END OF THE YEAR REPORT
SMITH LIBRARY
2007-2008
## TABLE OF CONTENTS

- INTRODUCTION AND BASIC FACTS ............... 3-5
- SERVER AND PROXY SERVER ACCESS ............ 6-10
- ACQUISITIONS ...................................... 10
- TECHNICAL SERVICES .............................. 11
- CIRCULATION SERVICES ........................... 12-13
- PERIODICALS & JOURNALFINDER ............... 14-15
- ELECTRONIC ACCESS .............................. 16-21
- REFERENCE SERVICES ............................. 22-23
- INTERLIBRARY LOAN ............................... 24-25
- MEDIA SERVICES ................................. 26-30
- SENIOR STUDENT EXIT SURVEY ................. 31-33
- ARCHIVES ......................................... 34
- CONCLUSION ....................................... 35-40

## IMAGES AND CHARTS

- DATABASE USE BY TITLE ................................. 21
- ELECTRONIC RESOURCE LIST .......................... 16-20
- JOURNALFINDER ACCESS .............................. 14-15
- INTERLIBRARY LOAN STATS ............................ 25
- LIBRARY INSTRUCTION ................................ 23
- SURVEY RESULTS .................................... 31-32
- WEB SERVER ACCESS – library.highpoint.edu ...... 7-9
INTRODUCTION

This has been a very busy year for Smith Library. The total number of students that entered the library increased by 5,000. We started on a project updating and renovating the main floor of the library. These renovations will include new ceilings and lights, paint, carpet and new furniture for the main floor. We will increase the number of computers by 24. The Powell Room with its coffee service continues to be a big hit and we have poured over 37,000 cups of coffee since we started this service. The library’s 24 hour schedule has gone well and we are open 24 hours a day five days a week and we will expand those hours to 24 hours 6 days a week by changing the fall semester to include the Friday into Saturday hours.

We circulated a great deal of materials including a phenomenal number of DVDs (10,184) and a large number of books (9,684). Students often use a large number of books in the building but never officially check them out. We often find stacks of text left on tables and carrels. This year we have been careful to count in-library use of books and reserve materials and include that in what we see as a “book use”. We count these uses as a “check-out” and it gives us a better idea of access to our monographic collection. We apply this same rule to bound journals and we have been quite surprised at the number of in-house uses of bound journal volumes.

We did less Interlibrary Loans this year than in past years. We feel that this indicates that our resources did a better job of meeting the needs of our patrons and that the web in general is so rich with resources that students are finding what they need in these other places. For example, we now offer 29,000 journal titles online as opposed to the 25,000 one year ago. Another change in the type of access that we provide is the BOD (Books on Demand) program that the library started last year. When a student requests a resource the ILL Librarian looks to see if the item would make a good addition to the collection. If so, the item is acquired as a rush purchased, cataloged and added to the collection. Students get materials quickly, it enhances the collection and actually ends up being less expensive to buy and add to the collection that doing a traditional ILL book request. We added 204 books to the collection via the BOD program.

Our students did 350,000 searches in our databases at a cost of about $130,000. This comes out to an average of about .37 a search. We added many new e-access sources during this fiscal year and we are pleased with the changes. We added another Netlibrary e-book collection, two new Jstor collections, the new (and very popular) Opposing Viewpoints, the ScienceDirect resources from Elsevier, 400 online movies in conjunction with the state library and at the end of the year we added the Grove’s Music Online resource in support of the growing music and theater program.

Library instruction saw a huge increase this year. We currently have four librarians that are doing instruction. We saw 3400 students in 167 classes! This year we also started our new program of providing seniors with a research
consultant. Seniors in Biology and Sociology were assigned a Reference librarian who made initial contact with these students. Throughout the semester they contacted and asked the students if they needed help. About half of the students made use of the librarian’s offer of research help.

The library staff is currently made up of 5 professional librarians and 3 paraprofessional librarians. We have a staff of 6 part-time staff members; one evening librarian, two weekend supervisors, one late night person and two that work in the Cataloging and Technical Services department. The Budd Family campus has one part-time professional librarian.
Basic Facts – last year numbers are in ( )

Circulation –
Patrons in the door – 194,000 (last year - 189,000)

Registered Borrowers  Transactions by Class  Transactions by format
Student  4,138 (2817)  Student  24,304 (28409)  Book  8956 (9684)
Graduate  261  Graduate  261 (92)  DVD  14796 (10184)
Faculty  597 (491)  Faculty  3284 (2890)  Reserves 1630 (927)

Journal Finder access to 29,746 (25,256) titles
- On-campus and in the Library:  15,116 (14,782)
- Off-campus  19,540 (80,146)
- Total access  34,656 (94,928)

Library Instruction classes –
During the 2007-2008 year we saw 3405 students in 167 library instruction classes. These numbers represent an increase of nearly 1000 students from the previous year. We saw 213 students during the summer, 2064 during the fall and 1128 during the spring semester in research instruction classes. Of the 167, 22 were graduate classes and 27 were EDP classes.

Media Resources –
Media Services total circulation statistics increased by 46.6% from last year. Total DVD circulation (both circulating and non-circulating combined) increased by 58% from last year, while VHS circulation decreased by 5.6%. Lecture room use increased by 16.9% from last year.
Lecture Room Scheduling – 947 (810) Media Services and Assistance – 7860 (4578)

Interlibrary Loan –
Smith Library processed 1,227 (1,525) Interlibrary Loan requests for faculty, staff, and students during the 2007-2008 fiscal year. Overall, we processed more borrowing requests than lending. Undergraduate and Graduate students requested 734 materials and faculty requested 493 materials. Religion, History, and Business Management subjects were the most readily requested materials.

Cataloging and Collection –
We added 16,419 items to the Smith Library catalog in 2007-08, an increase over last year count of almost 45%. Of these processed items 6,152 were books, 538 were microfilm/microfiche, and 4,550 were periodicals. We bound 687 periodical volumes in 2007-08.

These items break down into the following categories:
Books  123,120  (120826) Electronic Books  51,862  (47808)
Media & Equipment  9,414  (8737)  Periodicals  38,799  (40125)
Microfiche & Film  84,648  (84130)

Databases – 160 electronic resources

Library Hours – The library is open 141 hours (131) a week.
- Sunday from 1pm to Friday at 11pm
- Saturday – 10am to 9pm
**Ezproxy Server Access**
(The Proxy server allows a patron access to E-resources from off-campus)

(Figures in parentheses refer to the 7-day period ending 09-Jun-2008 16:15).

**Successful requests:** 752,281 (10,152)
**Average successful requests per day:** 4,725 (1,450)
**Successful requests for pages:** 1,055 (5)
**Average successful requests for pages per day:** 6 (0)

Each unit (■) represents 6 requests for pages or part thereof.

day: reqs: pages:
---: ------: -----:
Sun: 131076:  202: 
Mon: 101752:  147: 
Tue: 124309:  228: 
Wed: 114027:  183: 
Thu: 87788:  89: 
Fri: 88107:  71: 
Sat: 105222:  135: 

This report lists the total activity for each hour of the day, summed over all the days in the report.

Each unit (■) represents 3 requests for pages or part thereof.

hour: reqs: pages:
----: -----: -----:
0: 21660:  6: 
1: 13792:  14: 
2: 6279:  3: 
3: 4362:  6: 
4: 2867:  4: 
5: 3010:  24: 
6: 3806:  17: 
7: 7070:  21: 
8: 16971:  23: 
9: 30501:  55: 
10: 40178:  51: 
11: 48349:  60: 
12: 47795:  72: 
13: 49801:  62: 
14: 44643:  67: 
15: 50807:  51: 
16: 51370:  48: 
17: 39512:  51: 
18: 40853:  70: 
19: 55752: 106: 
20: 54626:  33: 
21: 42002:  51: 
22: 33060:  35:
This chart and the following table indicate the resources that are used by our students from “off-campus”. Students access these materials with their university username and password. This is a very robust service that sees 1.5 million request a year. Proxy server software is used by most major universities as a method to provide their patrons off-campus access to expensive subscribed journal and database resources.

