

2000-2001 Annual Report—Reference and Branch Services Department

◇ Teaching and Learning

- Departmental staff taught 18 sessions to 309 students during the year.
- The distance education librarian participated in Summer 2000, Fall 2000 and Spring 2000 IDDL (Institute for Distributed and Distance Learning) orientation sessions for faculty teaching distance learning courses via videoconferencing. The Library now has a standing place in these sessions, which has been an excellent way to reinforce library services to the teaching faculty and through them to reach the students.
- The Art/ Architecture Librarian taught a 3- credit course, American Art to 1914, Art 3884, for the Department of Art and Art History, spring semester, 2001. Newman Library's Special Collections materials (Audubon folios and architectural pattern books) were used as a special project for the writing intensive course.
- The library assistant at the Northern Virginia Center-Resource Service Center presented library resource overviews to 7 classes which included 149 people and she also participated in the Northern Virginia Center FDI training sessions by giving a session on library resources.
- Service desks in the library tower of Torgersen Hall opened in October 2000. We are staffing an information desk where users can receive directions, information and can check out materials. We also are staffing a reference desk area directly adjacent to the electronic reading room in the bridge,

◇ Research Competitiveness

- Provided reference and information services to students, faculty and the university community by responding to approximately 60,000 in-person requests for information assistance.
- From May 2000 to April 2001, we answered 983 e-mail Askus reference questions. This is an increase of 246 (33.4%) over the 737 we did during the same time period from May 1999-April 2000.
- The Geosciences Library staff have conducted an inventory and barcoding project for several major series of publications from the United States Geological Survey. This effort will help ensure that our holdings are correctly reflected on Addison, so that the materials can be easily identified and located by users.
- The Geosciences Library has successfully transferred its map database from Spire to Microsoft Access. This transition will allow the system to be made accessible to users via the web. Nearly 1500 records have been verified and updated so far.

- The Art/Architecture Library has barcoded approximately 1500 periodicals and will complete this project by the end of summer 2001. The library will then allow these bound periodicals to circulate for short time periods. An inventory of serial holdings and holdings accuracy have also been accomplished as a result of this project.

