# 2002-2003 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 39,000 requests from July 2002 through April 2003 (See chart below for statistics on all departmental unit information service points).

	FY 01/02 (July-April)	FY 02/03 (July-April)
1st Floor Reference	13,601	12,299
1st Floor Info/Dir	30,545	17,029
Tower Reference	2,010	1,791
Tower Info/Dir	7,598	8,040
Art/Arch Reference	367	171
Art/Arch Resource/Instruction	2,946	987
Art/Arch Info/Dir	4,663	1,869
NVC Reference	169	670
NVC Info/Dir	7,793	6,546
Geosciences Reference	903	458
Geosciences Info/Dir	2,295	945
Vet Med Reference	407	562
Vet Med Info/Dir	2,152	1,545
University Libraries Totals	**75,449**	**52,912**
Reference	17,457	15,951
Info/Dir	57,992	36,961
Newman Library Totals	**53,754**	**39,159**
Reference	15,611	14,090
Info/Dir	38,143	17,833

Reference & Branch Services Desk Questions
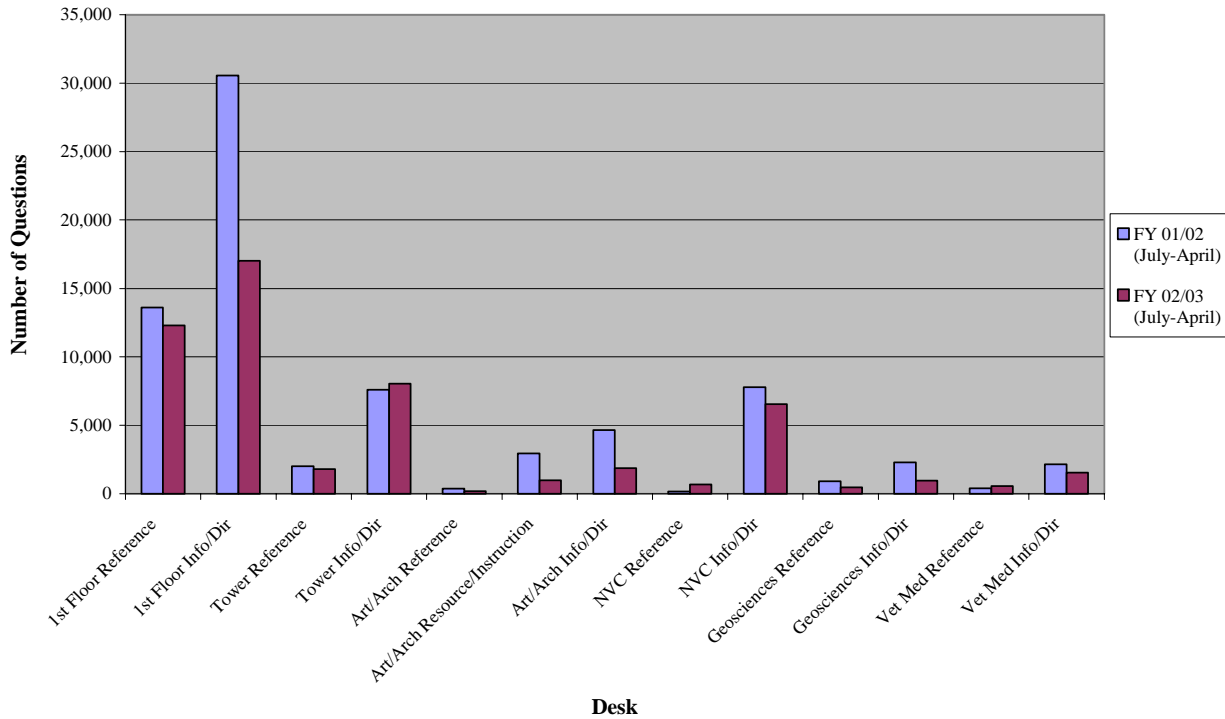
- The online AskUs e-mail based reference service continues to be an important compliment to the Live Ref chat room reference service, and the in person reference provided at the Lobby and Tower desks. For the report period of July 2002-April 2003, the AskUs service received and answered 1,061 questions, 196 more than the 865 questions received during the July 2001-April 2002 period, for an increase of 22.66%.
