
Annual Report of Zach S. Henderson Library FY 2009 Division of Academic Affairs

Section 1. Annual Progress in Assessing Effectiveness (no more than 3 pages)

In a concise narrative format, describe the major changes and the significance of each change that occurred during FY 2009 (July 1, 2008 – June 30, 2009) under each **applicable** heading below (*if not applicable, delete the item*).

New or Significantly Revised Student Learning Outcomes in Degree Programs and/or General Education and/or New Measures of Assessing Learning Outcomes and the Rationale behind the Change

Not applicable.

Specific Evidence of Improved Student Learning in Degree Programs and/or General Education Emanating from the Analysis of Assessment Data

Not applicable.

Discussion of Major Findings of Program Accreditations, or Responses to Major Findings, Conducted during FY 2009

Not applicable.

Discussion of Major Improvements Emanating from Comprehensive Program Review Conducted during FY 2009

Not applicable.

Section 2. Overall Division Health (no more than 5 pages)

Not applicable.

Section 3. Summary of Major Accomplishments in 2008- 2009

Identify and briefly describe the 3-5 most significant accomplishments for each category below in your unit during the preceding year, explaining specifically how the significance relates to attainment of the institution's strategic goals, improvement of student retention and graduation, and/or "other" (be specific in explaining what the "other" is).

Major Accomplishments, and Significance of Each, Related to Attainment of the Institution's Strategic Goals

The library building renovations were completed in time to for a September 24, 2008 opening. Public response has been overwhelmingly positive. Seating has doubled over the original Henderson Library and the automated retrieval system ensures adequate collection growth space for more than seven decades. The Learning Commons provides students with comprehensive research and learning technology assistance. **Between September 2008 and June 30, 2009, 625,308 visitors passed through the Library's entrances, as compared to the 463,456 people who visited the Library in FY 2006, the last full twelve month period prior to our closing the original part of the building for renovations.** (Student-Centered University, Physical Environment)

On a scale of 1 to 5, with 5 being the best rating, **73.8% of all patrons who completed feedback forms rated "satisfaction with library personnel" a 5, with an additional 19.7% giving a 4 rating. In terms of overall satisfaction with Henderson Library, 70.8% indicated a 5 rating, with an additional 15.4% giving a 4 rating.** (Student-Centered University)

The first "communities" have been established in our new institutional repository EagleSpace. These include the Waddie Welcome archive of historic Savannah sign photographs, and electronic notes and handouts from the 2008 Georgia Conference on Information Literacy. These communities represent the first steps in preserving and making accessible the intellectual output of Georgia Southern faculty and students that is created electronically. (Technological Advancement)

Our experiment with "embedding" librarians in academic departments during designated hours each week enabled the librarians to further develop relationships with their liaison department faculty and students. Faculty and students appreciated having regular and easy access to librarians from their offices. (Student and Faculty-Centered University)

Major Accomplishments, and Significance of Each, Related to Improvement of Student Retention and Graduation

Not applicable.

Other Major Accomplishments and Significance of Each

In an effort to address our budget shortfall, we canceled several services and subscriptions: the Marcive temporary records service (\$700); the Marcive Web Docs service (\$1425); several government documents subscriptions (\$1200); several reference titles we purchased on standing orders (\$1218). While the figures are not large, they are another step in our continuous budget review.

Special Collections personnel completed arranging, boxing, and inventorying the papers of the late Walter Harrison. The papers are important resources related to history of Jenkins County, the Methodist Church, Rotary International, and Rural Education Association.

In spite of our ongoing budget challenges, participation in GALILEO and new funding from the President enabled us to increase electronic databases subscriptions from 284 to 347, and electronic journal subscriptions from 32,508 to 46,711. **During FY09, there were 1,188,754 visits to various library web pages, and 1,396,896 searches performed in our electronic databases.** Patrons also benefited from a new interlibrary loan service, in which journal articles and other resources that used to be photocopied and mailed to Henderson Library for the patrons are now scanned and sent via e-mail as a link to the digital copy. This is a faster and more convenient means of delivering the articles. We saw increases in circulation, interlibrary lending and borrowing, and GIL Express lending and borrowing.

Section 4. Quantifiable Summary of Faculty Research and Awards

Complete the table below.

Summary of Faculty Research and Awards from July 1, 2008 through June 30, 2009

Activity	Number Completed	Comments
Scholarly books, textbooks, & monographs	2	
Articles in scholarly journals, chapter in books, scholarly essays, proceedings, & other similar publications	7	
Creative activities in the fine & performing arts	1	
Journal editorial positions or board memberships	2	
Positions in professional organizations, boards, & agencies	29	
Presentations of papers or invited speeches	33	
External awards in teaching 1. recognition of performance 2. grant funding	7	
External awards in scholarship/research 1. recognition for performance 2. grant funding	0	
External awards in service 1. recognition for performance 2. grant funding	0	

Section 5. Department Narratives

Access Services – Fred Smith

The fiscal year in Access Services could be divided into before the Opening and after the Opening. Access Services played a huge role in moving the offsite materials back to the building. Cynthia Frost was the lead person from the Library's side for integrating the publically accessible collections into a whole.

Cynthia worked with the professional movers and Collections and Resource Services to plan and execute the move back in. She led the effort to label the shelves quickly so that patrons and staff could find materials and she coordinated those materials in transition.

Last spring the Library cut student assistant budgets to bare bones in order to save money for staff pay increases. While there have been occasional problems that more student assistant money might have helped, this has not proved to be the struggle we in Access originally thought it might be. There have been times when more weekday staff would have been helpful.

When the expanded building opened Access was very involved in the features which have made it such a success. Multiple group study rooms, study rooms exclusively for graduate students, much needed extra space, a new level of demand for laptops, and checking out projectors are some examples.

The vastly increased number of group study rooms was a popular feature of the new building. With so many rooms available Access deemed it unnecessary to reserve them. A decision was made elsewhere to put computers in all of the group study rooms. In many cases individuals made use of the group study rooms since there were computers in them. This was not a problem for much of the semester, but late in the semester the rooms were in demand by groups and we had to enforce the policy that groups had priority.

The free online reservation software turned out to be a poor fit for our needs and was abused by the graduate students. During the last few weeks of fall and spring semesters stressful problems with graduate room reservations occurred daily. After several tries David Lowder from Systems said he could not fix the problem and there was no other free software he could find. As of this writing David and Access are in agreement that returning to the old paper reservations system is the only answer.

Access created a room for small groups to view videos and DVDs. Reserving this room and the Presentations Room has not been a problem.

