

GEORGIA STATE UNIVERSITY

1999 - 2000

EXTERNAL

Annual Report of the

William Russell Pullen Library

Charlene S. Hurt
University Librarian

William Russell Pullen Library
Annual Report
1999-2000
Executive Summary

This was the second year of implementing our new Strategic Plan, which is closely aligned with the University's Strategic Plan, and we made significant progress in all areas. Many of the changes and improvements implemented cut across the four major thrusts of our strategic plan, and every one of them in some way addresses our commitment to improved public service. A major part of that commitment was the restructuring to create a system of Liaison librarians, and that system grew in size and importance over the year, with a staff of 15 liaisons working directly with the academic departments in all colleges and schools of the university. We also strengthened and enlarged our library instruction program, through classes requested by faculty, walk-in instruction, and librarians participating as part of instructional teams. Approximately 1/5 of the GSU student body attended a library instruction class during the report year. The growth in this program was greatly aided by the addition of a new librarian/instructor and the development of the new electronic classroom on the second floor of Library North. Our liaison and instructional initiatives both contribute to GSU's priorities for strengthening research and undergraduate education.

Collection development and management continue to play a crucial role in providing great library services. The way in which we select and purchase library materials has changed radically as vendors offer "deals" that include access to electronic versions of printed materials in exchange for a promise to continue paper subscriptions and, usually, an additional percentage cost. The electronic format we had once hoped would save us money has turned out to generally cost more, and it is only through consortial purchases that we have been able to realize the benefits of the new medium. This past year we entered into some particularly significant consortial purchases with the "Big Four" research libraries in Georgia, including gaining access to over 1,000 periodical titles through *ScienceDirect*, which offered all of us electronic access to the cumulative holdings of the four universities for a small additional cost. We also jointly purchased a subscription to *Dow Jones Interactive* that we would never have been able to afford alone.

In order to respond to faculty requests for additional periodical subscriptions, Pullen Library this year increased the periodicals budget by \$100,000, enabling us to add 350 new print subscriptions. This was partially funded by cancellations of duplicate subscriptions where we now have electronic access and archives, a process that will continue in the next fiscal year. We also continued to emphasize the acquisition of electronic resources whenever possible, and struggled with questions of how to make the richness of those resources better known to our faculty and students. Liaisons have developed web pages for their departments that make our holdings more readily accessible, a very popular service that will increase in the coming year. The additions to our collection are particularly important to GSU's strategic goals to strengthen research and build the Virtual Library.

One of our most exciting initiatives in FY2000 was the opening of our first branch library – the library at Alpharetta Center. A librarian was hired and furniture and technology installed on time for the grand opening in May, and we began the development of staff and procedures to provide library service to students and faculty of GSU and Perimeter College. The opening of the Alpharetta campus had impact on purchase decisions by Pullen Library as we focused on electronic subscriptions that could serve both campuses, and Pullen’s Access Services department reorganized to manage delivery of materials to Alpharetta, with a goal of 24-hour delivery time. This is excellent preparation for the anticipated GIL Universal Borrowers program in the coming year, which will require similar procedures. These developments are an important part of building the Virtual Library.

Another initiative of note this year is the hiring of a Development Coordinator to help us coordinate and increase our fundraising efforts. We received generous deposits from the Mercer Foundation and support for the Labor Archives from William J. Usery, as well as important gifts and pledges for the Women’s collections, including a pledge of \$200,000 from Donna Novak Coles for the Georgia Women’s Movement Archives, now the Donna Novak Coles Georgia Women’s Movement Archives. We also began the process of creating two endowments from cumulative gifts and started planning for a fall fundraising event.

