

## 2001-2002 Annual Report Reference and Branch Services Department

- Provided reference and information services to students, faculty and the university community from Newman Library reference points by responding to around 50,000 requests from July 2001 through April 2002 (See chart below for statistics on all departmental unit information service points).

	FY 00/01	FY 01/02
1st Floor Reference	10,580	10,195
1st Floor Info/Dir	4,181	4,368
Lobby Reference	2,933	2,561 *
Lobby Info/Dir	35,664	25,273 *
Lobby Computer Assistance	509	142 *
Lobby Referrals	816	674 *
Tower Reference	1,168	1,946
Tower Info/Dir	1,993	7,239
Tower Computer Assistance	3	11
Tower Referrals	28	53
Art/Arch Reference	447	417
Art/Arch Resource/Instruction	2,912	2,987
Art/Arch Info/Dir	4,914	4,774
NVC Reference	266	178
NVC Info/Dir	5,484	8,267
Geosciences Reference	439	950
Geosciences Info/Dir	2,699	2,474
Vet Med Reference	330	443
Vet Med Info/Dir	1,570	2,259
<b>University Libraries Totals</b>	<b>76,936</b>	<b>74,728</b>
Reference	16,163	16,681
Info/Dir	56,505	54,180
<b>Newman Library Totals</b>	<b>57,875</b>	<b>52,462</b>
Reference	14,681	14,702
Info/Dir	41,838	36,880
Computer Assistance	512	153
Referrals	844	727

The 2001/2002 fiscal year desk statistics above are short June, 2002 statistics.

\* Statistics are from July 2001 through May 12, 2002 (Reference & Lobby desk combined on May 13, 2002 and collected under 1<sup>st</sup> floor Reference & Info/Dir).

- AskUs, our e-mail reference service, has been in existence on the web since 1997. It is monitored twice a day during weekdays by two librarians and on Sundays monitored by the librarian who works at the reference desk. Our primary clientele are VT students, faculty and

staff, but we will answer questions for anyone if the inquiry pertains to our unique resources and services. Most questions are informational, in nature.

This has been a valuable service on several levels, most obviously as a means of providing information quickly to individuals but also as a means of identifying larger problems that affect all of our customers. Our initial alert that some library service or resource is not working properly – proxy server, a specific e-journal or database, or a publisher’s or vendor’s entire site – has often come via an AskUs question. A seemingly simple question about connecting to electronic resources, which at first reading is presumed usually to be a proxy server issue, can sometimes turn into a complex problem-solving endeavor involving many parties – at the local end reference staff, interlibrary loan staff, and technical services staff and on the remote end vendors’ customers services and technical services representatives. So, apart from its readily apparent quick and easy reference function, AskUs has also served the library ably as a first alert system in monitoring our ever expanding collection of electronic resources.

AskUs complements the other reference services well. Our LiveRef customers often wish to remain anonymous and have immediate and simple requests. AskUs customers typically have more complex questions and are willing to wait a little longer for a reply. AskUs questions are answered throughout the day and early evening, so requests are often filled within a few minutes and normally no longer than the next morning during weekdays. For persons who need a great deal of help, there is the reference desk and appointments with college librarians. All fill different needs and all are valuable.