Another service which proved problematic by its sheer volume was checking out laptop computers. They were in high demand the previous year, but they were in even higher demand after the expanded building opened. The checking in and out process was designed to ensure the computers did not get stolen or damaged. The process was slow and cumbersome and particularly irritating to staff and patrons when the Circ/Reserve Desk was busy.

With the building upgrades came new responsibilities for Access Services. The far flung doors were connected to a complex alarm system requiring seemingly endless testing. When one is sounded, someone from the Circ/Reserve Desk must determine which it is and go to it, cut it off, and reset it. Our best guess is that this usually does not indicate a serious security problem. More often the alarms are sounded by patrons who want to exit the building quickly. A high percentage of the day time alarms are set off by people who are employed by Georgia Southern or are contracted by Georgia Southern. The new PA system has been a plus, but it also needed to be tested multiple times. There are new elevators to lock and unlock and a fireplace to turn on and off.

The delivery door allows for after hours delivery. When someone presses the button by the door it rings behind the Circulation/Reserve Desk. Someone there must then call Collections and Resource Management and ask them to let the person in the door. This happens from seven to ten times weekly. So far we have not had anyone arrive with a delivery after five o'clock, but we are prepared should this happen.

Access was hampered during this fiscal year by personnel shortages. The already slow process of filling vacant positions was slowed further by the University's policy of not filling positions for 60 days. The fiscal year started with the evening security/shelving position vacant. In September Cynthia Smith was hired to fill that position. In the spring the Library Assistant I assistant evening supervisor left. That position is still vacant. Lee Ann Schuyler, a Library Assistant I on the weekend shift, was not able to work after a car accident and was not replaced until near the end of the fiscal year when Kim Hall was hired. Jim Oliveira in ILL left in August and Mary Margaret Jones was hired in February.

The new security/shelving position has been effective. There has been the occasional noise complaint, but with a building this size and with the crowds we have, it would be all but impossible to have no problems.

Two time consuming initiatives which seemed to surface out of nowhere near the end of the fiscal year were a decree from the University System of Georgia office concerning copyright for scanned materials and a new way of tracking employee work time. The System Office standardized copyright practices for electronic reserves and other scanned materials for all University System of Georgia Libraries. The biggest change is that the responsibility for determining when copyright permission must be sought has been shifted to the faculty. The new time tracking project has been put on hold until August but much time and energy has already been spent in preparation.

After two years of not being able to count the number of Library users, we obtained a patron counter and arrived at a way to obtain a correct total for two exits. According to our new counters, the highest numbers ever recorded came through our doors on certain days during this fiscal year.

The decision on the number and type of photocopiers we made two years ago proved sound. At ten cents per page, the copiers are self sustaining. Patrons are pleased with the copiers and the fact that they can pay with either their Eagle Express card or coins or bills. We are starting a similar arrangement with a newer version of the same copier in August.

In an internal organizational change, we have asked the weekend staff to begin reporting to Cynthia Frost. Cynthia has been giving them most of their assignments since the beginning of the moving of the materials, and she frequently works on Sundays. While Linda continues to be the senior employee on the shift, she no longer has supervisory duties. All of the members of the weekend staff report to Cynthia and they work as a team.

Another long term problem in the Circ/Reserve area has been some returned books failing to be discharged correctly. This has been a problem since we began using Voyager. When returned books are not discharged patrons receive overdue notices and are blocked from their Library accounts when in fact they have returned the items in

question. In hopes of finding a solution we began in the spring asking the students who work the overnight shift to discharge again all of the books discharged earlier that day.

Collection and Resource Services – Charles Skewis

The year started with much anticipation of the move back to the “new” Henderson Library. Everyone worked very hard planning to make sure their offices and work stations would be ready for the big move. In addition, staff had to get the collections ready to move from the off-site storage area. After we relocated into the new work area we thought we were almost finished with the move. However, move-related projects continued to follow us throughout the year.

Many books formerly in the reference collection continued to be delivered to the from the warehouse to go into the ARC. In addition, David Lowder, the systems librarian, gave us lists of strange looking item type and location combinations in the ARC to decipher and correct. Late in the year, we began a project to remove all the Reference markings from the volumes that we had hastily placed in the Stacks or in the ARC without having the time to process them.

Debra Skinner and Jennifer Gerrald continued the CRS Review process after the move into the new building, reviewing titles circulated to determine their permanent location. The focus after the move has now become placing little used materials in the ARC and placing often used materials in open stacks.

One of the major projects of the year involves removing all books with a 2000 and later copyright date from the ARC and placing books formerly in the warehouse into the ARC. This became a large project involving Jonathan Harwell, the Collection Development Librarian, and Cynthia Frost, an Access Services Librarian. Jonathan began weeding the open stacks collection in sections selected in consultation with Cynthia, who is in charge of shifting the collections, to determine materials suitable for ARC storage. He works with subject specialists in each area to make such determinations. We are approximately half way through with pulling the 2000+ books as of June 1, 2009. This project will continue throughout the summer.

Although we have been using SFX with our GALILEO resources for several years, it was not previously available for our local resources. During this year, Georgia Southern got its own instance of SFX which meant that we could begin linking our local resources. We began using SFX to produce our local A-Z listing of electronic journal titles as well, rather than the EBSCO product formerly used. Changing to the SFX for the periodicals A-Z listing meant that we had to remove the links to the EBSCO A-Z titles from our catalog. There were many thousands of these links which we replaced with a holdings record directing the catalog user to look above for the SFX link. We felt that this was necessary due to the rather inconvenient but unchangeable location of the SFX button in

our catalog. Students, Lillian Brown, and Jane Harkleroad converted the EBSCO links to SFX notes.

The usual annual serials maintenance projects continued this year, including adding new JSTOR, Muse, Wiley, Cambridge, and Oxford electronic periodical titles to our catalog. A new JSTOR package, JSTOR Ireland was added this year, and those titles were added to the catalog. Periodical titles were cancelled, and I am still in the process of closing these titles in our catalog. Although SFX requires a lot of maintenance, at least we get notice of most of the new titles added or deleted from the electronic journal packages that we purchase or receive through GALILEO. For one database, we had to delete 146 "Country Review" titles no longer available online in Business Source Complete. Both Lillian Brown and students helped with various stages of these projects.

New GALILEO resources were added to the catalog such as the OED, All about Birds, Oxford Art, etc. In addition, we added more GALE Virtual Reference Library titles such as the Encyclopedia of Drugs, the Encyclopedia of Education Law, and the Encyclopedia of Public Health. We purchased 3 additional Cochrane databases. Debra Skinner worked with David Lowder to get Georgia Southern resources linked through Google Scholar. Jonathan Harwell has arranged for numerous trials of electronic resources, and these were added to the GALILEO database list for faculty convenience in reviewing them.