<table>
<thead>
<tr>
<th>Access</th>
<th>Source</th>
<th>Access</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>218511</td>
<td>Ebsco</td>
<td>2284</td>
<td>Statusa_gov</td>
</tr>
<tr>
<td>196579</td>
<td>Netlibrary</td>
<td>1726</td>
<td>Bioone</td>
</tr>
<tr>
<td>82047</td>
<td>Proquest</td>
<td>1539</td>
<td>Cambridge</td>
</tr>
<tr>
<td>64672</td>
<td>Lexis-nexis</td>
<td>1472</td>
<td>Morningstar</td>
</tr>
<tr>
<td>33587</td>
<td>Galegroup</td>
<td>1438</td>
<td>Learning_express</td>
</tr>
<tr>
<td>33405</td>
<td>Ezproxy_login</td>
<td>1388</td>
<td>Britannica</td>
</tr>
<tr>
<td>32399</td>
<td>Jstor</td>
<td>1364</td>
<td>Oxford_reference</td>
</tr>
<tr>
<td>13260</td>
<td>Encyclopedia_brit</td>
<td>1271</td>
<td>libproxy.highpoint.edu</td>
</tr>
<tr>
<td>13170</td>
<td>Mergent</td>
<td>1032</td>
<td>Heritage_quest</td>
</tr>
<tr>
<td>8825</td>
<td>Reference_usa</td>
<td>784</td>
<td>Medline</td>
</tr>
<tr>
<td>7465</td>
<td>Valueline</td>
<td>581</td>
<td>Greenwood</td>
</tr>
<tr>
<td>6697</td>
<td>Wiley</td>
<td>543</td>
<td>scholar.google.com</td>
</tr>
<tr>
<td>5796</td>
<td>Sciencedirect</td>
<td>487</td>
<td>Regional</td>
</tr>
<tr>
<td>5569</td>
<td>Springer</td>
<td>462</td>
<td>Newsbank</td>
</tr>
<tr>
<td>3123</td>
<td>Firstsearch</td>
<td>431</td>
<td>Annual_rev</td>
</tr>
<tr>
<td>2838</td>
<td>Artstor</td>
<td>321</td>
<td>Abc-clio</td>
</tr>
<tr>
<td>2690</td>
<td>Classical_music</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
HTML Server Access (Library.highpoint.edu)
(This is a tally of access to the library website)
Program started at Mon-09-Jun-2008 16:36.
Analysed requests from Sun-01-Jul-2007 00:05 to Mon-09-Jun-2008 20:36
(344.85 days). (Figures in parentheses refer to the 7-day period ending 09-Jun-2008 16:36).

Successful requests: 464,856 (5,725)
Average successful requests per day: 1,347 (817)
Logfile lines without status code: 1,087 (0)
Successful requests for pages: 439,179 (5,248)
Average successful requests for pages per day: 1,273 (749)

This report lists the activity in each month. Each unit (•) represents 1,500 requests for pages or part thereof.

month: reqs: pages:
--------: -----: -----:
Jul 2007: 33751: 30963:
Aug 2007: 29376: 27554:
Sep 2007: 51709: 49816:
Oct 2007: 50623: 48808:
Nov 2007: 50280: 48163:
Dec 2007: 29051: 27231:
Jan 2008: 41015: 38882:
Feb 2008: 47830: 45830:
Mar 2008: 42058: 39777:
Apr 2008: 60004: 56392:
May 2008: 22403: 19566:
Jun 2008: 6756: 6197:

Busiest month: Apr 2008 (56,392 requests for pages)

This chart and the following table indicate the web pages that are accessed by our patrons. The chart and table indicates access to the subject pages and resources that our patrons can access.
Webserver (library.highpoint.edu) Access by Pages Served

244020 - /welcome.html
40293 - /html/hplib/electronic.html
18014 - /html/hplib/chicago.html
5286 - /html/hplib/illform.html
3865 - /html/hplib/interiordesign.html
3846 - /html/hplib/archive.htm
3512 - /html/hplib/ratio.html
3314 - /html/hplib/reference.html
3291 - /harvardfas_curricular_renewal.pdf
3058 - /html/hplib/refopen.html
2817 - /html/hplib/staff.html
2424 - /html/hplib/hours.html
2193 - /html/hplib/annual.html
1955 - /apc/hpu+strategic+directions.pdf
1909 - /media/featurefilms.htm
1898 - /html/hplib/pe.html
1849 - /html/hplib/historylist.html
1846 - /html/hplib/education.html
1746 - /html/hplib/generalref.html
1705 - /apc/high+point+university+qep.pdf
1611 - /media/ff102004.txt
1611 - /html/hplib/otherop.html
1525 - /media/media.htm
1504 - /html/hplib/refreqform.html
1413 - /html/hplib/circulation.html
1273 - /html/hplib/religion.html
1206 - /html/apc_home.html
1179 - /html/hplib/medicine.html
1173 - /html/hplib/bio.html
1109 - /html/hplib/infohelp.html
1001 - /html/hplib/files/jstoralltitlelist.html
980 - /html/hplib/globwarm.html
971 - /html/hplib/sociology.html
967 - /html/hplib/aboutthelibrary.html
950 - /html/welcome.html
942 - /media/coldev.htm
916 - /html/hplib/international.html
911 - /html/hplib/eric.html
909 - /html/hplib/newspaper.html
878 - /html/hplib/humanities.html
809 - /html/apc/chron_genderdivide.pdf
795 - /media/lecture.htm
766 - /html/hplib/businessinv.html
712 - /html/hplib/businessguide.html
698 - /html/hplib/furniture.html
676 - /html/hplib/myaccountinfo.html
665 - /html/hplib/legal.html
636 - /html/hplib/printers.html
631 - /html/hplib/welcome.html
625 - /media/films.htm
610 - /html/hplib/weblist.htm
610 - /html/hplib/economics.html
582 - /html/hplib/polisci.html
581 - /html/apc_webagenda.html
576 - /html/hplib/notforprofit.html
571 - /html/hplib/misc.html
556 - /html/hplib/art.html
547 - /html/hplib/government.html
536 - /html/hplib/accounting.html
527 - /media/overview.htm
489 - /media/equipment.htm
472 - /media/hours.htm
468 - /html/apc_members.html
463 - /media/duppol.htm
460 - /html/hplib/nc.html
456 - /html/hplib/joulist/business.htm
454 - /html/hplib/chem.html
452 - /html/apc_weboutsidesources.html
441 - /media/mres.htm
439 - /media/prodpol.htm
436 - /media/about.htm
429 - /html/hplib/joulist/jlist.html
419 - /media/filmsa.htm
413 - /html/apc_webhpusources.html
401 - /html/hplib/Borrowing.html
401 - /media/price.htm
401 - /media/sat.htm
This chart illustrates the use that our students make of the catalog software that provides access to our book, journal, media and e-resources collection. Students use this resource to look up a book, DVD and full-text online content. During the spring semester we saw over 85,000 accesses. The chart above illustrates some of the more common searches.

**Acquisitions – Karen Harbin**

The Acquisitions Department co-ordinates the purchases of books, office supplies, media items and other materials for Smith Library. Under the direction of the Library Director, Acquisitions manages the budget purchases and maintains the funded book allocations and purchases for the Academic Departments of High Point University.

During the 2007-08 fiscal year, Acquisitions purchased 1538 items for the library. These additions were generated by departmental requests and included books, reference resources, leisure reading, videos and DVDs.

We continued to add titles to the Ayn Rand Collection in conjunction with the Business Department under the guidance of Dr. Crofton. The Ayn Rand collection is currently housed in the Powell Room and is supported by a grant from BB&T. The grant stipulates that a portion of the grant funding has to go to support an Ayn Rand book collection.

Acquisitions assisted Media in adding five hundred and thirty DVD’s for the Feature Film Collection. Most of these films are ordered from Amazon.