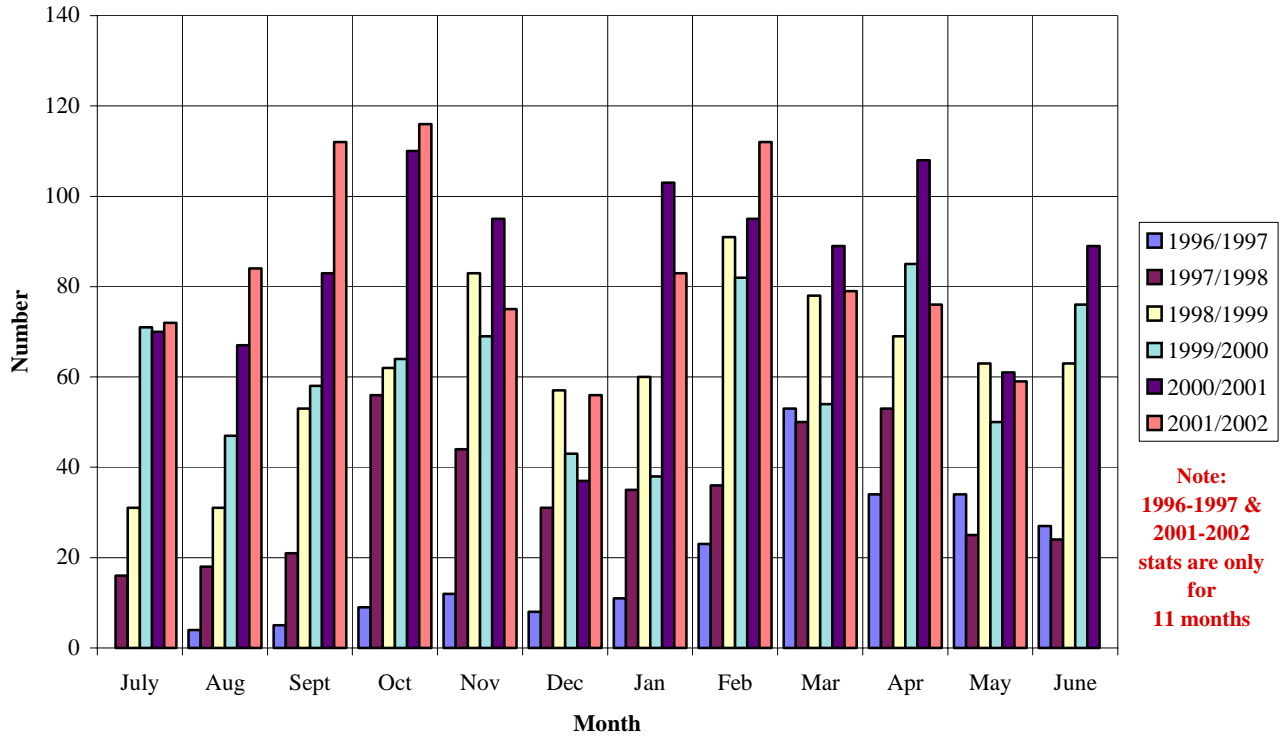
<b>ASKUS Statistics</b>						
<b>Month</b>	<b>1996/1997</b>	<b>1997/1998</b>	<b>1998/1999</b>	<b>1999/2000</b>	<b>2000/2001</b>	<b>2001/2002</b>
July		16	31	71	70	72
Aug	4	18	31	47	67	84
Sept	5	21	53	58	83	112
Oct	9	56	62	64	110	116
Nov	12	44	83	69	95	75
Dec	8	31	57	43	37	56
Jan	11	35	60	38	103	83
Feb	23	36	91	82	95	112
Mar	53	50	78	54	89	79
Apr	34	53	69	85	108	76
May	34	25	63	50	61	59
June	27	24	63	76	89	
<b>Total</b>	<b>220</b>	<b>409</b>	<b>741</b>	<b>737</b>	<b>1,007</b>	<b>924</b>

\* Began keeping statistics in August 1996 although ASKUS had been in existence for some time through a VTVM1 account before being moved to the Web in 1996.