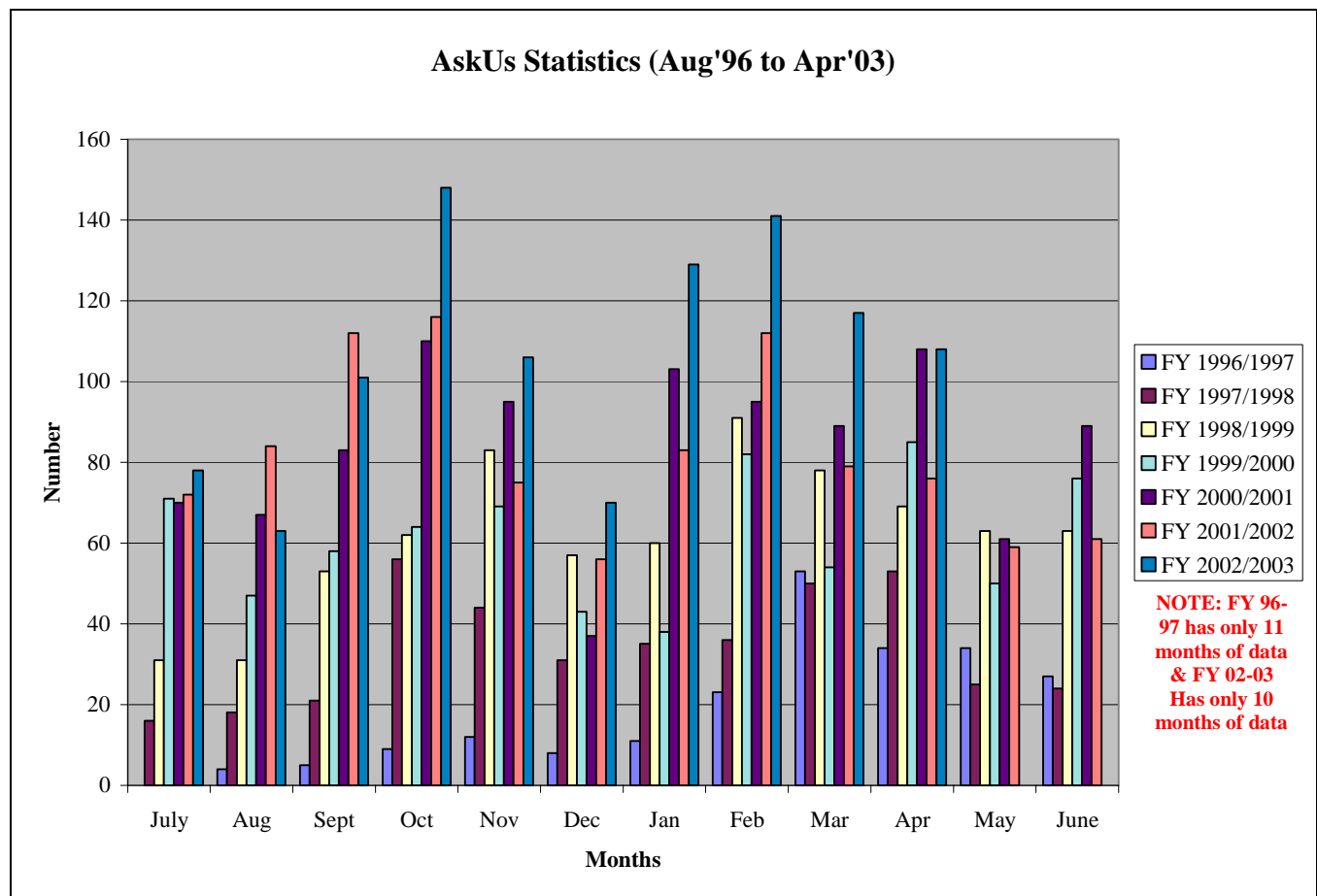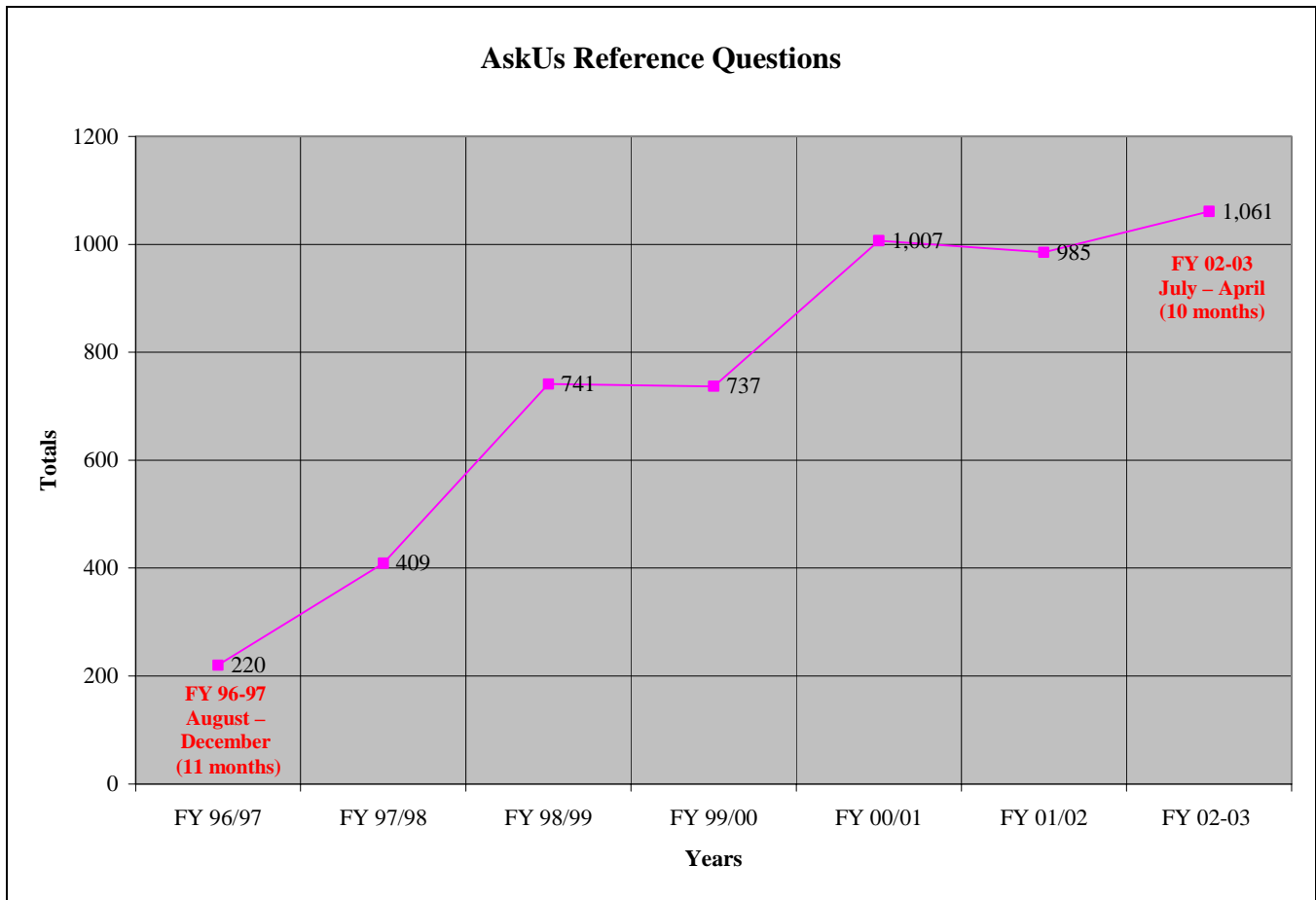
ASKUS Statistics							
Month	1996/1997	1997/1998	1998/1999	1999/2000	2000/2001	2001/2002	2002/2003
July		16	31	71	70	72	78
Aug	4	18	31	47	67	84	63
Sept	5	21	53	58	83	112	101
Oct	9	56	62	64	110	116	148
Nov	12	44	83	69	95	75	106
Dec	8	31	57	43	37	56	70
Jan	11	35	60	38	103	83	129
Feb	23	36	91	82	95	112	141
Mar	53	50	78	54	89	79	117
Apr	34	53	69	85	108	76	108
May	34	25	63	50	61	59	
June	27	24	63	76	89	61	
Total	**220**	**409**	**741**	**737**	**1,007**	**985**	**1,061**