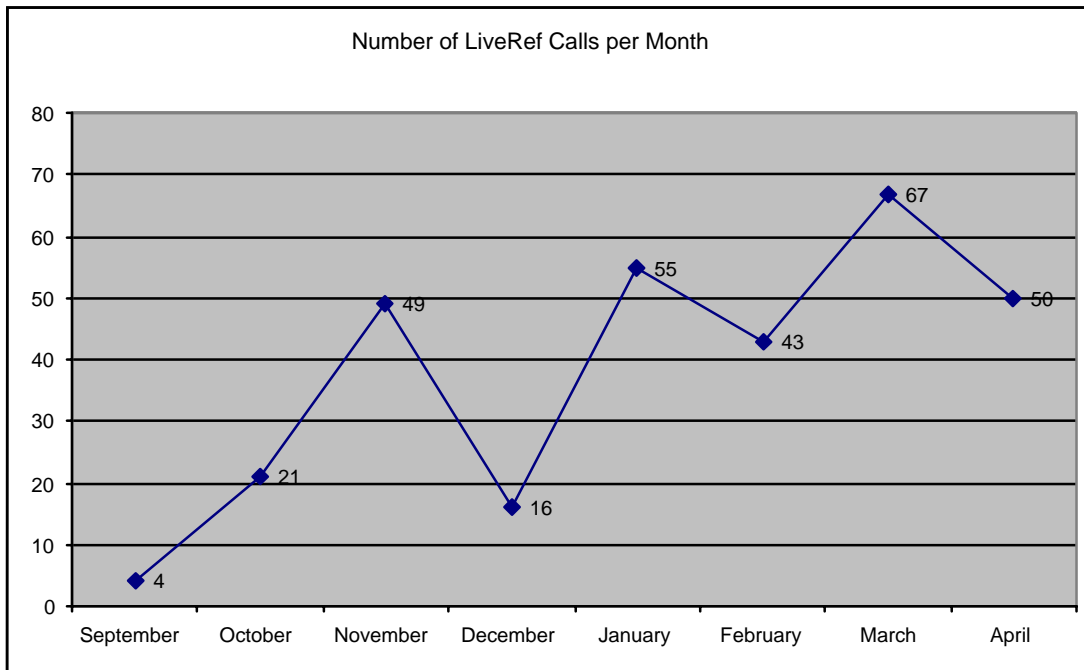
◇ **Economic Development**

- Through cooperation with the IDDL, videoconferencing hardware and software were obtained and installed on a computer in the library Torgersen Hall and at the Northern Virginia Center, which allows for real-time interactions. This arrangement allows us to offer one-to-one tutorial instruction and also to share CD-ROM applications with users at the Northern Virginia Center.
- The Distance Education Librarian worked with approximately 500 distance education students in helping them get connected to library resources through the proxy server and in solving a variety of administrative problems.

◇ **Information Technology**

- In the Electronic Consulting Services area in Torgersen Hall several initiatives were accomplished:
 - Established a library account for WRDS (Wharton Research Data Services), an internet-based business data service from the Wharton School, University of Pennsylvania.
 - Created a web page of Virginia datasets from the 2000 decennial census that allows users to download ready-to-to versions of state and county files and to request customized files of geographic units and variables in a variety of formats (Access,SPSS,SAS,Excel).
 - Set up internet access to Valueline as a supplement to the current CD-ROM subscription, which allows daily, weekly, and some real-time updates for this service for users.
 - Arranged for web based services to replace paper loose-leaf subscriptions for two titles: CCH Business and Financial Internet Research Network and CCH Internet Tax Research Network, providing better access for users.
- Created the Veterinary Medical Serials Database on Access for access to serials located in the Veterinary Medical Library and the Equine Medical Center.
- The Veterinary Medicine Librarian published the “Survey of Veterinary Medical Libraries in the United States and Canada: 1998-99” on the internet for world wide access at: <http://vetmed.lib.vt.edu>

- A pilot program for chat reference service utilizing the LivePerson application began in October 2000. This program is steadily gaining in use and will begin evening service in fall 2001.



- Began participation in the Library of Congress Cooperative Digital Reference Project (CDRS), a national 24/7 cooperative reference service that uses the knowledge and resources of a wide range of libraries and professional information services to provide superior response and delivery through an international digital network.

Library Web Development:

- ⇒ Minor redesign of the Library Web, by the Library Web Team, including:
 - Replaced the old descriptive rollovers on the home page with layered, clickable menus allowing quicker access to many resources
 - Redesigned the Services page to employ more user-centered language and organization
 - Redesigned the site map to improve ADA compliance, by removing tables, which are not conducive to use by persons with visual impairments
 - Trained staff library-wide on web page creation and site management software

- ⇒ Major redesign of the Inner Library web site, by the Library Web Team, including:
 - Determining link changes needed on the Inner Library home page
 - Designing and creating a new home page using vector animation created with Flash
 - Designing and creating new banner images for lower level pages

- ⇒ Expansion of the number of titles available in the Ejournal Database. The database now includes

- 3859 direct links to full-text electronic journals (tripling last year's number; this number grows daily) from almost 800 publishers (quadrupling last year's number). Some collections added this year were from:
 - CatchWord
 - ScienceDirect (Elsevier)
 - BioOne
 - IEEE
 - Cambridge University Press
 - Oxford University Press
- 19387 links to 11 aggregator databases. New this year was links for the CARL Uncover SUMO service.

⇒ Expanded database resources available to library users, and streamlined technology for providing them.

- Added 22 new database titles
- Created a ColdFusion-based web application (Alan Armstrong) to dynamically generate lists of databases from a database, replacing the static HTML lists (<http://databases.lib.vt.edu/dbs.cfm>).
- Created a ColdFusion-based web application (Alan Armstrong) to dynamically generate lists of resources that are electronic but not online (mostly CD-ROM format), available from the ECS room in the Library Tower of Torgersen Hall.