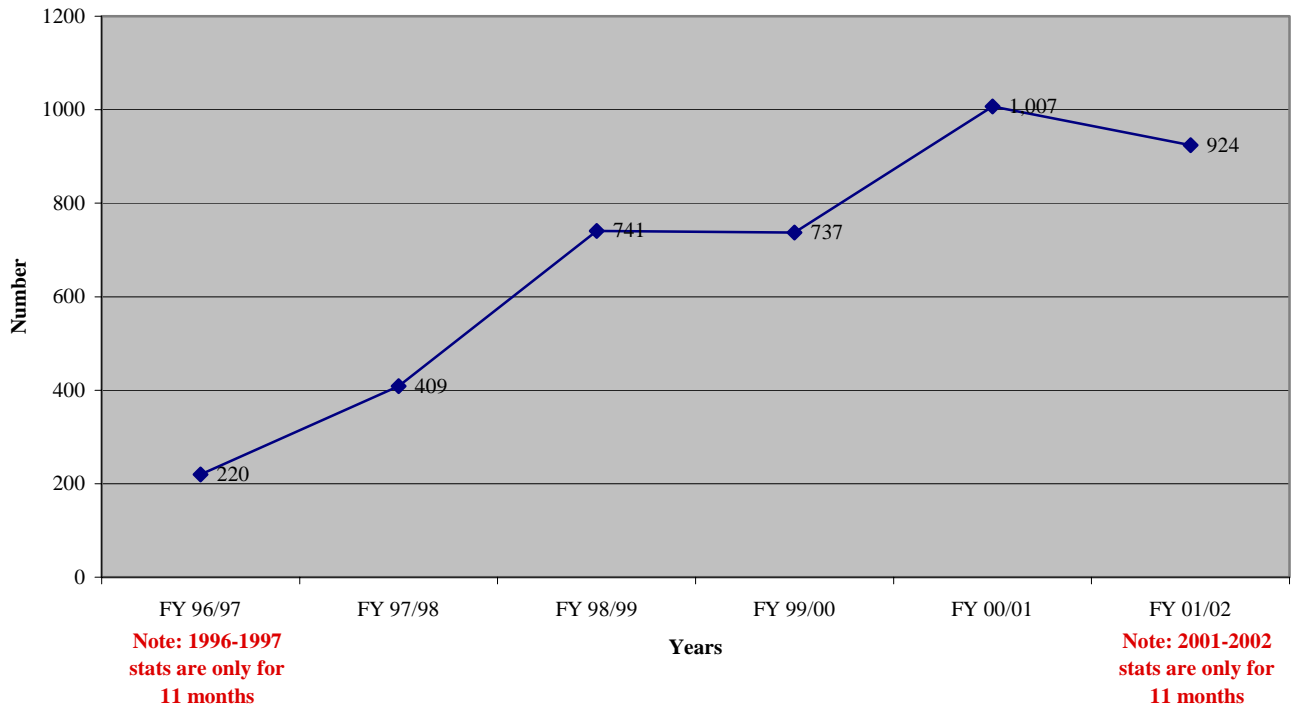
! The new library home page was released in February 1997 with the "Ask a Reference Question" link in a more prominent location. There was a significant increase in Askus inquires after this date.