* 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.

	July - June	July - April
FY 96/97	220	
FY 97/98	409	
FY 98/99	741	
FY 99/00	737	
FY 00/01	1,007	
FY 01/02	985	865
FY 02-03		1,061

AskUs Statistics (Aug'96 to Apr'03)

NOTE: FY 96-97 has only 11 months of data & FY 02-03 Has only 10 months of data

AskUs Reference Questions

Chart: AskUs Reference Questions. X-axis: Years (FY 96/97 through FY 02-03). Y-axis: Totals (0–1200).

Data points:
- FY 96/97: 220 — **FY 96-97 August – December (11 months)**
- FY 97/98: 409
- FY 98/99: 741
- FY 99/00: 737
- FY 00/01: 1,007
- FY 01/02: 985
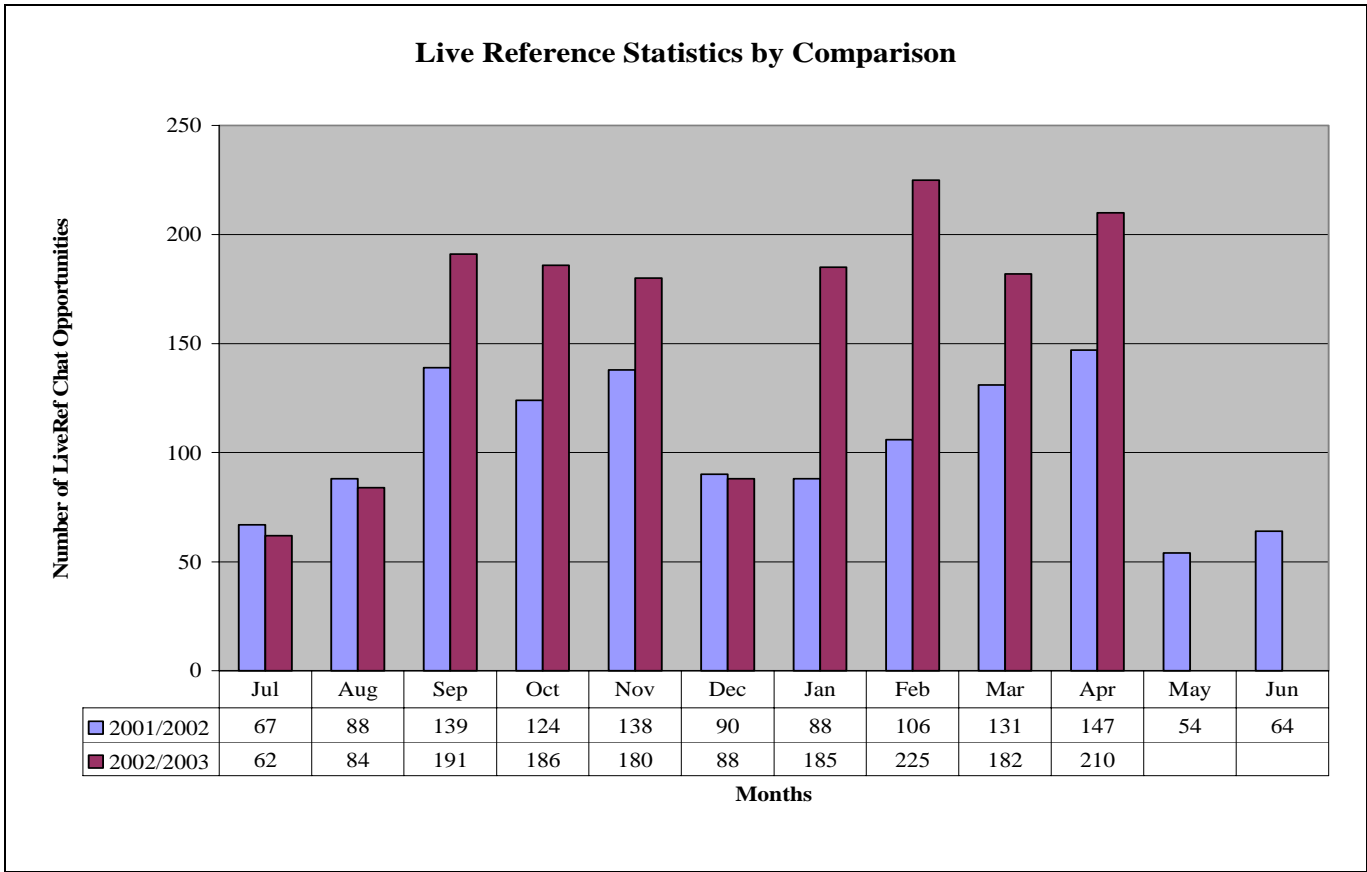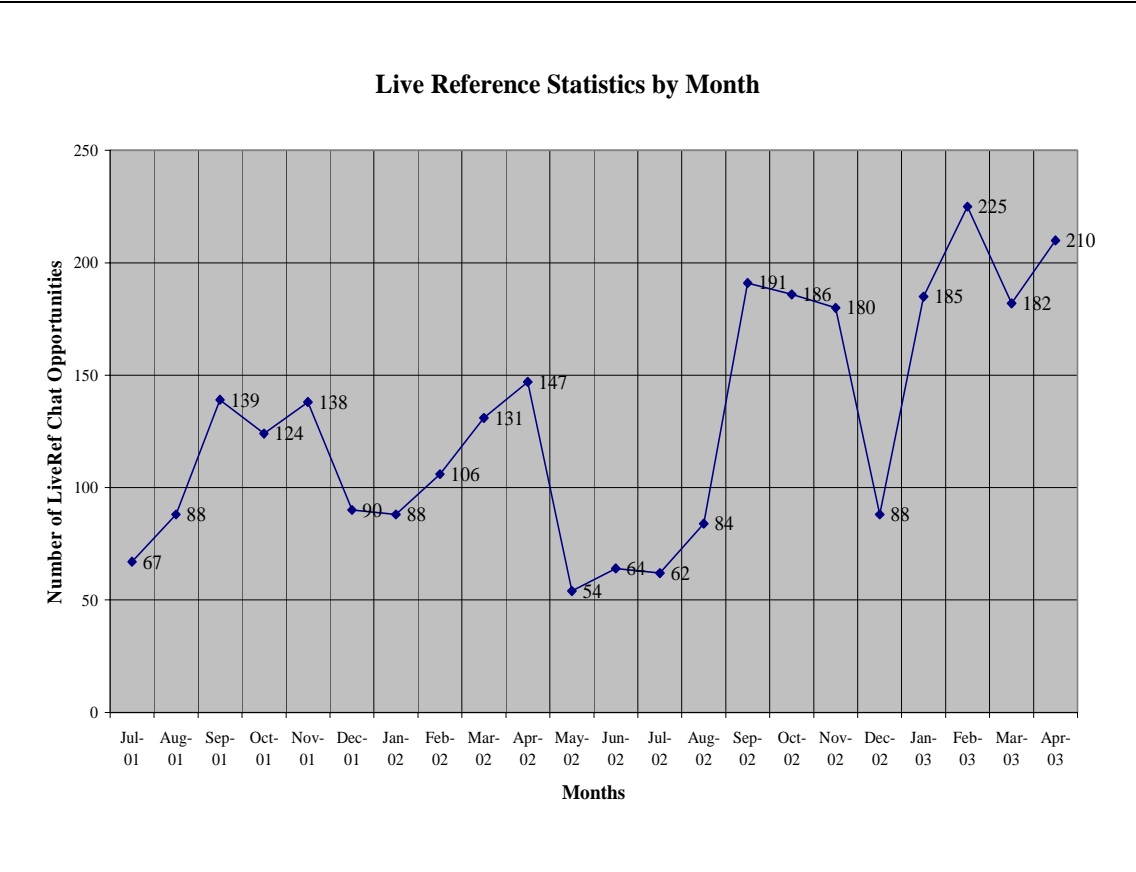- FY 02-03: 1,061 — **FY 02-03 July – April (10 months)**