Much of our progress and some of our frustrations were related to the implementation of various technological initiatives, which continue to play an increasingly important role in library collections and services. We joined CORC (Cooperative Online Resource Catalog), an important new project of OCLC, during the Founder’s phase, giving us an early opportunity to help catalog the World Wide Web using a new set of tools and technology. Full implementation of the GIL library management system was accomplished, with the Acquisitions Department migrating all of their work processes to the new system. The Catalog Department completed conversion work and discarded the obsolete paper shelf list, declaring the online system the official record of library holdings. They also managed the addition of authority control records to the database, making it much easier for patrons to find all the relevant material we hold, and began the process of loading government documents into GIL. The Access Services Department implemented online renewal of books, a feature so popular that the number of online renewals is already higher than renewals at the circulation desks (15,870 online, 11,485 desk), though the change only became available in October. They also implemented a feature that enables patrons to place an online hold on an item that is checked out. Circulation of Media materials and unbound periodicals moved into the GIL system, and borrowing periods for different categories of users were adjusted to take full advantage of the new features. The difficulty in getting reports from the system led to considerable frustration and seriously impeded our data collection. The original plan of the IS&T Server Site to provide report-writing for the library was not realized, and we now plan to further train our own staff to use GIL’s report features. Another major learning curve for library staff has been related to the implementation of Spectrum system, which was characterized as “rocky” by our Associate University Librarian for Resource Management.

Renovation of library spaces continues as we seek to provide patrons and library staff with appropriate workspaces that respond to the new organizational realities. This year we moved

Acquisitions and Cataloging from workspaces on two different floors into adjacent new workspace on the fourth floor of Library North, greatly improving the flow of materials and communications between areas. Information Services and a few members of Access Services moved into new quarters in May, providing appropriate space for staff to consult with faculty and students and collaborate on a number of projects. As part of both renovations, conference room space was provided to facilitate teamwork. We began construction of a new Circulation Desk and new public service space in Library North during 1999-2000, and suffered through innumerable delays that left us working from a temporary desk at the end of the fiscal year. We also began the project of moving Media Services to the second floor of Library South by relocating the portfolio shelving to the 5th floor of Library North and installing new network connections and carpet. The anticipated completion date for that project is September 30.

None of these accomplishments would have been possible without the existence of a dedicated and talented library staff, ready to learn and committed to realizing the goals of the library's strategic plan. We have had some great successes in recruiting new staff in the past year, and have benefited from the enthusiasm and perspective they bring to their work. We have also been able to promote six staff members, providing opportunities for professional growth for them while we benefit from their cumulative knowledge and experience. However, our ability to hire and retain all levels of staff continues to be a serious problem, despite concentrated effort to move more quickly as positions become available and to be more aggressive in recruiting and in offering competitive salaries. This is in keeping with the experience of academic libraries everywhere, and is the result of the increasingly desirable skill sets that library employees have developed as they've learned to use information technology, plus the low overall unemployment rate. We've worked hard on our fourth strategic goal, to be a humane learning organization, by providing better work environments for our employees and by funding over 100 conference, meeting, and training opportunities for staff.

A sampling of library statistics for 1999-2000 is attached. These numbers vividly illustrate the dilemma academic libraries throughout the country face as we seek to find a balance between the physical **and** virtual libraries we have become. For years libraries have been overwhelmed with purchasing, organizing, and maintaining their physical collections and trying to provide timely services in their buildings. As we become more virtual, we're seeing our Circulation and Reference Desk statistics drop, and we're spending increasingly larger portions of our acquisitions budgets on electronic databases. Pullen Library has been engaged in continuous reorganization for the past two years as we've redirected our resources to begin to do the things we used to **wish** we could do. We're teaching more students and working more closely with faculty, and we're providing online services that previously required a trip to the library. We spend countless hours on cooperative projects with other libraries, and share our collections more each year. My primary challenge is to help library staff realize a vision of what we **could** be doing if we accept the realities of what our patrons ask of us and stop trying to give them what **we** want. The coming year will be full of challenges.

INFORMATION SERVICES

Year	Interlibrary Borrowing	Group Presentations	Participants in Group Presentations	Reference Transaction	Total Circulation	Total Staff	**Total Student Enrollment
1990	3,365	342	5,980	N/A	347,614	144	23,039
1991	4,231	451	7,206	3,740*	366,858	128	23,386
1992	4,885	362	6,094	3,492*	379,773	119	24,024
1993	6,255	334	6,041	N/A	386,675	126	24,101
1994	5,990	345	6,316	6,322	404,179	122	23,651
1995	7,222	334	6,135	6,952	392,717	122	23,776
1996	7,036	356	5,560	6,782	358,449	132	24,316
1997	8,004	320	5,325	7,727	299,718	133	23,410
1998	6,713	371	6,119	7,272	312,658	138	24,300
1999	7,449	330	4,670	4,676*	252,317	133	22,694
2000	8,522	361	4,897	3,104*	225,488	133	23,410
Average Annual Percent Change	10.2%	0.7%	-1.8%	-4.6%	-3.1%	-0.7%	-0.1%