FY 96/97	220
FY 97/98	409
FY 98/99	741
FY 99/00	737
FY 00/01	1,007
FY 01/02	924

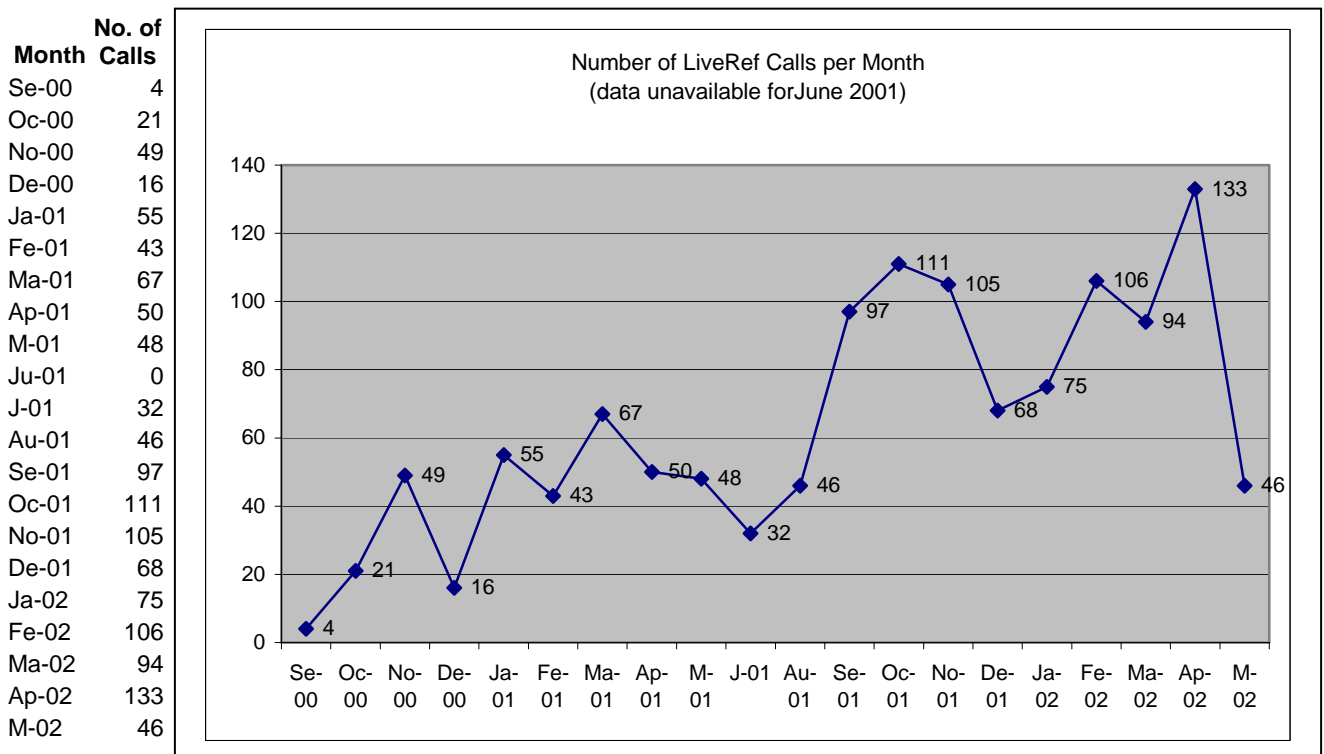
### AskUs Stats (Aug'96 to May'02)



### AskUs Stats (Aug'96-May'02)



- LiveRef, our online real time reference service, has been offered since November 2000. During this past year this service was staffed from 1-7pm – Mon-Wed and 1-5pm – Thurs-Fri. We promoted this service several ways this past year.
  - ◊ An initiative was made to increase usage of the LiveRef service by placing an ad in the Collegiate Times. The ad was run for most of the year except during break periods, until spring break '02.
  - ◊ Additional promotion of LiveRef was initiated by distributing calendar strips, printed with the LiveRef logo and URL, for sticking on computer monitors.
  - ◊ Did these promotional efforts work? Charts showing LiveRef activity are below. Activity increased over last year for all months; for some months, activity doubled or even quadrupled.



- Implemented a comprehensive signage plan for Newman Library which included:
  - ◊ Purchasing and installing a BetaBrite message sign for the lobby.
  - ◊ Installing directory signs on all floors, stairways and elevators.
  - ◊ Worked with University Architect's office to plan and install signage for the Reference area adjacent to the Torgersen Bridge.
- Merged lobby desk and reference desk, May 2002 as part of the budget cut reallocation of resources effort. New staffing configurations and changed open hours of operation begin summer 2002.
- The Library Web was redesigned during the summer 2001. Much of the redesign was intended to improve navigability of the site, for reference activity as well as for other uses of the site. Additional changes to improve Library Web reference services included:
  - ◊ A section of the home page for gathering and presentation of online resources
  - ◊ A new set of access categories arranging library-provided web resources by format. These were:
    - Full-text resources (later dropped)
    - Article searching
    - Catalogs, directories, reference books