LiveRef, our online real time reference service has been offered since November 2000. During this past year it was staffed by seven librarians from 11am – 5pm Monday – Friday. We promoted this service in several ways this past year.

- Computer calendar strips with the LiveRef logo and URL, were created and produced by the reference department secretary, Lori Lee. They were distributed through library instruction classes and from reference/information desks, and were attached to public computers in Newman Library. We purchased from a vendor similar calendar strips last year at a cost of $1000, so the in-house creation saved us a considerable amount of dollars.

- The LiveRef logo was attached to all Addison (online catalog) screens. This has seemed to increase questions pertaining to Addison.

- Ads were placed in the Collegiate Times during the month of April. Due to lack of funds we could not run this ad for the full year as we did during 2001-2002.

Charts showing LiveRef activity show that usage has increased significantly this past year.

Mth	No of Calls
Jul-01	67
Aug-01	88
Sep-01	139
Oct-01	124
Nov-01	138
Dec-01	90
Jan-02	88
Feb-02	106
Mar-02	131
Apr-02	147
May-02	54
Jun-02	64
Jul-02	62
Aug-02	84
Sep-02	191
Oct-02	186
Nov-02	180
Dec-02	88
Jan-03	185
Feb-03	225
Mar-03	182
Apr-03	210

Live Reference Statistics by Month

Number of LiveRef Chat Opportunities plotted by Months (Jul-01 through Apr-03):
Jul-01 67, Aug-01 88, Sep-01 139, Oct-01 124, Nov-01 138, Dec-01 90, Jan-02 88, Feb-02 106, Mar-02 131, Apr-02 147, May-02 54, Jun-02 64, Jul-02 62, Aug-02 84, Sep-02 191, Oct-02 186, Nov-02 180, Dec-02 88, Jan-03 185, Feb-03 225, Mar-03 182, Apr-03 210

Live Reference Statistics by Comparison

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2001/2002	67	88	139	124	138	90	88	106	131	147	54	64
2002/2003	62	84	191	186	180	88	185	225	182	210		

Library Web Annual Report

Dynamic Subject Project – Goal: to convert the content of our current collection of static HTML subject pages into a searchable database that allows us to dynamically generate lists of subject resources. Included in this project is the revision of the already dynamically-generated list of library citation and reference databases so that it integrates with the new subject resource lists.