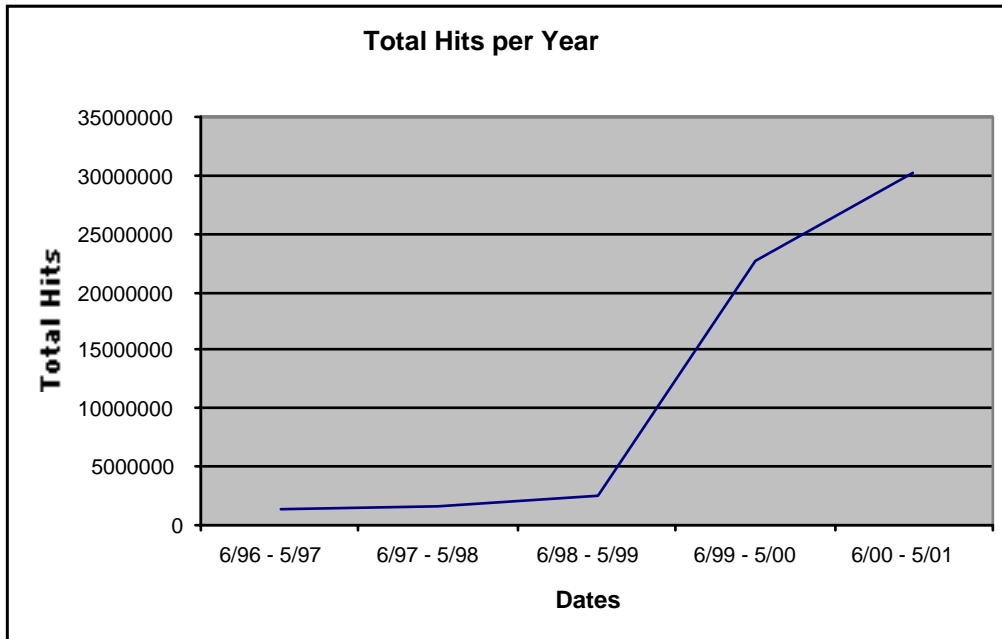
◇ **Interdisciplinary Cooperation**

- The Veterinary Medicine Librarian participated in the writing of the “Library and Learning Resources” portion of the “Accreditation 2000 Report” for the Virginia-Maryland Regional College of Veterinary Medicine’s accreditation review in October 2000.
- At the Northern Virginia Center we cancelled and removed all serial titles and completed a shift of collections in order to free up space for a future classroom. Access to serials will now be available electronically. The Northern Virginia Center branch library is now renamed the Resource Service Center to better describe its wider breadth of services.

◇ Web Page Statistics

⇒ Statistics

- Total number of hits, June 2000 - May 2001: 30,273,341 (June 1999 - May 2000: 22,608,623; June 1998 - May 1999: 2,612,886; June 1997 - May 1998: 1,562,437; June 1996 - May 1997: 1,374,856)



- Top ten most frequently used pages during the year (excluding the home page and second-tier pages, Research, Services, About the Libraries, and others, which are used to get to items listed there):

Addison	http://www.lib.vt.edu/services/addison.html
Reserve Reading List Database	http://www.lib.vt.edu/services/new-reserve/
Ejournals Database	http://www.lib.vt.edu/research/ejournals/
Databases	http://www.lib.vt.edu/research/databases/
VT Library Search	http://www.lib.vt.edu/search.html
CAM Media Database	http://www.lib.vt.edu/services/cam/md/
Libraries & Hours	http://www.lib.vt.edu/info/libbiz/libshours.html
Bibliography on Evaluating Internet Resources	http://www.lib.vt.edu/research/libinst/evalbiblio.html
Subjects and Liaisons	http://www.lib.vt.edu/research/liaisons.html
Proxy Server Configuration	http://www.lib.vt.edu/services/extended/extproxy.html