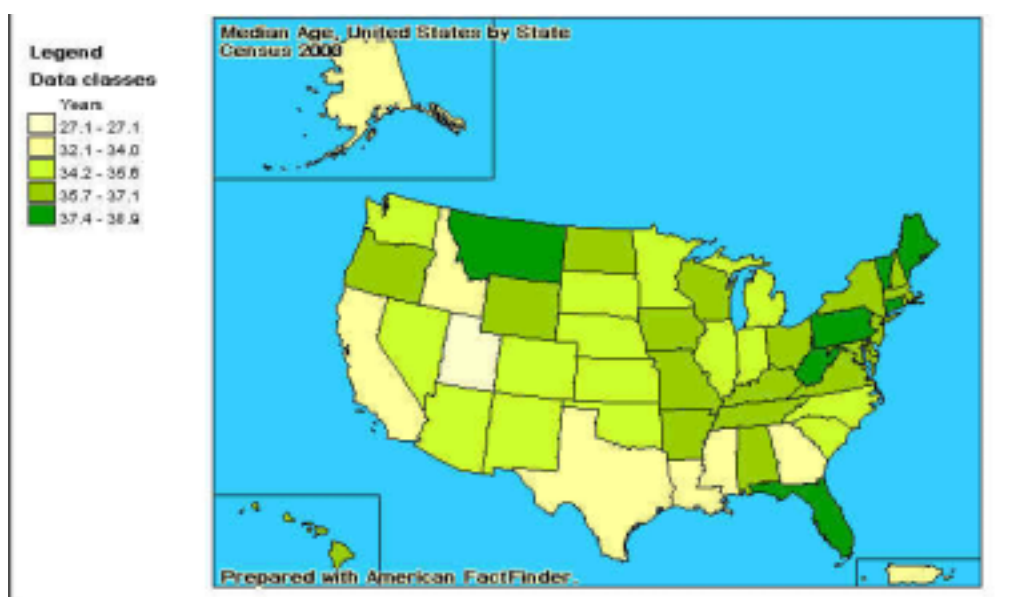
- E-books, literary and historical texts
    - Technical reports, papers and standards
    - Statistics and data
  - ◇ A section of the home page with broad subject categories to lend consistency to presentation of subject content.
  - ◇ Alphabetical “a-to-z” lists for the four broad categories, intended to simplify location of information when navigating the site for reference or other information-provision purposes.
  - ◇ Access to the LiveRef page (which includes the button for users to contact a LiveRef operator) was made available from virtually every page on the library site by including a link to it in all page templates.
  - ◇ The Reference and Branch Services web page was updated to include links to new information on the Library Information and Assistance Desk and Electronic Consulting Services facilities in the Torgersen Hall Library Tower.  
(<http://www.lib.vt.edu/services/refinfo/LIAdesk.html>)
  - ◇ A series of meetings was held to review, streamline, and “weed” the “reference links” (a collection of mostly free web sites valuable for reference purposes) provided by the department.
  - ◇ Reference resources available in the database of databases.  
(<http://databases.lib.vt.edu/dbs.cfm>) and the ECS database  
(<http://databases.lib.vt.edu/ecs/ecs.cfm>) continue to increase.
  - ◇ Full-text titles in the Ejournals Database increased from 3859 last year to 5157 this year. Links to aggregator databases increased from 19,387 links to 11 aggregator databases last year to 42,437 links to 17 databases this year.
- The Distance Education librarian, Dave Beagle accomplished the following:
    - ◇ Participated in the IDDL (Institute for Distributed and Distance Learning) orientation sessions for faculty teaching distance learning courses.
    - ◇ Worked with numerous distance education students in getting connected to library resources and in solving a variety of research and administrative problems.
    - ◇ Distributed 516 copies of the distance education guide.
    - ◇ Visited all of the major graduate centers, including the new Richmond Center.
    - ◇ In cooperation with Susan Ariew, taught a CEUT workshop on library services for distance education.
    - ◇ Obtained an office VCON videoconferencing unit so that he could communicate with Northern Virginia Center and other installations on campus and around the Commonwealth.
  - VT-GIS Data Center
 

VT-GIS Data Center, a part of the Government Documents and Maps Unit, provides cartographic data and geographic information system products and services in the University Libraries. Services include discovery and provision of cartographic data sets, the Maps, GIS and Cartographic Data web page, map server capabilities, one-on-one instruction and referral in GIS project production, and GIS software availability.