- A task force of public service librarians determined whether to proceed with the project, and determined the general definition of the project
- College and subject librarians formed subject-oriented groups to determine the project taxonomy, which was further compiled and refined by the Web Team
- A project definition document was produced for use by Systems personnel in developing the product
- Project sponsors, Systems personnel, and the Web Team leader met regularly to monitor, consult, and negotiate design points as the project proceeded
- Presentations on the progress of the project were made at various forums
- A team of selected college and subject librarians conducted a beta test of the application, and results were compiled into a list of fixes and feature requests for use by Systems coders
- The Web Team conducted orientation and training sessions for subject and college librarians on use of the system
- The Web Team has begun developing plans for a usability test of the system
- Data entry is expected to be completed by mid-July, with unveiling of the production version to occur in early August.

E-Serials Linking Options – Goal: to investigate electronic journal online linking options

- A sub-group of an already-existing E-Serials Group was charged for this project. This Linking Group made site visits to James Madison University and the University of Tennessee at Knoxville to view, and discuss with the staffs at those institutions, implementations of, respectively, LinkFinderPlus and SFX OpenURL link resolvers
- The Linking Group invited representatives from University of North Carolina and TDNet to demonstrate and discuss information of their respective A to Z ejournal listing products
- The Linking Group compiled data and wrote a recommendation report on the link resolver/a-to-z combination of products for library administration
- With sanction of the Dean, the group embarked on a beta test of Serials Solutions' OpenURL link resolving product, Article Linker. The beta test will occur during the months of April – June. (The library has already been contracting with Serials Solutions for one year, for a-to-z title tracking of ejournal links in aggregator and other selected ejournal databases.)
- The group expects to replace its existing locally-built Ejournals Database of 5 years (currently containing over 6200 direct links to full-text titles and over 26,000 links to titles in aggregator databases) with a similar application based 100% on the Serials Solutions-supplied data in June.

My Library, My VT – Goal: to take advantage of the opportunity to promote library resources by participating in the university's MyVT portal application

- A small group representing the library – Alan Armstrong, Curtis Carr, Gail McMillan and Nan Seamans – met with and provided documentation to Ken McCrery and Anne Laughlin of the WARD MyVT implementation team, and designated portal channels and channel contents for four user groups – Faculty, Students, Staff, and Alumni – for display in the My Library section of the portal
- An aspect of this project will be the elimination of a proxy server maintained by the library Systems department, with proxy services taken over by the WARD MyVT team
- This library group will continue to work with the MyVT team on this project as the summer progresses. The project is expected to move into production mode before the start of Fall semester.

Government Information and Maps

- The Depository Library System, US Government Printing Office, requested each state develop a plan for service, outreach and maintenance for the federal government documents depository collections in the state. The *Virginia State Plan for Federal Government Documents Depositories* was drafted by the VT Government Information Specialist and other documents librarians throughout the state. The Government Information Specialist participated in a panel discussion at a conference called to ratify the *Plan*. The Plan is accessible from the Government Documents Resources home page.
- The Geosciences SuDocs collections of paper, microfiche and CD items were successfully integrated into the government documents collections. Additionally the atlas and map collections were merged in the map section of the first floor.
- The initial government documents collection management project is coming to an end having eliminated thousands of documents over several years. In the past year 9677 paper and 3873 microfiche documents were weeded for a total of 13550 discards. This included freeing up over 8 sections of shelving in one call number and eliminating one microfiche cabinet. This allowed us to shift both collections to free up space for future additions.
- VT-GIS Data Center worked on 66 GIS patron requests and 6 requests for Census data. These requests came from students, faculty, private individuals and some corporations. The 1990 Census data and spatial data files modified for GIS and the *ESRI Digital Books and Sample Maps* for ArcGis were added to the Maps, GIS and Cartographic Data web page.

Art & Architecture Library Annual Report
2002-2003

I. Overview/Introduction

Give a brief overview or introduction to major functions that the department performs focusing particularly on how these functions support services for users. Put the year in perspective.

II. Special Projects

Outline and describe any special projects/activities that the department has undertaken during this time span and how these projects contributed to our filling our mission and goals.