Because of the budget crisis this fiscal year, not many books were purchased. This did not slow the work of the department, however. We concentrated heavily on cataloging government documents, and working on cleanup projects from the move. We also began cataloging many more electronic books, including many free titles recommended by Jonathan Harwell, and the 6000 plus title collection of history and political science titles from ebrary. Another project was to concentrate more on authority control. Jane Harkleroad began assisting Debra Skinner in reviewing the subject headings in our catalog and deleting and/or replacing those that were not correct. Another staff member, Katie Sriratanakoul, learned to work with some of the Marcive authority reports to replace incorrect or obsolete headings in the catalog.

In March, Debra Skinner and Jonathan Harwell visited the Music Dept. along with several colleagues from the including the Library Dean. The purpose was to visit the newly refurbished facility which includes a small reading room for the department. According to the music department, their accrediting body has suggested that the music scores should be housed in the music library rather than in Henderson Library. After this meeting, Debra Skinner wrote up a list of questions which came to be the basis of a "Memorandum of Understanding" between the Library and the Music Department. A workflow has been devised to prepare the volumes for transfer to Music. More than 8000 volumes will require new spine labels and location labels inside the front and back covers. The bulk of the work will take place in June to August.

Collection Management

At the end of last year and the beginning of this year, Jonathan Harwell worked with the Subject Specialist Librarians and with Charles Skewis and Iris Durden on the Database

Analysis Project. The Project, together with limited year-end funding for new databases, resulted in the cancellation of some databases (*BNA Human Resources Library, Constitutions of the United States: National and State, CSA Databases* (with the exception of *Sociological Abstracts*), *Grove Music, Index to Current Urban Documents, Ingenta Gateway and Reveal, International Medieval Bibliography, Iter: Gateway to the Middle Ages and Renaissance, Kinesiology Publications, LexisNexis Statistical with American Statistics Index, Mineralogical Abstracts Online, Music Index, Oxford Dictionary of National Biography, **Research Library, ABI-INFORM, Literature Online Reference Edition—LION, and ProQuest Newspapers***) and the acquisition of others (*Library History & Political Science Collection, Gale Virtual Reference Library, JSTOR Arts & Sciences II, Opposing Viewpoints Resource Center, and American National Biography*).

In spring 2009, Dean Bede Mitchell and Jonathan Harwell collaborated in presenting library budget forums for the faculty. Dean Mitchell gave a historical overview of the budget, and Jonathan demonstrated statistics of our collection and its usage (circulation, GIL Express, and interlibrary loan) across various subject areas. They explained our proposal to target the approval plan's automatic purchases upon the subject areas shown to be most in need of monographs, with support from the faculty present. This would reduce the approval plan budget by about 2/3, or \$200,000 per year, and would allow us to set aside some funding for faculty-recommended purchases. They also introduced the idea of patron-driven acquisition of e-books, which was supported by the faculty. The data that they presented was drawn from WorldCat Collection Analysis and GIL usage statistics.

Jonathan worked with the Subject Specialist Librarians along with Iris Durden and with support from Greg Vaughan, on the Reference Relocation Project, in which each Subject Specialist systematically analyzed the Reference Collection and significantly downsized it by recommending items to be relocated to the ARC.

In collaboration with Greg Vaughan and Iris Durden, Jonathan Harwell prepared a report on the Library's FY09 budget in support of the Department of Music. This was to fulfill accreditation requirements from the National Association of Schools of Music. He also prepared a report and met with an accreditation visitor for the Bachelor of Arts in Theatre Program.

Jonathan worked with JoEllen Broome on identifying items to be purchased with a Title VI grant awarded to Dr. Charles Crouch and Dr. John Steinberg in the Department of History. This grant supports internationalizing the curriculum via a Global Citizen Certificate program. Part of the grant will fund \$1500 in FY09 and \$1500 in FY10, and Henderson Library will supplement with \$2500 in each of these years. He also worked with Jocelyn Poole and Lisa Smith on identifying items to be purchased with a \$20,000 grant secured by Dean Bede Mitchell, in support of the School of Nursing and the Jiann-Ping Hsu College of Public Health

Database Trials and Evaluations

Jonathan secured for the following database trials and evaluations for the Library:

Art Museum Image Gallery provides images & related multimedia gathered from collections of museums around the world. Our trial access ended on May 31.

Children's Core Collection provides information about fiction & nonfiction works, story collections, picture books & magazines recommended for readers from preschool through sixth grade. Our trial access ended on May 31.

Cinema Image Gallery includes still images, links to film reviews & other articles about titles, links to biographies of the stars of film & TV, portrait photography, & more. Our trial access ended on May 31.

CQ Researcher and **CQ Weekly**, covering health, social trends, criminal justice, international affairs, education, the environment, technology, and the economy, are on trial through June 20.

IGI InfoSci-Books and **IGI InfoSci-Journals**, covering computer science and information technology management, are on trial through June 25.

OmniFile Full Text Mega provides the full text of articles from over 1,750 publications, and article abstracts & indexing from over 3,500 publications, in a variety of subject areas. Our trial access ended on May 31.

R2 Library is a collection of electronic books available for individual purchase, in the areas of allied health, medicine, and nursing. Our trial access ended on May 21

C&RS had one big change in personnel this year. Iris Durden, Serials Librarian retired on April 1, 2009. She will be greatly missed.

Information Services (Including Learning Commons, Government Documents) - Jocelyn Poole

In fall 2008, two of the Information Services librarians became "embedded librarians" in which they began to hold office hours in their perspective liaison departments. An assessment/pilot study was done and reported to the dean. The reports were completed by Lisa Smith and Jocelyn Poole respectively. The results were very good and we will attempt to extend this service to other academic units.

Information Services continued to use the assessment form to determine whether student learning outcomes were met during a 50-minute instructional session. The librarians conducted over 570 instructional sessions. As in the past, all librarians were responsible for assessing 2-4 classes each semester using the assessment form provided by Dr. Debra

Gilchrist, Dean of Libraries and Instructional Effectiveness, Pierce College, Lakewood Washington.

This has been a year of canceling, prioritizing and evaluating our reference collection of books and databases. We've spent a great portion of weekly meetings making major decisions about our collection. A major weeding project took place in which items were placed in the ARC or discarded. Our Reference Standing Orders were re-evaluated to reduce cost, enabling us to save thousands of dollars.

Information Services, as were other departments in the Library, was very much involved in the Library's move and renovation process. Now that we are settled again, it doesn't seem that it was only last year this time that we were still in phase I and on the other side of the building.

Show and Tell continues as part of one of our weekly agenda. It's a great time for sharing new information by which we all of us profit, learning from each other's resource discoveries.

We participated in the University's Eagle Expo again this year and various student recruitment activities.