Working with the History Department, we added one hundred and twenty-one items to support their Graduate program. Many of these requests were out-of-print or very old. These mostly out of print books arrived quickly and were available for the students at the beginning of the graduate session.
Technical Services Statistics – by Mike Ingram

We added 16,419 items to the Smith Library catalog in 2007-08, an increase over last year’s count of almost 45%. Of these processed items 6,152 were books, 538 were microfilm/microfiche, and 4,550 were periodicals. We bound 687 periodical volumes in 2007-08.

There were 308,844 items in the database as of May 31, 2008. These items break down into the following categories:

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>123,120</td>
</tr>
<tr>
<td>Electronic Books/Videos</td>
<td>51,862</td>
</tr>
<tr>
<td>Media &amp; Equipment</td>
<td>9,414</td>
</tr>
<tr>
<td>Periodicals</td>
<td>38,799</td>
</tr>
<tr>
<td>Microfiche &amp; Film</td>
<td>84,648</td>
</tr>
</tbody>
</table>

Microfiche and Film includes the Furniture Market Collection on microfiche (4,856 items) and Evans’ Early American Imprints (a collection of early American publishing – 36,331 items). The remaining Microfiche and Film items are contemporary periodicals.

The Library also houses over: 1,100 Eric documents, 700 annual reports, 1,100 items in Archives, and 2,000 items housing newspapers on microfiche and film. These items are not cataloged and are accessed via independent indexes.

The current cataloged item count plus the count of uncataloged items in the collection exceeds 314,000 items, excluding full text periodical titles available on line (see Journal Finder).

If these items were replaced at today’s prices our collection would be valued at a little over 7 million dollars.

Last year we ran an estimated 11,000 reports on the Unicorn system. While reports can be set up to run automatically, they must be initially planned and established. Currently we have 19 reports that are set up to automatically run on a daily basis, a few others weekly, and a group of statistical reports that run monthly. Other reports are manually run on a daily, or as needed basis. New reports are added as the need arises.

Last year we discarded 10,011 items from the collection, including 3,463 books, 786 bound periodicals, and 5,450 unbound periodicals (most of these were re-added as bound periodicals).

Included among the special projects that we completed this year was the automation of record downloads from Yankee Book Peddlers and Baker & Taylor, and the cataloging of the American Women’s Diaries. We also completed weeding and shifting the entire bound periodicals collection, the indexes, the fiction collection, and the biography collection.
Circulation Services – by Nita Williams

Registered Borrowers – By Class
Smith Library has a total of 4,856 registered borrowers.

<table>
<thead>
<tr>
<th>Registration Class</th>
<th>Registered Borrowers</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP Student/Graduate</td>
<td>4,138</td>
</tr>
<tr>
<td>HP Faculty/Staff</td>
<td>597</td>
</tr>
<tr>
<td>Other</td>
<td>28</td>
</tr>
</tbody>
</table>

Borrower Transactions – By Class
These statistics show the total amount of transactions checked out according to each registration class. This listing includes all circulation activities at the library such as books, DVDs, laptops or reserves.

<table>
<thead>
<tr>
<th>Registration Class</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP Student</td>
<td>25,177</td>
</tr>
<tr>
<td>HP Graduate</td>
<td>261</td>
</tr>
<tr>
<td>HP Faculty</td>
<td>3284</td>
</tr>
<tr>
<td>Staff (library)</td>
<td>1028</td>
</tr>
<tr>
<td>Adjunct</td>
<td>11</td>
</tr>
<tr>
<td>Alumni</td>
<td>14</td>
</tr>
<tr>
<td>HPU Staff</td>
<td>2068 (last year – 342)</td>
</tr>
<tr>
<td>Clergy</td>
<td>26 (Last year – 0)</td>
</tr>
</tbody>
</table>

Circulation of Traditional Materials
Our fiscal year circulation of materials was 31,302 for Smith Library and 137 for Bud Campus Library.

<table>
<thead>
<tr>
<th>Material Types</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book</td>
<td>8956 (Last year – 8544)</td>
</tr>
<tr>
<td>Reference</td>
<td>43 (Last year – 43)</td>
</tr>
<tr>
<td>Laptop</td>
<td>1072 (Last year – 1967)</td>
</tr>
<tr>
<td>Game</td>
<td>6 (Last year – 3)</td>
</tr>
<tr>
<td>Kit</td>
<td>17 (Last year – 11)</td>
</tr>
<tr>
<td>Microfiche</td>
<td>10 (Last year – 5)</td>
</tr>
<tr>
<td>Microfilm</td>
<td>20 (Last year – 1)</td>
</tr>
<tr>
<td>Periodical</td>
<td>196 (Last year – 106)</td>
</tr>
<tr>
<td>Textbook</td>
<td>141 (Last year – 140)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Material Types</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oversize</td>
<td>57</td>
</tr>
<tr>
<td>Leisure</td>
<td>738 (Last year – 639)</td>
</tr>
<tr>
<td>Big Book</td>
<td>27 (Last year – 15)</td>
</tr>
<tr>
<td>Bldg. Use</td>
<td>2532 (Last year – 321)</td>
</tr>
<tr>
<td>Reserves – Photocopy</td>
<td>249 (Last year – 104)</td>
</tr>
<tr>
<td>Reserves - Books</td>
<td>927</td>
</tr>
<tr>
<td>ILL - Books</td>
<td>751 (Last year – 966)</td>
</tr>
<tr>
<td>Score</td>
<td>1</td>
</tr>
<tr>
<td>Bound</td>
<td>106</td>
</tr>
<tr>
<td>Budd Campus</td>
<td>80 (Last year – 137)</td>
</tr>
</tbody>
</table>

**TOTAL** 13,310
**Gate Count**

The gate count counts all persons exiting the library. For the 2007-2008 school year the Library was open from 1pm Sunday till 1am Friday. April was the busiest month.

<table>
<thead>
<tr>
<th>Month</th>
<th>Count</th>
<th>(Last year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>June</td>
<td>4279</td>
<td>5726</td>
</tr>
<tr>
<td>July</td>
<td>8415</td>
<td>8062</td>
</tr>
<tr>
<td>August</td>
<td>10,720</td>
<td>11,948</td>
</tr>
<tr>
<td>September</td>
<td>21,339</td>
<td>22,917</td>
</tr>
<tr>
<td>October</td>
<td>21,262</td>
<td>22,986</td>
</tr>
<tr>
<td>November</td>
<td>23,411</td>
<td>21,856</td>
</tr>
<tr>
<td>December</td>
<td>13,662</td>
<td>13,529</td>
</tr>
<tr>
<td>January</td>
<td>15,091</td>
<td>10,781</td>
</tr>
<tr>
<td>February</td>
<td>23,077</td>
<td>22,267</td>
</tr>
<tr>
<td>March</td>
<td>19,033</td>
<td>17,686</td>
</tr>
<tr>
<td>April</td>
<td>30,723</td>
<td>25,272</td>
</tr>
<tr>
<td>May</td>
<td>3023</td>
<td>6298</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>194,035</strong></td>
<td><strong>189,000</strong></td>
</tr>
</tbody>
</table>

**Friends of the Library**

In August of 2007, the library obtained cards for the Friends of the Library.

Currently our levels are:

- **Alumni** - $50 a year
- **Clergy** - $50 a year
- **Friend** - $400 a year
- **Special Friend** – This category allows someone to make a sizeable donation

At this point we have 11 Alumni, 3 Clergy, 2 Friends (they were given a special rate of $50 to join), and 2 Visitors.
Our current subscription count is 437 paper and 7 microform titles. In addition to our print, bound, and microform collections, we have access to 29,316 online titles via Journal Finder. This past year we checked in and added 4,550 journal issues as well as added 687 bound volumes, 351 microfiche, and 232 microfilm. We discarded 5,450 journal issues--many became bound volumes but most were from titles that we do not bind that had been shelved behind circulation. We also had volumes of recently cancelled titles and we sent them off to the bindery. Now all unbound issues have been shifted into the public periodical areas of leisure and scholarly, rather than just the current issues. We also discarded 786 bound volumes as we reviewed bound periodicals for dated material, short runs, low use, and damaged volumes.