*Reference Transaction column is service for one ~~A~~sample week~~@~~in October of each year. Those with * are for Reference Desk and PSC service only; the others have reference provided in Media Center and InterLibrary Loan added into Reference Desk and PSC statistics

**Total enrollment is for “official” GSU headcount for the Fall Term/Semester Enrollment for the academic year; e.g. 1990 enrollment number is official headcount for Fall Semester of 1989-90 academic year. (GSU Institutional Research data: <http://www.gsu.edu/~wwire/entehis.html>)

SELECTED COMPARATIVE COLLECTION STATISTICS

	<u>1998</u>	<u>1999</u>	<u>2000</u>
Number of volumes added (gross)	40,644	33,245	36,887
Number of volumes added (net)	31,004	30,492	33,873
Number of volumes held at end of year	1,214,485	1,244,977	1,278,850 *
Number of reels of microfilm held at end of year	74,911	75,775	76,807 *
Number of physical units of other forms of microtext held at end of year	1,514,941	1,571,811	1,596,792
Number of periodical titles being received at end of year	4,956	5,167	5,296
Number of physical units of government and United Nations documents held at end of year	801,540	841,526	851,587

* Does not include government documents

SPECIAL COLLECTIONS

Onsite Users		
	Georgia State University	Non-Georgia State University*
Faculty	10	13
Doctoral Students	3	1
Master's Students	32	3
Undergraduate Students	213	4
Georgia State University Staff	40	--
Others	--	45
TOTAL	298	66
1998-1999 Totals	242	67

DEVELOPMENT

Major Gifts and Pledges 7/1/99 through 6/30/00

Johnny Mercer Foundation	\$ 122,220
W.J. Usery	10,000
Donna Novak Coles	200,000

Endowment 6/30/00	\$3,923,447
Endowment 6/30/99	<u>\$3,324,658</u>
Increase in Endowment	\$ 583,915

FACULTY PUBLICATIONS AND SCHOLARLY ACTIVITIES

FACULTY PUBLICATIONS January 1, 1999 – December 31, 1999

PUBLICATIONS

Collection Development

Nosakhere, Akilah, S. "WRFG's Annual Mother Africa's Youth Summit." The African Quest International Newspaper 3.1 (January 1999): 20.

Nosakhere, Akilah S. "Cynthia McKinney and Georgia Based Sierra Leoneans Organize to Help those Trapped in War-Torn Homeland." The African Quest International Newspaper 3.2 (February 1999): 4.

Nosakhere, Akilah S. "Africans, Friends, and Supporters Swarm Capitol in "First Africa Day." The African Quest International Newspaper 3.3 (March 1999): insert.

Nosakhere, Akilah S. "Gullah Organizations & Sierra Leonean Nationals Lobby for U.S. Assistance." The African Quest International Newspaper 3.5 (May 1999): 4,34.

Nosakhere, Akilah S. "Georgia State University Students to Travel & Study in Cote d'Ivoire." The African Quest International Newspaper 3.5 (May 1999): 12.

Information Services Department

Drummond, Rebecca A., Pauline V. Hollmann, Mary H. Munroe, and Joan M. Stephens. "Gifts in Policies and Practice" Acquisitions Librarian 22 (1999): 33-50.

Hardin, Dan W. , and N. Lee Orr. Choral Music in Nineteenth-Century America: A Guide to the Sources. Lanham, Md.: Scarecrow Press, 1999.

Special Collections Department

Eltzroth, E. Lee. Anne P. Smith and Jill Swiecichowski, compilers. "Common Photographic Types Found in Collections," "Additional Photographic Types Found in Collections," and "Useful Sources: Histories of Photography; Photograph Analysis and Research; Care and Identification of Photographs." Preferred Practices for Historic Repositories: A Resource Manual. (Georgia Historical Records Advisory Board, Georgia Department of Archives and History, 1999).

OTHER:

Inadvertently omitted in last year's Annual Report:

Bowen, Laurel and Julie Arnot, Nan McMurry, Whitney Miller, Marcia Watt. "Shelter from the Stormy Blast: A Guide to Disaster Recovery Resources for Georgia and the Southeast." Atlanta, GA: Atlanta Regional Consortium for Higher Education (ARCHE) and Southeastern Library Network, Inc. (SOLINET), 1998.