First Year Seminars began in the fall. We taught over fifty bibliographic classes, most of them being in the fall. In the spring the instruction focused mostly on English 1102 instead of FYE 1220. Numbers of classes taught were about the same. A variety of topics were covered in classes, and overall we adapted well. We also introduced students to the CRAAP test -- Currency, Relevancy, Authority, Accuracy, Purpose -- to evaluate websites in many of these classes.

A handout was drafted to answer the question, "Who does what?" regarding the services provided by the Learning Commons, Assess Services, Systems, and IT Services. We found this to be very useful as our Learning Commons partnership got underway.

Several brown bag lunches were hosted by the department to inform the campus community about services and technology available in the Learning Commons. Attendance was very low so the department brainstormed and explored other means to reach the campus community. One idea was to participation in the Techxpo, held on Nov. 14th at the CIT bldg. Sonya Shepherd gave a presentation on the Learning Commons which was very well received. In addition, a table was displayed with information about the Learning Commons.

Over 137 people participated in our workshops for fall 2008 and spring 2009. The computer-related workshops continues to be in high demand. We introduced a new workshop on SAS, a popular statistical package used mostly by students in Public Health. It was taught by Robert Vogel of the Jiann-Ping Hsu College of Public Health.

A wiki for the Learning Commons was created. There is also a survey on this page that patrons can complete. The results of the survey will be used next year as a measure of our department's effectiveness.

All bookmarks have been converted to a software program called Delicious.com. It allows for easier additions along with descriptive info about revisions and deletions. It's also possible through a tag system to see others outside GS who are adding them to their personal fav (favorite) lists.

Steady traffic continues with IM (Instant Messaging) and we continue to look for ways to improve the system. One of the issues that arose this year was that of a need to communicate unusual questions and answers. The department decided that these questions be added to the wiki with a desktop icon linking directly to the wiki.

The Information Services Department revitalized and hosted the BIGGER Conference on April 17, 2009, after a ten year exile. The conference was a big success with over 30 attendees. The results of the conference evaluation were very high and many attendees had very positive comments.

Another big success for the Information Services department was the Benjamin Franklin Exhibit. The kick-off event occurred in September 23, 2008, when the distinguished historian Gordon Wood discussed his award winning book, *The Americanization of Benjamin Franklin* for the annual Norman Fries Lectureship Series during which Dean Mitchell introduced him and made the connection to the Library's "Year of Franklin." Several other activities took place that appealed to different constituencies on and off campus. A children's play with a Benjamin Franklin angle entitled, "The Amazing Adventures of Anna Marie" was performed at the Averitt Center for the Arts with the support of the GS Library Foundation on September 24, 2008. On Constitution Day, September 17, of 2008, the Benjamin Franklin Poetry and Essay Competitions were launched.

Learning Commons – Sonya Shepherd

The Learning Commons officially opened on September 22, 2008 at noon. Within 30 minutes of its opening, all computers were fully occupied. The renovated and expanded library building was dedicated on January 21, 2009. After the dedication, library tours were given to faculty, staff students, and guests.

In an effort to ensure the effectiveness and efficiency of services provided in the Learning Commons, the Library established a partnership with the Information Services Technology's Help Desk. A Memo of Understanding was created which explained each unit's role in the Learning Commons. Four groups were identified to help with oversight and planning as well as provide and collect user feedback. Those groups include 1) the Learning Commons Advisory Council, 2) the Learning Commons User Group, 3) The Information Services and Information Technology Help Desk Staff, and 4) the Information Services Department.

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- Updates on the Learning Commons were given at weekly Information Services Department meetings. Questions and concerns were asked and addressed or discussed further during the Information Services and Information Technology Help Desk Staff meetings.
 - The Information Services and Information Technology Help Desk Staff met to discuss frequently asked questions and seek clarification on workflow issues. Additionally, a discussion board was created online for posting questions and answers.
 - The Learning Commons Director and Help Desk Manager met regularly to discuss personnel matters including student scheduling and hiring as well as coordinate agendas for the various meetings.
 - The Learning Commons Users Group also met to discuss how to promote the Learning Commons to the campus at large as well as how to assess services provided.
 - The Help Desk Manager and Learning Commons Director participated in the 1st Annual TechXPo. We set up a display that ran a PowerPoint presentation of the Learning Commons as well as gave a 30 minute presentation during the sessions explaining the services available in the Learning Commons.
 - The Help Desk Manager and Learning Commons Director gave a presentation to the Academic Advisory Council explaining the services and resources offered in the Learning Commons.
 - The Help Desk Manager and Learning Commons Director submitted a joint request for student technology fee funds in order to pay for student workers hired to work in the Learning Commons. The request was approved.
 - The Help Desk Manager and Learning Commons Director hosted three brown bag lunches inviting faculty to learn more about the Learning Commons.
 - The Information Specialist suggested that the George-Anne be contacted in order to publicize the Learning Commons. As a result, two articles were published as well as mailed to students as postcards.
 - The Learning Commons Director discontinued the tutorials and student assistants' web pages, and published all information on a new Learning Commons wiki.
 - The Learning Commons Director met multiple times with the 3 Greek Councils that governs the Greek organization to promote the use of the Learning Commons and Presentation Practice Room. Many of these members were members of the Student Government Association and they promised to discuss the information at upcoming SGA meetings.

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- The Information Specialist, EDP Technology Specialist, and Government Documents Librarian took pictures of the Learning Commons at various times. These pictures have been used in multiple presentations as well as uploaded to the library's Flickr account for public viewing.
 - The Presentation Practice Room was installed by the Emerging Technology Center and opened for student use. The reservation software was also made available by the Systems Department.
 - The Learning Commons Director participated in an online webcast discussing the creation, assessment, and renovations of Learning and Information Commons throughout the country.
 - Librarians and IT staff continued to work with Systems and Access Services to ensure quality services and resources were provided in the Learning Commons. As a result, modifications and additions will be made to the Learning Commons during Summer and Fall semesters.

Two surveys were created in order to assess the effectiveness and efficiency of the Learning Commons and workshop series offered. Both surveys were advertised and implemented in March 2009. Data was collected through mid-June 2009. Students were contacted via Facebook to participate in both surveys. Additionally, links to the surveys were placed on the library's Start page, News box, and the Learning Commons wiki page. As a result, 29 students completed the workshop survey and 4 students completed the Learning Commons survey.