Renovation Completed Thanks to funding from both the University Libraries and the College of Architecture and Urban Studies, the library completed a long-awaited renovation last summer. A new space was built to house the Visual Resources Unit. A semi-private office was also created for the Art and Architecture Librarian. Library stacks were reconfigured so that they are easier to navigate. Approximately 200 linear feet of shelving was added to the library's stacks, allowing us to postpone our annual weeding project for a year.

New Database for Architectural Plans Collection A new online database has been designed and records are being entered. To date, over 200 records for a collection of 400 drawing sets have been entered. When completed, this database will be made available on the Internet to VATech students, faculty and staff. Brian Shelburne (Visual Resources Curator) developed the data fields and functional requirements for this database. Lucas Covey is programming the database.

Silent Auction A silent auction to benefit the Art & Architecture Library was hosted Friday, March 22, 2002. Students and faculty of the College of Architecture and Urban Studies and the College of Arts & Sciences were encouraged to participate by donating items for the auction. The proceeds, over $1,000.00 went towards the

purchase of a 40/4 Stacking Chair Trolly for better storage and transport of our 40/4 chairs, designed by David Rowland (chairs that our students and faculty use continuously). We also purchased a new glass tabletop for the Le Corbusier LC29 table that had been damaged twice in library truck 'crashes'. Finally, we were able to repair one of our Wassily chairs.

Videos Transferred & Reclassed Continue to work with Newman cataloging staff to process and reclass in LC approximately 800 videos that were moved from CAM to the branch this year.

III. Achievements and Accomplishments

Outline the major achievements and accomplishments that the department has made that contributed to our fulfilling the mission and goals for the University Libraries. How did the achievements make a difference with our users?

Taught 19 Library Instruction Sessions Conducted 19 library instruction sessions totaling 434 participants. One highlight this year was a special session for new graduate students entering the architecture department pitched as an "Advanced Research Skills" class. Had a very high turn out (over half the students entering).

IV. Departmental Publications

List any departmental publications such as procedural manuals, newsletters, internal documentation, surveys, or studies done.

Springing Course: Fall 2002 http://www.lib.vt.edu/services/branches/artarch/fall02newsletter.pdf

V. New Service

What did the department do in 2002/03 that it did not do the previous reporting year? What was the impact of the new service (s)?

(Videos Transferred & Reclassed)

VI. Personnel & Organizational Changes

Outline any changes and/or additions to faculty and staff. Note any organizational changes that may have occurred.

Wanda Lucas was transferred over to the Newman Library.

Brian Shelburne now oversees both the circulation and visual resources units of the library.

Donna Abel is the main point of contact for any reserves questions, requests or dilemmas.

Pam Dalton left her position at the library in order to pursue a degree in Business Education and English.

Sue Porterfield joined the library October 1st. She assists at the circulation desk and oversees the serials collection. Sue also assists the librarian with collection development projects.

CAUS Continues Support The College continues its support of two GA positions to help maintain the Visual Resources Collection.

VII. Professional and Scholarly Contributions

List publications, presentations, papers presented, and any other notable professional and scholarly contributions of staff and faculty. Please use some standard method of citing, such as MLA, for listing these.

Ball, Heather. Review of *Toothpicks & Logos: Design in Everyday Life, b*y John Heskett. *Art Documentation* 22:1 (2003).

Immersion '02 Heather was accepted to the ARL Institute for Information Literacy last year. Working with Professor Mitzi Vernon she used an Industrial Design course as a case study to develop new approaches to library instruction using information literacy guidelines and principals.

Ball, Heather. "ARLIS/NA Internship Roster" http://www.lib.vt.edu/info/ARLIS/internshiproster.html. August, 2002.

Heather created an online form and roster for internships in art/design libraries and visual resources centers on the ARLIS/NA, PDC website. Because there are several students and prospective members who visit the site, this is an important resource that has been asked for by members for quite some time. Currently, 14 states and the District of Columbia are represented with 28 internships logged. Have received very positive feedback from membership and the Executive Board since it went live this Spring.

Brian Shelburne (Visual Resources Curator) gave three lectures to the History of Western Art survey course in the Fall of 2003. He previously taught a full course in Asian art for the Art & Art History Department (Fall 2001).

Article Abstract Accepted Abstract for an article in *Art Documentation* (by Heather and Brian) was accepted in April. Research for the article includes a survey (currently underway) of architecture libraries and visual resources collections that maintain collections of architectural drawings and plans for in-studio, hands-on use as apposed to archival collecting.

ARLIS/NA Internship Award & Mentoring Heather presented the 2002-2003 ARLIS/NA Internship award at the annual ARLIS/NA conference. She also led the committee in developing publicity initiatives for the award and in selecting the award recipient. She serves as a formal mentor of the recipient.