We have significantly added to our electronic resources again this year after we cancelled subscriptions for 177 paper titles and 11 fiche titles. Cancelled title cost for paper was $40,022.74 and $1,446.72 for fiche. We have added electronic collections of Brill, JSTOR Arts & Sciences V, JSTOR Arts & Sciences VI, Science Direct-Health & Life Sciences, and Science Direct-Social & Behavioral Sciences. The title count for all these electronic journal resources can be found in the following table.

<table>
<thead>
<tr>
<th>Resource</th>
<th>Journal Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>BioOne</td>
<td>85</td>
</tr>
<tr>
<td>Brill Academic Publishers via Carolina Consortium</td>
<td>97</td>
</tr>
<tr>
<td>Cambridge University Press via Carolina Consortium</td>
<td>219</td>
</tr>
<tr>
<td>Congressional Quarterly Publications via NC LIVE</td>
<td>2</td>
</tr>
<tr>
<td>Ebsco Academic Search Premier via NC LIVE</td>
<td>4,606</td>
</tr>
<tr>
<td>Ebsco Business Source Premier via NC LIVE</td>
<td>2,533</td>
</tr>
<tr>
<td>Ebsco CINAHL Plus with Full Text</td>
<td>591</td>
</tr>
<tr>
<td>Ebsco CINAHL with Full Text via NC LIVE</td>
<td>451</td>
</tr>
<tr>
<td>Ebsco Communication and Mass Media Complete</td>
<td>304</td>
</tr>
<tr>
<td>Ebsco EJournals Online</td>
<td>180</td>
</tr>
<tr>
<td>Ebsco Health Source: Consumer Edition via NC LIVE</td>
<td>140</td>
</tr>
<tr>
<td>Ebsco Health Source: Nursing/Academic</td>
<td>579</td>
</tr>
<tr>
<td>Ebsco MAS Ultra School Edition</td>
<td>491</td>
</tr>
<tr>
<td>Ebsco Master File Premier via NC LIVE</td>
<td>1,964</td>
</tr>
<tr>
<td>Ebsco Middle Search Plus</td>
<td>146</td>
</tr>
<tr>
<td>Ebsco Military and Government Collection via NC LIVE</td>
<td>334</td>
</tr>
<tr>
<td>Ebsco Primary Search (Children's Journals) via NC LIVE</td>
<td>52</td>
</tr>
<tr>
<td>Ebsco PsycArticles</td>
<td>63</td>
</tr>
<tr>
<td>Ebsco Regional Business News via NC LIVE</td>
<td>49</td>
</tr>
<tr>
<td>Ebsco Sports Discus via Carolina Consortium</td>
<td>353</td>
</tr>
<tr>
<td>Independent Publication (Free)</td>
<td>12,290</td>
</tr>
<tr>
<td>Independent Publication (Paid)</td>
<td>50</td>
</tr>
<tr>
<td>Infotrac Custom Newspapers</td>
<td>109</td>
</tr>
<tr>
<td>Infotrac General OneFile via Carolina Consortium</td>
<td>5,384</td>
</tr>
<tr>
<td>J-STOR - Arts and Sciences 1</td>
<td>175</td>
</tr>
<tr>
<td>J-STOR - Arts and Sciences 2</td>
<td>188</td>
</tr>
<tr>
<td>J-STOR - Arts and Sciences 3</td>
<td>244</td>
</tr>
<tr>
<td>J-STOR - Arts and Sciences 4</td>
<td>147</td>
</tr>
<tr>
<td>J-STOR - Arts and Sciences 5</td>
<td>12</td>
</tr>
<tr>
<td>J-STOR - Arts and Sciences 6 (New this year)</td>
<td>7</td>
</tr>
<tr>
<td>J-STOR - Arts and Sciences Complement</td>
<td>178</td>
</tr>
<tr>
<td>J-STOR - Ecology and Botany Collection</td>
<td>35</td>
</tr>
<tr>
<td>J-STOR - Math and Statistics Collection</td>
<td>74</td>
</tr>
</tbody>
</table>
Periodical Circulations were down this past year due to preference for electronic online format. The following table shows the last six years of paper and fiche usage and includes in-house, current awareness, and fiche issues that were counted.

<table>
<thead>
<tr>
<th>Year</th>
<th>Circulations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2002</td>
<td>2105</td>
</tr>
<tr>
<td>2003</td>
<td>2153</td>
</tr>
<tr>
<td>2004</td>
<td>2177</td>
</tr>
<tr>
<td>2005</td>
<td>2191</td>
</tr>
<tr>
<td>2006</td>
<td>2013</td>
</tr>
<tr>
<td>2007</td>
<td>1689</td>
</tr>
</tbody>
</table>

We wanted to revamp our leisure reading periodical collection so we did a paper survey of students who came into the library. They had several suggestions for new titles as well as preferred subject areas. We also conferred and received a list from Barnes and Noble to ascertain what serial titles are popular there. Based on these lists we selected and ordered 40 new leisure magazine titles geared toward our traditional college student population. The cost of these titles was $1,195.44.

**JournalFinder**

JournalFinder is used to locate a particular journal title for research or just to browse. According to JournalFinder we held over 29,000 journal and magazine titles at the end of the year. Last year at this time we had 25,000. We have seen an increase of around 4,000 titles. A service of UNCG, JournalFinder cost $2650.00 but maintains and includes access to hundreds of free online titles which more than pays for the cost of the service.
ELECTRONIC ACCESS

Our students did 350,000 searches in our databases with a cost of about $130,000 - an average of .37 a search. It needs to be noted that using “searches” as an indicator of use can be a bit misleading. Often, the more journal rich databases are only being accessed for the journal content and are not being searched. For example, a resource such as Jstor is often not searched but instead is used for its full-text journal content. Jstor saw a little over 13,000 searches while total use was over 40,000 accesses!

We added many new resources during this fiscal year and we are pleased with the changes. We added another Netlibrary book collection. This puts the count of our collection of Netlibrary e-book titles over 52,000. Last year students checked out 12,000 Netlibrary e-books. Many single titles were checked out more than 50 times each. We added the journal collection ScienceDirect. One of our more popular sources is the Opposing Viewpoints databases. Unlike other resources, Opposing Viewpoints provides articles, stats, web access and audio content on 100 predetermined topics. It is quick and easy to use and students find what they need. We added two new Jstor collections (an incredible bargain for our small school). We also added the new Brill collection. At the end of the year we added the Grove’s Music Online resource and in conjunction with the state library we added the online video content of the PBS and Frontline video series. This has added nearly 400 videos that can be viewed online or shown in the classroom. The Alexander Street Press, Classical Music Library (students can download classical music content and professors can make playlist as an assignment for their students) has been a huge success and we will look at expanding this product and service. We profiled the library resources via Scholar Google and now the Journal Finder link and access to our full-text journal resources can be found via a Scholar Google search.

The following is an alphabetical list of our current resources.

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 Premier on Ebsco via NCLive -
African American Poetry 1750-1900 Collection from Chadwyck-Healey via NCLive -
African American Poetry AGRICOLA on FirstSearch -
Agricultural Factbook - Farms and Food -
American Business Directory -
America: History and Life -
America: History and Life via Ebsco -
American Poetry 1600-1900 from Chadwyck-Healey via NCLive -
American Poetry 20th Century from Chadwyck-Healey via NCLive -
American Slavery -
Annals of American History - Online via NCLive -
Applied Social Sciences Index and Abstracts: ASSIA -
ArticleFirst on FirstSearch -
Arts and Humanities Search -
ArtStor -
Atlanta Journal and Constitution on InfoTrac -
Audiobooks from NetLibrary -
Basic Biosis on FirstSearch -
Beige Books -
Biological and Agricultural Journals at Science Direct - New!
BioOne - Biology Journals -
Books in Print on FirstSearch -
Britannica Online -
Building Codes from the International Code Council
Business Source Premier on Ebsco via NCLive -
Cabell's Directories of Publishing Opportunities -
Cambridge University Press Online Journals -
CAMIO - Catalog of Art Museums via NCLive -
Charity and Nonprofit Directory from Guidestar -
Christian Science Monitor 1988 -
Chronicle of Higher Education -
CIA World Factbook -
CINAHL PLUS with Full Text on Ebsco via NCLive -
Classical Music Library - New!
Communication & Mass Media Complete on Ebsco -
Computer Literature Database via Infotrac -
Congressional Quarterly Researcher (CQ Researcher on NClive) -
Congressional Quarterly Weekly (CQ Weekly on NCLive) -
Consumer Index on FirstSearch
Contemporary Women's Issues on FirstSearch
County City Databook 2000
Criminal Justice Abstracts -
Criminal Justice Statistics -
Critical Companion to Popular Fiction -