Workshop Survey

Students were asked to complete 6 questions. (29 responses)

1. Have you attended a library workshop in the past?
 - a. Yes – 7 or 24%
 - b. No – 22 or 76%
2. Did you know the library offered workshops?
 - a. Yes – 13 or 45%
 - b. No – 16 or 55%
3. What computer workshops have you attended?
 - a. Word – 1 or 14%
 - b. Excel – 3 or 43%

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- c. Access I – 2 or 29%
 - d. Access II – 2 or 29%
 - e. Access III – 2 or 29%
 - f. Access IV – 2 or 29%
 - g. PowerPoint – 0
 - h. Photoshop/Scanning – 0
 - i. SPSS – 3 or 43%
 - j. ETD Formatting – 1 or 14%
 - k. SAS – 1 or 14%
 - l. Other – 0

4. How have attending the workshops helped you with class assignments/projects?

- No, I just wanted to acquire more knowledge.
- Tremendously. I use the skills I learned from Library workshops each day in my current job as a high school math teacher.
- I've looked at the tutorials online and they have helped a lot. I never have time to attend the ones on campus.
- Somewhat because I had already taken a class on database management, hence these were good supplements with some crucial specific instruction that we missed out in class.
- I have yet to attend one.
- I'm a staff member and SPSS helped mechanize the process of tabulating surveys.
- It was okay. It loosely taught me about the software.

5. What workshops would you like to see added to the offerings?

- Photoshop and other graphics software.
- Any of the Adobe products because they are just really interesting and useful.

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- Adobe Indesign / Microsoft Publisher
 - Audio/Video editing, DVD Authoring
 - InDesign, Photoshop
 - Apple and Adobe applications (InDesign, Photoshop, Acrobat Pro, Final Cut, etc.)
 - Photoshop
 - Keep SPSS!
 - Photoshop

6. Provide any other comments not addressed by the above questions.

- Make the workshops known around campus more and not just in the library, I know my dept. never has anything up about them and I think they come in handy
- The workshops have been a helpful introduction to new software like SPSS for me.
- Excellent workshops/excellent teachers so far!

Learning Commons Survey

Students were asked to complete 8 questions. (4 responses)

1. How often do you visit the Learning Commons

- a. Daily – 0
- b. Several times a week – 1 (25%)
- c. Once a week – 1 (25%)
- d. Several times a month - 2 (50%)
- e. Once a month - 0

f. Other – 0

2. Check your reason(s) for visiting the Learning Commons?

- a. Research assistance – 4 (100%)
- b. Software applications – 2 (50%)

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- c. Presentation room – 0
 - d. Equipment checkout – 0
 - e. Printing – 4 (100%)
 - f. Attend library workshop – 0
 - g. Wireless access – 0
 - h. Assistance with personal computer/laptop – 1 (25%)
 - i. IT Services Help Desk (e.g., reset password, GeorgiaView, email) – 0
 - j. Study rooms – 3 (75%)
 - k. Socializing – 3 (75%)
 - l. Other – 0

3. What do you like most about the Learning Commons?

- Comfortable and everybody is friendly.
- There are a lot a librarians to help us.
- Availability of many needs.

4. What do you like least about the Learning Commons?

- C++ Visual Basic is not on all the computers.
- More printers needed. Sometimes it gets backed up.
- Not being able to access first floor without going to second floor.
- No telephone service.

5. What would you like to see added to the Learning Commons?

- Add above software to all computers.
- Wish more computers were in the LC area.

- More printers.

- More printers.

- A free, public telephone.

6. Please rate your overall satisfaction with the Learning Commons?

a. 1 (very dissatisfied) – 0

b. 2 (dissatisfied) – 0

c. 3 (undecided) – 0

d. 4 (satisfied) -- 3 (75%)

e. 5 (very satisfied) – (25%)

7. What is your classification/status?

a. Freshman – 2 (50%)

b. Sophomore – 1 (25%)

c. Junior – 1 (25%)

d. Senior – 0

e. Community user – 0

f. Faculty/staff – 0

g. Graduate Student – 0

h. Other – 0

8. What is your major?

a. Education – 0

b. Business – 0

c. Liberal Arts and Social Sciences – 1 (25%)

d. Public Health – 0

e. Science and Technology – 3 (75%)

f. Health and Human Sciences – 0

g. Information Technology – 0

Comments

Data will continue to be collected. The surveys are available via Facebook, web and wiki pages as well as Twitter and Poll Daddy. Emails requesting participation may also be sent to the campus at large (gsinfo and gsfac). Results will be used to revise the workshop offerings as well as improve services provided in the Learning Commons. Due to the low attendance in the PhotoShop workshop and the finalization of the renovation project, it was discontinued in the fall. We added SAS as a workshop in the spring. It was taught by Drs. Ruth Whitworth and Robert Vogel. Usage statistics and other reports/presentations have been placed on the Learning Commons wiki (see Learning Commons Reports at <http://gasouthernlearningcommons.pbworks.com>).

Government Documents – Lori Lester

A significant amount of staff time throughout the unit in FY 2009 was spent recovering from one entire move of the unit and collection and preparing for the next. Unlike the rest of the Information Services Department, Government Documents were moved completely out of the building for the renovation, then unexpectedly relocated to a second temporary building before being moved back into the library after renovation was complete. The government documents unit was able to maintain excellent service for patrons and colleagues in the library despite repeated uprooting of our work space and collections, and the clean-up of the shelf organization involved due to a poorly executed move between Building 805 to the off campus storage facility. All of these various and labor-intensive activities fall under improving the physical environment at Georgia Southern.

The Government Documents unit began the new fiscal year in the midst of providing service from the temporary quarters of Building 803, with our collection spread between there, the off campus storage facility, and the addition wing of the library. We had been in our new location for only a few months, and continued to work to improve the workflow there as much as possible, considering we were traveling daily between 3 locations. All members of the unit were greatly impacted in their daily activities by this temporary arrangement, which continued from January-September 2008. All staff, including students, had to make weekly if not daily trips to the warehouse and the library

in order to perform routine tasks required of their positions, as well as filling requests from patrons and our colleagues in C&RS.

While in Building 803, even as we were acclimating ourselves to the new environment and making the space work for our various processes, we began planning for the more permanent move into the renovated library, counting shelving, mapping out the integration of various collections, labeling the government documents sections at the warehouse, in Building 803, and on the 3rd floor of the library, as well as measuring and mapping out our office and work spaces once we were ousted from our intended location in the completed building. The Documents Library Technical Assistant, Ms. Thomas, the Government Documents Librarian, Ms. Lester, and the student assistants counted the number of shelves needed for various sections of the collection, and Ms. Thomas and Ms. Lester marked the order that the various runs of documents would need to be shelved once relocated in the library. Ms. Lester created a spreadsheet to convey all data to the movers once they arrived. Whenever space allowed, they made the necessary corrections at the warehouse to minimize confusion for the next set of movers. Mrs. Russell and Ms. Lester used scale model drawings of all furniture and the ISD reception room and departmental offices to determine how existing furniture could best be utilized to perform the various routines in government documents once our daily operations were located there.