GIS is a tool once used primarily by the geographical and engineering disciplines. Much broader aspects of the technique are now being realized in applications in, among others, political science, agriculture, forestry, planning, business, and education. Even though the Center’s primary clientele is the Virginia Tech University community, it has assisted profit, nonprofit, and educational clients from throughout the country.

VT-GIS Data Center affiliates include the VT Office of GIS and Remote Sensing (OGIS), a loosely knit association of GIS practitioners on the Blacksburg Campus, and also Montgomery County, the Town of Blacksburg and the Town of Christiansburg, for whom we serve GIS layers for public access, and the New River Valley Public Mapping Association. VT-GIS Data Center personnel are also active in the Faculty Development Institute's Track F: Using Geographic Information Systems. The Center was featured in the recent *What is it this time? News from the University Libraries*, number 26, "GIS Geographic Information Systems."

- ◇ Data and maps supplied by ESRI (Environmental Science Research Institute) are now available on the library web page at: <http://www.lib.vt.edu/subjects/maps/esridata.html>
- ◇ Landsat Imagery of Southwest Virginia is now available on the library web page at: <http://www.lib.vt.edu/subjects/maps/landsat7.html>
- ◇ A plotter was purchased to provide printing capability for both maps and signage.
- ◇ We assisted 49 patrons in the past year from departments ranging from geography and engineering to education and political science. Also among our patrons were organizations and private companies including RK&K Engineers Co., Univ. of MD Dept. of Geog., Geographic Data Technology, Total Action Against Poverty, Nature Conservancy of VA, and Western Penn. Conservancy.



Median Age, United States by state – Census 2000

**Art and Architecture Library Annual Report  
2001-2002  
June 30 – April 30**

**Facilities**

- Art and Architecture library is being renovated. Design for the renovation was a collaboration between library staff, Bill Galloway (Architecture faculty), and two graduate architecture students. Renovation is being conducted by Lilly Construction. Area being renovated is approximately 975'. This renovation will provide the librarian with an office, and will make an enclosed area for Visual Resource collections. (I would be happy to supply a photo from the renovation if needed.)

**Collections**

- New subscription requests submitted and approved for this year include *Index to 19th Century Art Periodicals* and *Gesta* (published by the International Center for Medieval Art).

## Instructional Materials

- New research guides available online from the Art and Architecture Library website: <http://www.lib.vt.edu/services/branches/artarch/>
  - Research an Architect or Firm
  - Research a Building
  - Locate Articles on Architecture Topics
  - Women Architects: a research guide
  - Women Architects: a bibliography
  - Research a Landscape Architect
  - Landscape Architecture: researching a site
  - Research an Artist
  - Locate Articles on Art and Art History Topics
  - Research a Graphic Designer
- Beginning this summer all art, architecture and design related videos are being relocated to the branch.

## Liaison Activities

- Art and Architecture Library Committee has been re-established as a committee that now meets regularly on a monthly/bimonthly basis, starting with Fall 2002. Additionally, Bailey Van Hook, Head of the Art and Art History Department, has appointed a member who will join the committee in the Fall 2002 semester. This committee has had two meetings this fiscal year.
- Art and Architecture librarian is serving as Joint-Editor of the 2002 International Archive of Women in Architecture (IAWA) Newsletter (along with Kay Edge, Architecture faculty). Responsibilities include editing submissions, working closely with IAWA board to create newsletter content, and designing the layout for the newsletter. Newsletter to be published Summer 2002.

## National

- Art and Architecture librarian appointed to the Professional Development Committee of the Art Libraries Society of America (ARLIS/NA) in 2001: As a member of this committee I am working on a project to develop recommendations for a core curriculum in art and design librarianship for L.I.S.
- Art and Architecture librarian accepted to Immersion '02 sponsored by the ACRL Institute for Information Literacy: Immersion is an intensive training and education program for academic librarians to be held in Colorado Springs, CO, July 26-31, 2002. I will be participating in *Track One: Librarian as Teacher*. Acceptance to the Immersion Program is competitive and participation is limited to 90 to ensure an environment that fosters group interaction and active participation.