Daily Life Through History -
Digest of Education Statistics -
    The Department of Education report on Education in America.
Dissertation Abstracts on FirstSearch -

Early American Imprints
Ebsco E-journals Online -
ECO - Journal Article Database -
Ecology & Botany Collection from JSTOR -
Ecology, Evolution & Systematics - Annual Reviews Online -
Econ Literature on FirstSearch -
Economic Census of the United States 1997
Economic Census of the United States 2000 -
Economic Report of the President -
Education Law in NC -
Educational Materials Gateway (ERIC) National Data -
Education Statistics (NCES) National Data -
Educator's Reference Desk -
Encyclopedia Universal en Espanol Online via NCLive -
Encyclopedia of Animals on Ebsco via NCLive -
Encyclopedia of the American Civil War -
Encyclopedia of the Persian Gulf War -
English Poetry 20th Century from Chadwyck-Healey via NCLive -
English Poetry 600-1900 from Chadwyck-Healey via NCLive -
ERIC on Ebsco via NCLive -
ERIC on CSA - New!
ERIC Documents at Smith Library -
FactSearch - Guide to statistical statements on FirstSearch -
FASB Pronouncements Statements of Financial Accounting Standards and Statements of Financial Accounting Concepts FASB Interpretations -
FBI Uniform Crime Reports -
Funk & Wagnalls New World Encyclopedia via NCLive -
Geography, Geology, Ecology on FirstSearch -
Global warming links -
Google Scholar
Grove Dictionary of Music
Health Sources: Academic Edition -
Heritage Quest via NCLive -
Historic Documents Index - Full-text at R917.3 H62h
Historic Events of the 20th Century -
Historical Abstracts -
Historical Abstracts on Ebsco
Historical Statistics of the United States
Image Collection from Ebsco Full-text
International Statistics by country -
JAMA - Journal of the American Medical Association
JSTOR Arts and Sciences Collection
Kluwer and Springer Journals
Learning Express online test tutoring (SAT, GRE...) via NCLive
LEXIS-NEXIS Academic Universe -
Library and Information Science Abstracts: LISA - New!
Liebert Online -
LINC Login to North Carolina Census and local census data -
Literary Criticism Search Descriptive information an author -
Literature in Context descriptive analysis of fiction -
Los Angeles Times 1988 -
Marketing Guides from Plunkett -
MasterFILE Full-text on Ebsco via NCLive -
Mathematics & Statistics Collection from JSTOR -
Medicine and Dentistry at Science Direct New!
MEDLINE at FirstSearch
MEDLINE at PubMedCentral Full text access on Medline
MEDLINE Medical Information Search -
Mergent(Moody's) Company Financial and Annual Reports -
Microbiology Annual Reviews Online -
Military & Government Collection on Ebsco via NCLive -
MLA Bibliography via Ebscohost with linked full-text -
MLA Bibliography Serial Listing
MorningStar Stocks and Mutual Funds Guide via NCLive -
NC Live Databases Link
NetLibrary
New York Times Historical (1851-2002)
New York Times on NCLive
New York Times on InfoTrac
Newsbank American Newspapers via NCLive
Newspaper Source on NCLive
Newspapers on InfoTrac
Newspapers on ProQuest
9/11 Commission Report
North American Women's Letters and Diaries (NAWLD) on NCLive
North Carolina General Statutes
North Carolina Periodicals Index
North Carolina Public School Statistical Profile
  1999 to current copies of this number data resource.
NTDB - The National Trade Database
NC Economic Development Information Systems (EDIS)
  Includes data NC and the smaller region.

Occupational Outlook Handbook
OECD Economic Outlook
OneFile on InfoTrac
Opposing Viewpoints
Oxford Journals Online
Oxford Reference Online
PAIS - Public Affairs Information Services Archive - New!
PAIS - Public Affairs Information Services - New!
Physical Education Index - New!
Pilots Database - New
Plant Biology - Annual Reviews Online
Poetry Library at Faber most influential poets from Chadwyck-Healey via NCLive
Primary Search on Ebsco via NCLive
PsycARTICLE Search via Ebsco
Psychinfo on Ebsco via NCLive With PsycArticle -
Psychology - Annual Reviews Online
PUBMED Use Journal Finder for article access

Reference Book Center at Netlibrary
ReferenceUSA Business Directory
Regional OneSource Statistical Database
Research Library from ProQuest
ScienceDirect - New!
Science Encyclopedia at McGraw-Hill
SEC - Security and Exchange Commission financial records
Serials Directory on Ebsco via NCLive
Social Science - Science Direct Journals New!
Social Science Research Network
Sociological Abstracts - New!
Sociology - Annual Reviews Online
SportDiscus with Fulltext
State and Metropolitan Area Databook
STAT-USA - State of the Nation Database
TestLink Educational Testing Service (ETS) "tests" database
United Nations Statistical Database
   The United Nations Statistical Database is a full-text resource that provides number
umerical data on countries of the world.
United States Government Manual
   The manual is a listing of all departments of the US government including structure
and responsibility.

Valueline Investment Survey
Virtual Reference Library from Gale on NCLive
Wall Street Journal on NCLive
Washington Post
Whitehouse Budget for 2006
Wiley Interscience Journals
Winston Salem Journal on InfoTrac
World Data Analysis and Country Facts via NCLive
WorldCat on FirstSearch via NCLive
Worldscope Company Snapshots on FirstSearch via NCLive
Worldwide Political Science Abstracts
This year has been very busy with library instruction classes and assisting students in the library. The serious work in the library seemed to get off to a quick start each semester, particularly in the spring, with students seeking help almost as soon as they returned from breaks. The busiest months at the Reference Desk were November and March.

Some of our goals for Reference Services included:

- Streamline and promote the valuable service we offer to assist students with their research.
- Add take-away cards that we will provide our patrons with reminders from their meeting with us and give them the contact information in a memorable way.
- Improve cohesiveness and communication among Reference staff.

In the spring semester this year, we were able to integrate library instruction more fully into two courses in the MIS department. Instead of meeting with the students only one time, 6 meetings with the librarian were planned throughout the semester. Each meeting had a particular research skills goal. The idea was to assist students through the process of research so that they would plan, evaluate, and use their research more effectively. These courses provided valuable experience and insight for planning and implementing such integrated instruction in the future.

This year we have been working to implement Office Groove 2007 as a collaborative workspace to improve and consolidate Reference communication, processes, and products. Since members of the Reference team work at different times but often on the same projects, we hope that the Groove workspace will allow us to work collaboratively on and exchange documents in process, such as research projects we are working on with students and faculty. Groove tools allow for file-sharing, discussions, meetings, business forms, and more, available to everyone who works in Reference from their computer or from the Reference Desk computers.

Another initiative from this year was the beginning of our “Research Consulting” program with seniors in their Senior Seminar classes. Beginning with Biology, Sociology,
and Spanish, we paired students with librarians whom they can contact at any time for in-
depth research assistance with their seminar topics. Throughout the spring semester, we 
expanded the service to include other departments, and we hope to formalize and expand 
this initiative to all or most of the departments in the future.

Since many of the resources that students use are electronic, we are looking for ways to 
make our own space on the web more streamlined and attractive. We have worked this 
year on updating library web pages with accurate links and current documents. Efforts have 
also been made to standardize pages like the ones for different disciplines that highlight 
relevant resources. We have spent some time with web and image editing software to gain 
skill and brainstorm ideas for new visual elements and organization on Reference and other 
library web pages.