This remained the case until August-early September 2008, when we once again moved all offices, operations, and collections into the finished building. At that time, we began setting up workflows for the third time in just over 1 year. The Documents Librarian conferred with the Associate Dean and the head of the moving team to explain the requirements from the Documents Unit side, and to review the spreadsheet developed by the Documents Librarian to merge all government documents collections in the proper order. This included calculating growth rates as well as accurately measuring various sections of government documents. With 750,000 titles, this is no small task! Ms. Thomas and the student assistants worked diligently first in the warehouse, then in the collection on first floor, to get adequate signage up so that staff could locate materials as needed, even before the move was complete, so that students noticed little if any disruption in service. In January 2009, they finished the more permanent and attractive signage for the federal documents using the depository emblem to identify the collection. Ms. Russell worked with the students to determine what call numbers to put at the end of each range for the Georgia Documents, and chose the Georgia State Seal to use as the background to identify the Ga Documents collection. The location of various documents was constantly in flux (as a result of cataloging work, students checking out documents, and simply the receipt of new materials), and signage and notices required careful attention to alleviate confusion by those retrieving government documents from so many locations. Ms. Thomas and the students maintained the signage, and the Ms. Lester maintained instructions for locating and requesting documents on the WIKI, as well as updating a detailed list of all documents (compiled by documents students) located on the 3rd floor, at the request of Reference Librarian colleagues. The students also worked under the supervision of the Documents Librarian to switch out shelving so that all shelves on a unit are the same size for safety reasons as well as cosmetic ones. These

activities also fall under the strategic goal of improving the physical environment as well as the student centered university, as finding materials more readily helps students in conducting their research.

The unit joined with other departments on campus for the 2008 celebration of Constitution Day. We had guest speakers from Political Science and the Bulloch County Registrar's Office, and hosted a talent show and an individual crossword puzzle, and gave away monetary prizes to individuals as well as groups. We gave out pocket guides to the Constitution and various handouts provided by the Government Printing Office to promote use of depository materials. We put up educational displays in the library and at the event. The event was very well attended, providing publicity for the Government Documents unit and Henderson Library. This endeavor contributed to the student centered university as we provided an educational program with various speakers about the Constitution and the Presidency, and private and public partnerships, as we collaborated with the Secretary of State Elections Division and the Bulloch County Registrar's Office to educate our students on the voting process prior to the Presidential Election.

The Documents LTA and the Government Documents Librarian attended the state meeting of Georgia Depository Libraries at Georgia State in December 2008. This meeting was very informative, providing both processing and reference components. The new Regional Librarian, Hallie Pritchett, unveiled her new procedures for processing offers at this meeting. We also got to tour the Georgia State documents collection and processing department, which is always helpful and interesting.

The Documents Technical Assistant began shifting the microfiche into a new cabinet, and we acquired two used cabinets from Access Services to shift more fiche to allow for growth and integration of microfiche previously filed in boxes because there was not enough room to house them all together in the microfiche cabinets.

Throughout FY2009 the Documents Librarian weeded the collection, including areas previously shelved in other areas of the library, hundreds of maps, and various other publications where space was needed or titles had been superseded.

We continued working closely with C&RS both in 803 and the library to do retrospective cataloging of many documents titles that had never been cataloged (Pre-1976) and those that had Marcive records that needed clean-up. The Documents Librarian developed a workflow to make sure that all documents to be cataloged had been screened first to be sure we should retain before going to C&RS.

We also developed a process to make sure that all documents that circulate go through C&RS to be sure the records are clean before re-shelving. This improves access to government documents and improves the integrity of the catalog, supporting the goal of student centeredness.

We began keeping monthly statistics of all activities in the unit, as well as in-house use statistics. The Documents Librarian developed several forms for reporting this information, and provided training for staff to use the forms.

The Documents Technical Assistant and students began shelf-reading the collection at the Warehouse to correct mistakes made by the movers from Building 805 to the Warehouse, as well as normal misfiling. They made great progress in this area prior to the move, then continued in the new building. This project is about halfway completed at the time of this report in mid-June 2009. They also corrected minor problems with sets being separated across aisles and space not being left as indicated for the movers by the Documents Librarian in the new building by shifting paper documents from September 2008-June 2009.

Several new projects were undertaken in the past year. One new project the Documents Librarian, Documents Library Technical Assistant (DTA), Virginia Thomas, and one student assistant are working on is *duplicate resolution*. This is being done in conjunction with shelf-reading and involves bringing any two documents with the same call number to the attention of the Docs Librarian. She then determines retention, and sends to C&RS to catalog the one we're keeping (if this isn't already done) and ensure that there is no item record for the item that we are withdrawing. This then channels into Beth Russell's projects, either *withdrawing* the document or *offering* the document. Mrs. Russell and Ms. Lester have both worked extensively on setting up these processes this year to adopt the new procedures specified by our Regional Depository Librarian, and to ensure proper record-keeping and following of GPO guidelines. While both processes involve removing the item from our collection, we apply criteria to determine in which way an item should properly be removed, and follow different instructions accordingly.

Another set of projects we began this year relate to the shelf-list. We have a student pulling cards that are marked *missing*, and checking the shelf for these items. If the item is found, it gets channeled into the weeding process, and the missing notation is removed. If the piece is not found, the Documents Technical Assistant checks again in 2 months for the item using a form (Pull Requested Document form) developed by the Documents Librarian to indicate all places to check for documents, and if still not located, the shelf-list card is routed to C&RS for removal from the catalog. Additionally, as the Documents Library Assistant III (DLA III), withdraws or offers items, we are removing the shelf-list cards. This serves to shrink the shelf-list to a manageable size, so that eventually, we hope to be able to do a full inventory from the shelf-list, and catalog each item that the Documents Librarian determines should be retained. We no longer maintain cards for previously withdrawn items, although we do still maintain suppressed catalog records for withdrawn items in order to maintain consistency with the rest of the Henderson Library collection. These endeavors contribute to the student centered university goal.

We continue to finesse our workspace for these various projects, using location as a primary indicator of projects, but the Documents Librarian has also developed several instructional signs and the Documents LTA has created signs for various projects to keep projects separate, even though they are being implemented in the same relatively small

space. Training of where to put documents for each project is crucial to successful completion of these long-term projects. This improves the physical environment and also helps our unit to better focus on the student centered university. We acquired and utilized ARC bins for storing some of our reserve supplies, giving us more space in our work room for the immediate tasks at hand. The Documents LTA and the Documents Librarian learned to operate the ARC for easy storage and retrieval of our materials. Thanks go to Raifa Dimetry and Debbie DeVage for assisting us with this.