## Personnel

- Brian Shelburne was hired as Visual Resources Curator.

### Selected Art and Architecture Library Statistics 2001-2002 (up to April 2002 only)

**Gleanings:** Comparing statistics to the past couple of year, this year seems to mark a leveling-off point. Where statistics across the board were decreasing in past years (in numbers of items circulated, patron assistance, etc.) the numbers now seem to be leveling-off. Percentages that are slightly under last year's will likely meet previous year's numbers (or slightly closer) by the end of this fiscal year. The statistics noted below are only through April (for both 2000-2001 and 2001-2002). Interlibrary Loan and Instruction activities have seen a large increase as compared to the previous year. – HB

REFERENCE 2001-2002 (through April 2002)	367
REFERENCE 2000-2001 (through April 2001)	414
Percentage	11.35% decrease from previous year
RESOURCE INSTRUCTION 2001-2002 (through April 2002)	2946
RESOURCE INSTRUCTION 2000-2001 (through April 2001)	2702
Percentage	9.03% increase from previous year
INFORMATION/DIRECTION 2001-2002 (through April 2002)	4663
INFORMATION/DIRECTION 2000-2001 (through April 2001)	4854
Percentage	3.93% decrease from previous year
EQUIPMENT HELP 2001-2002 (through April 2002)	554
EQUIPMENT HELP 2000-2001 (through April 2001)	898
Percentage	38.31% decrease from previous year
Total 2001-2002 (through April 2002)	8530
Total 2000-2001 (through April 2001)	8868
Percentage	3.81% decrease from previous year
<b>Library Instruction Sessions: A+A Library</b>	<b>number of sessions</b>
LIBRARY INSTRUCTION SESSIONS 2001-2002 (through April 2002)	19
NUMBER OF PARTICIPANTS	434
Notes	Only one session increase, but 125 more participants than previous year.
<b>Circulation: A+A Library</b>	<b>number of books</b>
2001-2002 (through April 2002)	20788
2000-2001 (through April 2001)	21314
Percentage	2.47% decrease from previous year
<b>Reserves: A+A Library</b>	<b>number of reserve items</b>
2001-2002 (through April 2002)	6934
2000-2001 (through April 2001)	6964
Percentage	.43% decrease from previous year
<b>ILL Requests Received: A+A Library</b>	<b>number of ILL items</b>
2001-2002 (through April 2002)	1309
2000-2001 (through April 2001)	1125
Percentage	16.36% increase
Total ILL Requests Filled: 2001-2002 (through April 2002)	1231 (538 of these were extended-user requests)

**Geosciences Branch Library  
Annual Report  
2001-2002**



- Operations and services at the Geosciences Library were thoroughly reviewed in light of planned staffing reallocations. Hours will be reduced to reflect times of peak demand.
- Nearly 900 more maps, including a large donation of geologic maps, were processed in the Geology Maps Database and made available in the collection.

**Northern Virginia Center – Resource Service Center  
Annual Report  
2001-2002**

- Space renovations made to the Resource Center to advance the growing class and office needs of NVC.
- Added multimedia equipment and designated space for video conferences, scanning and video editing.
- Hired new staff to fill vacancies and now able to offer Sunday hours again.

**Veterinary Medical Library  
Annual Report  
2001-2002**

- Initiated and instituted Virginia Tech University Libraries' participation in the National Library of Medicine's PubMed Linkout Service. This service provides Virginia Tech's community the advantage of linking from a citation retrieved through a PubMed search directly to the full-text of an article in an electronic journal which our libraries have a subscription.
- Librarian taught VMS-5714, Biomedical Literature in 2001 Fall Semester.
- Continued reviewing and weeding collection of audio-visual programs.
- Continued working on transferring the A-V database from AskSam to ACCESS for the purpose on making the database available for access on the Internet.