**BIBLIOGRAPHIC INSTRUCTION**

During the 2007-2008 year we saw 3405 students in 167 library instruction classes. 
These numbers represent an increase of nearly 1000 students from the previous year. We 
saw 213 students during the summer, 2064 during the fall and 1128 during the spring 
semester in research instruction classes. Of the 167, 22 were graduate classes and 27 were 
EDP classes.

This year, English, MIS, and Business were the departments in which the most 
instruction took place. There were 31 English classes (including 26 ENG 102), 22 MIS 
classes and 16 business classes. Other departments with a large number of instruction 
sessions provided were Exercise & Sport Science, with 11 sessions, and Education and 
History/PoliSci with 10 classes each. Most notable is the increase in ENG 102 sessions. This 
group of students, primarily freshmen, is important for introducing information literacy 
early on. Increased communication and promotion helped us increase these classes from 7 
last year to 26 this year.

**BIBLIOGRAPHIC INSTRUCTION 2007-08**

<table>
<thead>
<tr>
<th></th>
<th>SUMMER TOTAL 213</th>
<th>CLASS SIZE AVG SUMMER 17.75</th>
</tr>
</thead>
<tbody>
<tr>
<td>FALL TOTAL</td>
<td>2064</td>
<td>CLASS SIZE AVG FALL 24.87</td>
</tr>
<tr>
<td>SPRING TOTAL</td>
<td>1128</td>
<td>CLASS SIZE AVG SPRING 15.67</td>
</tr>
<tr>
<td><strong>YEAR TOTAL</strong></td>
<td><strong>3405</strong></td>
<td>CLASS SIZE AVG 20.39</td>
</tr>
<tr>
<td>LAST YEAR</td>
<td>2447</td>
<td></td>
</tr>
</tbody>
</table>
Interlibrary Loan 2007-2008 – by Betsy Merricks

Resource Sharing and Interlibrary Loan (ILL):

Resource Sharing is an important part of the services that are provided by Smith Library. An important division of resource sharing is the department of Interlibrary Loan (ILL). ILL is the concept of acquiring materials that are currently unavailable in the library collection. ILL strives to provide tools that enable our patrons to locate the resources that we do not provide onsite and facilitate their access to these collections. ILL and the Reference Department work congruently to better manage the materials. The Smith Library Faculty and Staff promote academic excellence by providing reference materials and resources that prepare and assist each student for enhancing their education. Interlibrary Loan is a free service.

New Services for ILL:

In the July 2007, the Books on Demand Project was effectively implemented and a budget line increase was approved. The purpose of Books on Demand is to obtain a users’ requested item quickly, enhance the collection by adding titles with the HPU user interest in mind, which will have a high potential for subsequent use as well as demonstrate that the rush ILL/Acquisitions process is both efficient and cost-effective. The Books on Demand Project works in conjunction with Acquisitions ordering policy. If the book requested through Interlibrary Loan falls into certain specified criteria, Interlibrary Loan will review and verify the book request and then place a rush order with Acquisitions. A total of 204 books were added to the collection from the BOD project. On average, the BOD project added 19 books a month to the Smith Library collection.

The titles purchased included various interdisciplinary studies such as Contemporary and African American literature, Exercise Science, History, Marketing and Advertisement, Political Science, and Religion. Books on Demand’s mission is to work together to identify relevant titles that are appropriate for purchase, buy it quickly, circulate it to the HPU user, and then, add it to the library’s collection when the transaction is complete. Listed below is an accompanying chart for each months totals of purchase:

<table>
<thead>
<tr>
<th>Month</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2007</td>
<td>8</td>
</tr>
<tr>
<td>August 2007</td>
<td>9</td>
</tr>
<tr>
<td>September 2007</td>
<td>28</td>
</tr>
<tr>
<td>October 2007</td>
<td>23</td>
</tr>
<tr>
<td>November 2007</td>
<td>17</td>
</tr>
<tr>
<td>December 2007</td>
<td>12</td>
</tr>
<tr>
<td>January 2008</td>
<td>26</td>
</tr>
<tr>
<td>February 2008</td>
<td>39</td>
</tr>
<tr>
<td>March 2008</td>
<td>22</td>
</tr>
<tr>
<td>April 2008</td>
<td>17</td>
</tr>
</tbody>
</table>

BODS Total for 2006-2007 Fiscal Year: 204 Books

Current Awareness:

This fiscal year we also, focused on integrating the Current Awareness into Electronic format email notifications which replaced the hard copy notification method. This service will replace and upgrade the existing print notification method. The transition was successful and 43 periodical titles were transferred to the email notification method.
ILL Circulation Statistics:
Smith Library processed 1,227 Interlibrary Loan requests for faculty, staff, and students during the 2007-2008 fiscal year. Overall, we processed more borrowing requests than lending. Undergraduate and Graduate students requested 734 materials and faculty requested 493 materials. Religion, History, and Business Management subjects were the most readily requested materials. Listed below are Circulation Statistics Charts:

### Interlibrary Loan Circulation Statistics 2007 - 2008

<table>
<thead>
<tr>
<th>Faculty Monographs</th>
<th>Faculty Periodicals</th>
<th>Student Monographs</th>
<th>Student Periodicals</th>
<th>Out Monographs</th>
<th>Out Periodicals</th>
</tr>
</thead>
<tbody>
<tr>
<td>257</td>
<td>236</td>
<td>396</td>
<td>338</td>
<td>359</td>
<td>225</td>
</tr>
</tbody>
</table>

Totals Requested - 1227 Sent to other schools -584

### Interlibrary Loan Pending File Statistics 2007-2008

Weekly Statistics for Pending (P), Pending Filled (PF), and Searches (S):

<table>
<thead>
<tr>
<th>Pending</th>
<th>Searchs</th>
<th>Pending Filled</th>
<th>% Pending Filled</th>
</tr>
</thead>
<tbody>
<tr>
<td>1046</td>
<td>1460</td>
<td>939</td>
<td>89.77%</td>
</tr>
</tbody>
</table>

### Interlibrary Loan Cost 2007-2008

<table>
<thead>
<tr>
<th>ILL Total Cost</th>
<th>Average Cost per Invoiced Loan</th>
<th>ILL Billed Items</th>
<th>Average Cost per Total ILL</th>
<th>Percent of total ILLs that were billed</th>
</tr>
</thead>
<tbody>
<tr>
<td>$2,841.37</td>
<td>$22.55</td>
<td>126</td>
<td>$2.59</td>
<td>11.50%</td>
</tr>
</tbody>
</table>
Media Services - Jody Lohman

Media Services total circulation statistics increased by 46.6% from last year. Total DVD circulation (both circulating and non-circulating combined) increased by 58% from last year, while VHS circulation decreased by 5.6%. Lecture room use increased by 16.9% from last year. The following is a list of accomplishments from Media Services from June 2007 to May 2008:

**Enhanced the Media Services Center with multimedia computing and promoted its use as a teaching center.**

- The department upgraded the computer stations with five faster, more powerful computers. This allowed patrons to work more effectively and productively on creating multimedia projects, including video, audio and image creation and editing. While all stations include the capability to create and edit audio, video and images, certain stations include additional equipment to streamline particular multimedia projects.

- The video production station is connected to equipment for seamless duplicating or editing from a digital or analog source format of VHS, DVD, camcorder, or computer file to a DVD, VHS, or computer file (such as .wmv).

- The audio production station is set up to record, duplicate or edit from a digital or analog source format of CD, LP record, audiotape, voice recorder, or microphone to a CD or computer file (such as .mp3, .wma, or .wav files).

- All stations are connected to a color laser printer and poster plotter, for easy and accessible printing of a wide variety of print sizes ranging from letter (8.5x11 in) to conference poster (36x360 in.).

- The department added a slide scanner and four document scanners to the lab. The slide scanner is used mainly by faculty members who wish to digitize their slide collections for use in PowerPoint presentations for class and lectures. Media students digitized 1099 slides and scanned 270 documents into .pdf, .jpg, and .doc files.

- The department added multimedia software, including Adobe CS2 Design Suite for image editing, graphic design, and illustrating; Macromedia Dreamweaver for web authoring; Audition for audio editing and creating podcasts; and Camtasia for computer screen video recording.

