintings that were drifting about unclaimed. Contributions have come from many departments on campus. Even Dr. Pope has left us many interesting items. We are hoping that we can continue to get new items for archives but storage will continue to be a problem. .

Archive web page library.highpoint.edu/html/hplib/archive.html has gotten lots of hits and we just updated the information there. This web page is on the NCECHO page, a collection of all the archive resources in the state of North Carolina. They conducted a survey of our resources and many collections. An overview of this visit, including photos and text, are on the NCLive website (<http://www.ncecho.org>).

The Campus Chronicle has been put on film and has already been used. We are now up to date on this important resource and are investigating the idea of digitizing the source for online access.

For the next year we need to continue to bind large collections of the series, volumes that are housed in Archives and microfilm the precious but delicate volumes.

CONCLUSION

We are at an interesting crossroads for the High Point University campus and for the library. We expect to increase our hours, to engage in more consortium plans, to upgrade the facility so that we can continue to make the it look better and be more accommodating for our students.

Some of our goals include providing better access to the resources that we have. We want to pare down the periodical collection to make certain that the titles that we have are the best titles for our students. We want to have a better focus in our ordering and do a better job providing the campus with collection development input to continue to help shape the collection.