VIII. <u>Outlook for next year</u>

Outline goals for the department for the next reporting cycle and how the department will work to accomplish these goals. Again, please describe these goals in terms of our service mission and how these goals will provide better and/or new service(s) that benefit users. Forecast future trends and demands placed upon the department, future commitments, and uncertainties (forward looking, both positive and negative).

Goal 1: Improve & Update Services Provided by the Visual Resources Unit This year CAUS faculty will be surveyed about their creation and use of images (digital and slide formats) for classroom and research purposes. The survey results will be used to identify needs within the College and to establish new goals for the Visual Resources Unit. With over 70,000 images already in the collection the VR Unit holds great potential to serve as a resource for images within the College as well as other departments across campus.

Goal 2: Physical Space Improvements This year we continue to make improvements to the physical space of the library, not only to make the library a more comfortable place to study, but to also promote the library as a place that reflects the creative interests of our patrons. Recently gift funds were made available for the construction of a new circulation desk for the branch. We will be working with Tim Castine (designer/woodworker) to see this project through to its successful completion later this year. We will also explore other possibilities such as: sponsoring a competition within the College for the design and construction of new computer tables and chairs and hosting mini-exhibits of artwork in the library (rotate one piece of artwork every few months).

IX. Data

As I said in my note provide data that support accomplishment and achievements. Comparative data, comparing the past years (three to five) would be extremely valuable. However, be selective in presenting the data (don't drown me with pages and pages of graphs and charts). Recommended length: 3—5 pages

Closing of the Geosciences Branch Library

The Geosciences Library was officially closed on May 9th, 2003 as a result of budgetary cutbacks. Materials are being integrated into the main collection and the staff reassigned to other duties. The decision to close followed discussions involving Dean Hitchingham, Linda Richardson, and the Department of Geological Sciences regarding other possible sources of funding and staffing support for the facility. Hours of operation at the branch were reduced at the start of the academic year and one staff member was transferred at that time. Then, in late 2002, it was determined that due to additional cuts in state funding it would be necessary to close the library entirely as soon as practicable and the necessary planning process for this was begun.

Considerable efforts have been made to try to make the transition as smooth as possible and to keep everyone informed about the timeline and our plans. During the spring semester Barbara Yopp and I conducted an inventory of the collection in conjunction with Technical Services. I also reviewed materials in the branch that duplicated holdings in the main collection to determine what items were no longer needed. In addition I targeted other "high yield" areas for weeding such as older textbooks and software. I also found that the reference collection had many redundant items relative to the main library.

Much has already been transferred to Newman but we will be moving the remainder of collection over the next several weeks and plan to finish everything by late June. Several people including Chris Peters, Don Kenney, Gail Dalton, and Bruce Obenhaus have all been extremely helpful in coordinating the move and assisting with preparations. I have put up a web site (http://www.lib.vt.edu/services/branches/geosci/geoclosing.html) that is updated regularly with the current status of the move. I have also tried to see that furniture, equipment, and supplies will go to other areas of the library where needed.

Submitted by Edward Lener
College Librarian for the Sciences and Head of the Geosciences Library

May 23, 2003

Veterinary Medical Library Annual Report
2002/2003

- Completed inventory and weeding of the Library's video collection and converted all ¾ inch video-tapes to VHS tapes for the convenience of users.
- Completed transfer of Vet. Med. A-V database from AskSam to ACCESS and made accessible on the Internet for the convenience of Virginia Tech users as well as the veterinary medical community worldwide .
- Tracked emergence of free online full-text veterinary and biomedical journals to help the Virginia Tech community gain access to information.
- Tracked useful websites and promptly posted information to faculty, students and staff in support of their teaching and research programs.

- Through moderating Vetlib-L, a worldwide listserv for veterinary medical libraries, located and obtained documents that Virginia Tech's interlibrary loan service could not locate in U.S. and Canadian libraries for patrons.
- Two projects were completed to improve service and maximize use of limited supplies budget.
    1. To make space in the Reserve collection area, an inventory was taken of the collection, with older editions withdrawn and moved to stacks for regular circulation.
    2. Library Office was reorganized to facilitate a smoother work flow and an inventory of office supplies taken to identify needed items and prioritize ordering.
- Paper entitled "Journals for Academic Veterinary Medical Libraries: Price Increases, 1983-2001" by Kok. V. T. and Garrison, E. P., was published in Serials Librarian, 2002, Vol. 43 No. 1, p. 31 – 43.