The Documents LA III caught up on a backlog of interfiling the Georgia Rules and Regulations loose-leaf service shelved on the 3rd floor in the law collection. This was a big undertaking, and required moving pages into 2 newly acquired binders as we ran out of space in several. This contributes to the student centered university by providing the latest available rules and regulations for the state of Georgia. This also contributes to the physical space as the materials are easier to use now that there are not so many pages in each binder. They had become unwieldy and unpleasant to use prior to the shifting of pages.

The Documents LA III also began preparations for our 70th anniversary celebration later this year. We are combining the anniversary celebration with that for the birthday of Senator Richard Russell, who wrote the letter designating us a federal depository in 1939. This endeavor will join the goals of student centered university (educational program), private and public partnerships, as we are collaborating with the Government Printing Office for one aspect of the program, as well as potentially the Daughters of the Revolution or the Daughters of the Confederacy for local input in our program. She also served on various committees in the library this year, including Courtesy, Furniture and Communications committees.

In June 2009, the Documents Librarian began meeting with Assistant Dean of Students, Financial Aid, Student Media and SGA to discuss plans for the 2009 Constitution Day celebration. This annual event is definitely student centered, providing educational and fun activities while meeting the federal mandate for all federally funded institutions to celebrate the signing of our Constitution in some way.

The Documents Librarian and a student assistant put up a display for Presidents Day that contributed toward the student centered university goal, educating our students about the origin of the holiday as well as interesting facts about the Presidents, and pertinent books on the Presidents and the Presidency.

The Librarian also contributed government documents for the Earth Day display. This display could also be argued to contribute toward the goal of public private partnerships as the campus joined efforts with Keep Bulloch Beautiful to educate students as well as faculty and staff about earth-conscious activities.

Another avenue for promoting government documents and student education, the HOT DOC feature in our online newsletter contributes to the goal of student centered university as well as public private partnership and technological advancement. Our

partnership with GPO is a crucial one and one that we shall continue to nurture and reap benefits from. Using blogs to communicate with students makes them feel more comfortable with the library, and provides an excellent opportunity to share with them pertinent government documents that they can access online.

A final new promotional feature added this year is the new government documents display in the new books section of the 2nd floor. This draws attention to the wealth of information provided as a result of our depository status, and contributes to our student centered university goal.

Special Collections – Marvin Goss

The fiscal year began auspiciously with the *final* completion of the papers of Walter W. Harrison (1899-1985), a protean figure in this region, involved in an endless variety of pursuits but especially noted as “Mr. REA.” This extensive collection of papers was received here in a disorganized state in 1992. Completion of this project – in 65 boxes, fully inventoried -- was a milestone in the history of Special Collections.

In September 2008, Library personnel reoccupied the renovated half of the building. Special Collections moved to two new offices on the fourth floor by the Lorimer Room. The same month, I picked up in Savannah the first installment of the Jack Kingston papers in 7 boxes, which are however unfortunately restricted to only those with Congressman Kingston’s written permission.

In July 2008, I began work on a five-year index to *Statesboro Magazine*, 2000-2004, which was finished by December. In 2009, I have done a three-year index to the same publication, 2005-2007, which has been given a rough sort and will soon be completed.

In March and April 2009, I inventoried, boxed and cataloged the papers of both Dr. Karl Peace and his late wife, Dr. Jiann-Ping Hsu.

Maggie Patricia Horne began working as a full-time Senior Secretary here on October 6, 2008. Most of her time has since been taken up with the laborious and time-consuming task of transcribing old oral history interviews that have never been made available in a transcribed form. Of these, she has completed 30, with 26 still untouched. She has also done item-level inventories of papers of the Frazier family of Washington County, 1791-1973 (one box) and of the Bulloch County Historical Society collection (22 boxes). In addition, she inventoried our supply bins, to make sure that the list was accurate and up-to-date.

Systems – David Lowder

The biggest changes in the department for the year was moving into the new office space and moving public computers into the renovated library. The new office space is adjacent to the Learning Commons and easily accessible to students that need assistance with computer problems that the Learning Commons staff are not able to handle. This is the first time since the Systems Department was formed that all of the staff are located in one office suite.

The move also involved a massive relocation of computers. Staff installed 100 new computers and several new printers in the Commons to be ready for the opening day while keeping the existing computers in place to avoid, as much as possible, any disruption in service to the students. After the opening, the department staff continued to work throughout the semester to relocate computers and printers from temporary locations in the addition to their permanent locations.

Additional computers and printers were successfully requested from the Student Technology Fee Committee. Ordinarily these computers would have been installed and in use during the Spring semester but, since the campus purchased Lenovo brand computers instead of the Dell computers we requested, we have been forced to wait for the Information Technology Services to complete the features that they want on the basic software setup before we proceed. The department began installing the first of these new computers in the summer semester and they will all be in place by fall. By the beginning of the Fall semester, the Library should have increased the public computers from 250 to a total of 350 workstations.

The Learning Commons features multi-media computing stations so the department staff was responsible for installing document scanners and video editing software as well as learning how to use the hardware and software so they could assist users. The Commons also houses the ADA computers and Systems worked with the Student Disability Resource Center staff to get that equipment installed.

Study rooms are another new feature of the renovated building. The department staff worked during the semester to equip each study room with a computer linked to shared printers. The rooms reserved for Graduate Students were equipped with individual printers since that was the only way to get printing services to them until the 1st floor print release stations could be installed later in the semester.

The renovation also included a presentation practice room that was designed in cooperation with the Emerging Technology Center. The Systems staff worked with them on selecting the equipment and coordinating the installation.

The department staff was involved in a number of computing projects this year. Many of these were collaborative projects with other individuals or groups. One of these projects was a grant-funded joint project with the History Department to create an accessible archive of scanned photographs. It was decided to use the DSpace open source software for this project since it was already something being used for the proposed GIL Knowledge Repository. It was then decided to run the software on a campus server rather

than a Library server so Information Technology Services staff installed the software and worked with Library staff to customize it and load the data. The DSpace instance was then given the name of EagleSpace.

Another archive of data loaded into EagleSpace was the collection of presentations given at the 2008 Georgia Conference on Information Literacy. This was done as a demonstration project to show how we could host the content of conferences held on campus.

The Library received an archive of data this year from researchers on the island of Jura in Scotland. Staff mounted this data in its raw form on a Library server so that campus researchers could review the contents and help determine how best to make it available to the public. The contents of the archive include documents in Microsoft Word format, photographs and web pages but also a lot of geographical data in various formats that will require special software to access.

This year the LPT:One printing control software was installed in the Chemistry and Nursing, Education, COBA, Paulson College of Science and Technology, and Carruth buildings. The Systems Department was heavily involved in these installations and we continued troubleshooting the system. Upgrades were done to the software campus wide in order to keep up with the growth but more hardware upgrades are needed.