- The lecture rooms and the conference room were very popular and in high demand. They were used for a variety of purposes, including senior seminar and class presentations, movie showings, campus organization events, honors convocation, Phoenix Festival, admissions testing. The rooms were used 947 individual times and in use for 1874 hours.

**Provided individual and group instruction and assistance**

- The librarian provided individual and group instruction to students and faculty members in using the computers and multimedia applications for creating and editing images, WebPages, sound recordings and videos. Additionally, she gave a mini workshop on creating READ posters using Photoshop to High Point University and Guilford College circulation staff members.
The librarian offered assistance to faculty on a variety of databases and software applications. She frequently visited faculty offices and demonstrated or provided instruction in using ArtStore, Classical Music Online, and streaming media.

**Enhanced the Media collections**

- The Media department added subscriptions to Classical Music Online, a database of digital recordings, and ArtStor, a database of digitized works of art for on-demand access. These were used in classroom as well as individual use.

- The librarian completed a collection of American Film Institute’s Top 100 movies of all time, which is currently located in the Leisure section of the library, and identified with signs and a list ranking the movies. She also began purchasing musical scores to develop a new collection to support the music curriculum and music research.

- The librarian produced a weekly campus-wide electronic poster advertising new DVDs in the feature film collection. The poster is added to the Campus Concierge daily update e-mails and is displayed on the kiosks around campus. The department also continued to maintain a display of recent releases and produced a weekly summary of the newest feature films. 530 DVDs have been added to the feature film collection this year. DVD circulation continued to increase, 58% up from last year. The DVDs circulated a total of 15465 times, out of 1415 titles. On average, each title circulated 10.9 times.

- The five digital camcorders and three digital cameras were in high demand, with 259 circulations. On average, each circulated about 32 times. As a result, the department added four flip video cameras to the collection. They will be very popular because they are compact and very easy to use. In contrast, media equipment circulated 660 times, down from 1042 from last year. This decrease in circulation of 36.6% from last year can be explained by the increased accessibility and use of technology in the classrooms throughout campus.

**Provide Management and administration of the Media department for more effective processes, work flow, and customer service in the media department**

- The librarian continued to revise the Media Policies and Procedures manual and updated instructions to include new technologies and improve workflow. She supervised 13 student workers, and made sure that they were trained on all procedures, technology and equipment.

- The media lab was used by 2033 patrons, primarily for media-related reasons. Reasons for using the media lab included letter-sized color printing, copies or transparencies (25%); watching movies or listening to recordings (24%); picture editing and graphic design work (13%); scanning (9%); audio/video editing and duplicating (8%); laminating and dry mounting (6%); poster printing (5%); and web authoring (1%).

- Media services provided assistance 7860 times in all media service areas, an increase of 71% from last year. This included 4910 questions related to providing assistance with the media collections and using multimedia technology (56% increase from last year). The total also included media production projects completed by the department, including 1082 poster print, dry mount and laminating requests, 229 digital duplications of videos and audios, 1369 slide and document scans, 376 satellite tapings, and 15 equipment deliveries.
2006-07 / 2007-08 Comparison Statistics for Media Services

**ATTENDANCE:**

<table>
<thead>
<tr>
<th>Year</th>
<th>Gate Count</th>
<th>Lecture Room Uses</th>
<th>Lecture Room (# Hours)</th>
</tr>
</thead>
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<td>2006-2007</td>
<td>726</td>
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<tr>
<td>2007-2008</td>
<td>2033</td>
<td>947</td>
<td>1874</td>
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**CIRCULATION:**

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<tr>
<td>Camera</td>
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<tr>
<td>Cassette</td>
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<td>CD</td>
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<td>Media-Eq</td>
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<td>Video</td>
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<td><strong>Total</strong></td>
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<td><strong>18083</strong></td>
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*Media Lab Use*

**Gate Count:** 726

**Lecture Room Uses:** 810

**Lecture Room (# Hours):** 1507

**Gate Count:** 2033

**Lecture Room Uses:** 947

**Lecture Room (# Hours):** 1874

**Print letter size; Make copies or transparencies:** 25%

**Print Posters:** 5%

**Research:** 9%

**Video / Audio Editing or Duplicating:** 8%

**Scan:** 9%

**Web Authoring:** 1%

**Microsoft:** 0%

**Laminate or Dry Mount:** 6%

**Picture Edit; Graphic Design:** 13%
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<tr>
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<tr>
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<tr>
<td>collection &amp; Technology</td>
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<td>collection &amp; Technology</td>
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<tr>
<td>Dry Mounts ***</td>
<td>18</td>
<td>Dry Mounts</td>
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<tr>
<td>Equipment Delivery Requests</td>
<td>97</td>
<td>Equipment Delivery Requests</td>
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<td>Laminating Requests</td>
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<td>Laminating Requests</td>
<td>187</td>
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<tr>
<td>Plotter/poster (#pgs) ***</td>
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<td>Plotter/poster (#pgs)</td>
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<td>255</td>
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<tr>
<td>Scanning (including slides)</td>
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<td>Scanning (including slides)</td>
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*** Began statistics Dec 2006
### 2007-2008 Media Services Monthly Statistics

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#### # Hours

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#### SERVICES & ASSISTANCE:

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<td>59</td>
<td>15</td>
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### Top 10 Reasons Why Students Use the Media Lab!

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<thead>
<tr>
<th>Media Lab Use (2007-2008)</th>
<th>No. of People</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excel; Access; Word</td>
<td>6</td>
</tr>
<tr>
<td>Laminate or Dry Mount</td>
<td>117</td>
</tr>
<tr>
<td>Picture Edit; Graphic Design -- Photoshop; InDesign; Illustrator; Publisher; PowerPoint</td>
<td>263</td>
</tr>
<tr>
<td>Print letter size; Make copies or transparencies</td>
<td>506</td>
</tr>
<tr>
<td>Print Posters</td>
<td>90</td>
</tr>
<tr>
<td>Research</td>
<td>187</td>
</tr>
<tr>
<td>Scan</td>
<td>186</td>
</tr>
<tr>
<td>Video / Audio Editing or Duplicating -- Pinnacle; Moviemaker; Nero; Camtasia; Audition</td>
<td>166</td>
</tr>
<tr>
<td>Watch Movie or Listen to Recording</td>
<td>490</td>
</tr>
<tr>
<td>Web Authoring</td>
<td>22</td>
</tr>
<tr>
<td>Dreamweaver; FrontPage</td>
<td></td>
</tr>
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</table>

| Total Gate Count                                      | 2033          |
Thanks for participating in this short survey. We would like to find out about what you think about the services, collection and the study environment at Smith Library. Take a minute to answer these questions. Your major is? History, Spanish, BUA, CIS, Rel/Phl, Biology, Psych - Total 11

1.) Have you ever? (Check all that apply)
- Checked out books - 11
- Used Smith as a study area – 11
- Used the magazines/journal collection – 9
- Used the Reference book collection – 10
- Used online sources from my dorm, home or a lab – 11
- Asked for an Interlibrary of materials from another library – 7

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?

9.33

For my major, the library and its online resources fulfilled my research and resource needs.

8

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

I have been satisfies w/tech. in Smith
New doors main entrance (Glass doors) less noise
Perhaps printing through wireless network
Journal finder(EBSCO) does not always work sometimes says unavailable.
Great as is
Being able to renew books online
1st floor a printer available in the computer lab
More outlets on table near 1st floor

What kind of changes in “services” would you like to see at Smith?