At the request of the IT Services department, the public computers in the Library were configured this year to implement a power saving mode. When not used for a set period of time, the computers go into a low power consumption mode. It is expected that this experiment will bring significant energy savings and will eventually be extended to other campus computers.

A number of upgrades were done this year to software programs. All staff computers in the Library were upgraded to the 2007 version of Microsoft Office. There was an upgrade to the Voyager software for Library personnel. Upgrades had been tested for EagleSource and they were put in production for the Fall semester. The Meeting Room Booking System was moved from test into production for booking the Presentation Practice Room and the Graduate Study Rooms. Plans to move the Library's wiki were put on hold while we wait for IT Services to obtain a new server where we plan to locate the new Mediawiki version.

Smaller projects accomplished in the year included setting up the software for student workers to log in to the ADP software, attaching the Library's security cameras to the web so they can be monitored remotely if needed, working with the GIL Service Site staff at UGA to delete old patron barcodes from Voyager that contain Social Security numbers.

PROGRESS TOWARD LIBRARY'S FY09 STRATEGIC OBJECTIVES:

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1. Continue seeking creation of an institutional repository. Assist with DSpace implementation and conversion of electronic theses to the new system. Investigate how Digital Measures reports might be used to transfer desired data to DSpace. (Technological Advancement) [The Digital Measures oversight committee authorized our working with IT Services to develop a means of transferring desired information from Digital Measures to our DSpace site. We experimented with DSpace and set up a test institutional repository which we call EagleSpace and can use to demonstrate the potential of this initiative for the future of Georgia Southern.](#)
 2. Move back into renovated library building. By January 2009 we should have all materials removed from the warehouse, and all C&RS and Government Documents personnel moved back from Building 803. (Physical Environment) [This has been successfully achieved to general student and faculty approval. Feedback on the renovations and expansion has been very positive.](#)
 3. Implement the new Learning Commons. At the direction of the Student Technology Fee Committee, much of the focus of the Learning Commons will be on multimedia production capabilities and assistance, in addition to our traditional research and computer-use services. Longer term, we seek to make the Library the primary informal learning space on campus, and to develop new partnerships with other campus units that support research, teaching, and learning. (Student-Centered University, Technological Advancement) [Thanks to the support of the Student Technology Fee Committee, Academic Affairs, and Information Technology Services, we have implemented the Learning Commons to overwhelming approval. It is now the primary destination for student research on campus.](#)
 4. Continue GALILEO upgrades, including the implementation of the SFX link resolver for Henderson Library-leased resources, and the Verde electronic resources management system. (Academic Distinction, Student-Centered University, Technological Advancement) [The link resolver is in place. Verde implementation will receive a higher priority in the coming year as Iris Durden assumes project responsibility as a post-retirement assignment.](#)
 5. Complete reviewing and revising our collection development policy. Included in the review should be plans for completing the migration from print to electronic collections, retiring legacy print collections in a way that efficiently provides for their long-term preservation and makes access available when necessary, and migrates the focus of collections from purchasing materials to curating content. (Academic Distinction, Student-Centered University) [As part of our materials budget and subscription review, scheduled for completion this summer, we have developed plans for redirecting allocations from subject areas where we are experiencing little or no circulation or interlibrary loan activity. The redirected funds will be spent on higher demand areas, both for purchases and subscriptions.](#)

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6. Carry out fund raising projects in cooperation with the Friends of Henderson Library Advisory Board and University Advancement. (Public/Private Partnerships) Our January 2009 fund raising dinner, which was associated with the library ribbon cutting ceremony, raised about \$400. We hope to introduce a series of similarly events that might take place as often as quarterly and grow in scope. We also applied for and received a \$20,000 grant from the Frances Wood Wilson Foundation to purchase books for the Public Health and Nursing Practitioner doctoral programs.
 7. Assist in teaching the information literacy learning competencies identified for the new First-Year Experience seminar, and seek opportunities for teaching higher level competencies in upper-level classes. (Academic Distinction) This was extremely successful from our perspective. We have worked with Chris Caplinger to further refine our online information literacy training modules and the face-to-face workshops we offer to FYE sections. We look forward to continuing our participation in FYE.
 8. Maintain at least a satisfactory level of service while the building renovations are completed and as we move back into the renovated space, as measured by patron feedback forms as well as informal communications with students and faculty. (Student-Centered University, Physical Environment) Patrons using our paper and electronic feedback forms consistently rated our performance very highly. The ratings will be summarized for the full fiscal year 2009 in our annual report. Informal feedback was also very favorable.
 9. Develop program for creating and managing electronic collections, e.g., scanned historical photographs of the region and institution. (Technological Advancement) With Robert Batchelor in the History Department, we established the first electronic collection in our EagleSpace repository. The Waddie Welcome Photographic Archive documents hand painted commercial and cultural signs in the Savannah African-American community. This project will provide the template for developing future electronic collections.
 10. **From Deans Summer 2008 Workshop:** Promote to colleges plan for librarians to serve office hours in academic departments & colleges. The aim is to improve support for research and instruction. The service was piloted in the School of Nursing and the Jiann-Ping Hsu College of Public Health beginning Fall Semester, 2008. The results are encouraging. We will continue refining this program and extend it to other interested academic departments.

PROGRESS TOWARD LONG-TERM STRATEGIES:

A. Determine and maintain the balance between print to electronic collections that best supports Georgia Southern University's learning needs. Migrate from print to electronic

where appropriate and capture the efficiencies made possible by this change. [See FY09 strategic goal 5 above.](#)

B. To facilitate browsing and convenient collection access, maintain as much of the recent and high-use print collections in open stacks as is consistent with ensuring adequate public study space. Ensure print materials removed from open stacks are accessible quickly and efficiently. [See FY09 strategic goal 2 above.](#)

C. Promote the library as the primary informal learning space on the campus. Develop necessary partnerships with other campus units that support research, teaching, and learning. [See FY09 strategic goal 3 above.](#)

D. Integrate library and information tools, resources, and expertise into the teaching, learning, and research enterprises. Develop and implement computer-mediated systems where possible to reduce long-term workloads and make services available 7x24. [See FY09 strategic goals 3, 4, 7 and 10 above.](#)

E. Prepare for and develop local information collections to be curated, e.g., a campus information repository, digitized sets selected from Special Collections, etc. [See FY09 strategic goals 1 and 9 above.](#)

F. Support Georgia Southern University's Strategic Themes: Academic Distinction, Student-Centered University, Technological Advancement, Transcultural Opportunities, Private and Public Partnerships, Physical Environment. [See foregoing annual report.](#)