Increase/update history resources
I have been satisfied
The service is excellent/no complaints
All seems well
Bryden is awesome
Service is excellent
Wider range of magazines/journals
Great as is available
ILL program is great but nice if access to more materials at Smith.
Sometimes can't tell if a book is helpful until you open it and that's a waste of an ILL

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

Yes 10
No 1

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

8.80

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

9.91

- I think better training of the night staff workers because at times they don’t know things that they should (how to use scanners or microfilm)
- Overall, I have been very pleased with my experiences. My only slight concern is the lack of books for religion and philosophy majors. This hasn’t been a huge concern because of online resources, journals, and the ILL program to fill in gaps. I also appreciate the knowledgeable staff that has helped me with my major research papers.
- Bunk beds in the basement during exam time
- New interior entrance to the library. Fountains are nice, more plants and vines a la Tuscan imagery to enhance entrance
- More Spanish materials, Latin American/Spanish studies
- Study rooms
- More books and more places to read them like couches, etc on 3rd floor. Someone to monitor the 3rd floor noise level (it is not always quiet).
- Laptops to check out
- Smith Library is a great institution, however with the growing class size; frequently there is no place to study. If more tables and chairs were added to the 3rd floor that would help. Also, advertising the study rooms in Phillips (open 24hrs) would help with some of the load, especially groups. Being a scienc(e) major puts me at a disadvantage because many of the magazine and journals we need are so specialized that schools do not have them.
- If more journals were available or if there was a quicker process to obtain them, that would be great. I’ve used ILL before, and while it is great for long term projects, accessing articles quickly can be a problem. Another point is the library hours. On weekends the library opens and closes at various times and although I am not like every student, being able to access books or being able to use a quiet library to study on a weekend night would be useful.
Comments from Library Instruction Surveys

Each semester Stephanie Parsons surveys classes that have participated in library instruction sessions. The following is a summary of some of the comments gleaned from some of these surveys.

- Knowing about the journals on the 3rd floor really helps
- It was very informative and helps to find information
- This session helped to make my research experience easier
- It would help to know more about how to get papers and pictures off the online article for presentations
- The library services at this university are remarkable
- I have no idea how to use journals that are on the film
- It helped a lot on how to use electronic journal finder
- It was informative and I liked the hands on activities
- It will help me a lot for the future
- Spend more time on finding and using books
- Great. Everyone should be required to take it
- I learned about a lot of new research resources
- It’s a good starter for people who aren’t familiar with the electronic resources
ARCHIVES

The Yadkin Room is now a reality. The old library director’s office is now the home to rare books and is also a display for items that include paintings, sculpting, art and other items.

The Archive web page at library.highpoint.edu/html/hplib/archive.html receives many inquiries and a link to the page is included on the NCECHO page, a collection of all the archive resources in the state of North Carolina.

For the next year we need to:

- Continue to organize and catalog the large collection of resources that we have in the collection
- Look to binding some of the delicate collections or series and volumes that are housed in Archives
- Digitize the school newspapers and propose the digitization of the year books.
CONCLUSION AND GOAL ANALYSIS

The following are the goals that we set for the library in the end of the year report for 05-06. Included in italics are comments on the goals, whether they were achieved and if we will continue working toward this goal in 07-08.

1. **We will propose the addition of new staff members.**
   - (We have added several new half time positions)
   - A full-time staff person to handle part of the night and weekend hours.
   - A half-time secretary
     (It seems that we will get the full-time Evening Reference Librarian position.)

2. **We will setup and be successful at collection development** and work with our faculty to do a better job developing the collection within their areas. Armed with data about what areas of the collection are being used and not used will make recommendations about collection needs.
   - We have added book buying via YBP that allows us to profile and receive books based on a collection profile that will get us the current books in the field quickly.
   - We changed allocations to reflect book buying habits.
   - We added on demand buying of books requested via ILL.
     (While the library liaison program worked well, we need to be more aggressive. We did a great job buying new books and other resources for the collection.)

3. **We will allocate funding more equitably** so that areas of the collection that need help can be expanded or enhanced. Allocation of funds will be determined by such considerations as use of the collection, size of the department, number of majors and other aspects that indicate the needs of that department.
   - Allocations were changed this year to give more money to areas that needed expanded collections.
   - We did an analysis of the circulation of materials to get feedback on what areas of the collection experienced circulations and what areas did not.

4. **We will develop and expand the library liaison program.**
   - A library liaison will work with faculty members to communicate the mission and goals of the institute.
   - A library liaison will work with their departments to suggest resources for the collection and to suggest areas of the collection that need to be expanded or developed.
     (Our library liaisons have been more aggressive in visiting departments and helping with collection development.)

5. **We will develop a plan for the fourth floor.** This plan will help us and the staff get an idea of what we should do for that floor.

6. **We will establish a “Friends of the Library” organization** and work closely with them to help with fundraising and other activities for the library.
   (We finally made inroads to get this program up and running and should be ready for the late summer.)
7. **We will be evaluating the serials collection.** This is a process that we do each year with the intent of finding subscriptions in the collection that area no longer used as heavily and no longer need to be subscribed to by the library and by the school. We keep use statistics of all of our journals and making decisions about these products is a yearly task. At this time libraries have even more needs (and more variables) since many journals can be purchased online or online/paper. *This has been started and will be finished by the fall. It includes several parts.*
   - **One part is the weeding of the paper collection**
   - **One part is changes in the paper collection**
   - **One part is the addition of new paper and e-journal access.**
   - **One part is the addition of new leisure titles.**
   - **We will also seek to add other titles that are suggested by our professors.**

8. **We are working on a periodical shift.** – We are finished with this.

9. **We will be shifting the Ed Text collection** on to its new shelves and at the same time we will be re-cataloging some of the materials and weeding this collection of some of the older materials. *This is done.*

10. **We want to be able to track single order items better and provide more information** to our patrons about the status of their orders such as the arrival, if the item has been backordered and if the item is currently in cataloging or waiting for an invoice.
   - **We have revamped ordering and the reports that we send to departments will return a listing of materials that have been ordered.**

**Goals for the 07-08 year**

- Make plans for the Fourth Floor and get that renovation project started. Quiet study space will continue to be a chronic need on this campus and a larger book collection will be a growing need.
  - Planning needs to be done to make this a possibility and one that is beneficial to all involved.

- Add to the collection. The following chart is based on the standards set by the ACRL (Association of College and Research Libraries a division of the American Library Association). Their numbers are easy to use because that give actual values for the size of a collection based on the size of the student body and the size of the institution. For example, for each faculty member we should have 100 volumes and for each FTE student we should have 15 volumes and so on. This chart projects an FTE of 3625 (700 freshmen a year and 825 night students plus another 100 or so graduate students) and at this rate we would have a deficit of 20,000 volumes at the end of the next 4 years.
<table>
<thead>
<tr>
<th>Categories</th>
<th>Vols.</th>
<th>Actual</th>
<th>Totals</th>
<th>Collection</th>
<th>Deficit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Collection</td>
<td></td>
<td></td>
<td>85,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Per FTE Faculty</td>
<td>100</td>
<td>150</td>
<td>15,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Per FTE Student</td>
<td>15</td>
<td>3625</td>
<td>54,375</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Per Undergraduate Major</td>
<td>350</td>
<td>67</td>
<td>23,450</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Per Masters field</td>
<td>6000</td>
<td>8</td>
<td>48,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Totals</td>
<td>225,825</td>
<td>205,474</td>
<td>20,351</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- (For the first time we saw a real increase in the number of items that we added to the collection. We added 16,000 new items to the collection. Last year we added about 10,000 items.)

- For next year we should formalize the Evening Reference Librarian position and make it fulltime. This would provide consistency during these evening hours.
  - It looks as if this will be a reality for the Fall of 08.

- Continue with the evaluation of the Periodical Collection to make it more current and more “timely”. This will mean we will have a small and “browseable” paper collection and a broader more academic online collection.
  - We evaluate this collection yearly and will continue to do so. I will need to involve the staff more in this effort. We are the envy of other schools and our current online journal collection is better than any of our competitors.

- Continue to define the role of the library on the HPU campus. What do we produce? What services do we generate? Make certain that the campus understands what these services and products are.
  - While we have done a better job with the faculty we now need to do a better job with the staff so they know the kind of work and services that we provide.

- Finish the Friends of the Library and get it started as an institution that provides library support and assistance.
  - We have done a better job with this but will still need to do more to promote reading and literacy on campus. Book discussions, round tables or asking authors to come and speak are all ideas that we need to investigate to make the FOL more successful.