Paton, Christopher Ann. "Appraisal of Sound Recordings for Textual Archivists." Archival Issues 22:2 (1997): 117-132.

Paton, Christopher Ann. "Preservation Re-Recording of Audio Recordings in Archives: Problems, Priorities, Technologies and Recommendations." American Archivist 61:1 (Spring 1998): 188-219.

SCHOLARLY ACHIEVEMENTS
January 1, 1999 – December 31, 1999

PRESENTATIONS

Collection Development

Nosakhere, Akilah S. "Computer Literary: Developing Computer Skills Among Inner-City African American Senior Citizens," Georgia Write Now Conference, Georgia State University, Atlanta, GA, January 22, 1999.

Nosakhere, Akilah S. "New Library Resources in African American Studies," African American Studies Department Brown Bag, Troy Library, General Classroom Building, Georgia State University, Atlanta, GA, April 13, 1999.

Nosakhere, Akilah S. "Preparing Your Dossier for Promotion," Pullen Library Personnel Development Committee, Special Collections Colloquium Room, June 15, 1999.

Information Services Department

Sugarman, Tammy S. "Good Things Come to Those Who Create: Building Bibliographic Web Sites." Presented at the Georgia Library Association Annual Conference, Jekyll Island, Georgia, October 21, 1999.

Library Administration Office

Hurt, Charlene S. (University Librarian). "Reconceptualizing Libraries to Support Distance Education," presented with William Potter to the Annual Meeting of the Southern Association of Colleges and Schools, Atlanta, Georgia, December 7, 1999.

Hurt, Charlene S. (University Librarian). "Our Loss of Control ... **Can** we give them what **we** want?" presented at the annual meeting of the Northeastern Library Network Reference Technology Advisory Committee, Worcester, MA, March 26, 1999.

Hurt, Charlene S. (University Librarian). "Re-Engineering Libraries to Support Distance Education," presented to the Information Technology Conference, Gateway 21 Project, Southern Education Foundation, New Orleans, LA, January 29, 1999.

Hurt, Charlene S. (University Librarian). "New Designs for Libraries," presented at the Library Planning Retreat, Georgia College and State University, Milledgeville, Georgia, January 21, 1999.

Presley, Roger L. and Joan M. Stephens (Acquisitions Department). AEDI--Slow Walk to Fast Forward. Presented at the Association of College and Research Libraries 9th Annual Conference. Detroit, Michigan, April 9, 1999.

Ruscella, Phyllis L. with Carole Hinshaw. "Designing the Perfect Electronic Classroom: The Good, the Bad, and the Ugly," Syllabus Regional Conference, Orlando, FL, March 18, 1999.

Library Systems

Bustos, Rod A. "Paw Print: A printing cost recovery system at Georgia State University". Presented at the GA/COMO annual conference. Jekyll Island, GA., October 22, 1999.

Special Collections Department

Eltzroth, E. Lee. "The Importance of Documenting Business and Civic History." Decatur, Georgia, Rotary International, 1999.

Inadvertently omitted in last year's Annual Report:

Bowen, Laurel. " 'Who Y' All Gonna Call?' : The New Guide to Disaster Recovery Resources in Georgia and the Southeast," Georgia Records Association, St. Simons, Georgia, April 16, 1998.

Bowen, Laurel. "Records Management in Disaster Recovery," Institute of Continuing Judicial Education in Georgia (ICJE)'s Superior Court Clerks Annual Fall Seminar, Savannah, Georgia, November 12, 1998.

Elzroth, E. Lee. "The Georgia State University Experience," Midwest Archives Conference, Ann Arbor, Michigan.

EXHIBITS

Information Services Department

Mosby, Anne Page. Mounted major exhibit *Through the Decades with GSU Women*. Georgia State University. (Exhibited April to September 1999)

Special Collections Department

Eltzroth, E. Lee. *A Mirror at Mid-Century: Photographs for the Guy Hayes Collection*, with "Teacher's Discussion Guide for the Guy Hayes Photograph Exhibit," prepared for the DeKalb County (Georgia) Middle Schools. DeKalb County Historical Society, January – April 1999.

Eltzroth, E. Lee, Anne Page Mosby (Information Services), and Laurel Bowen. *Preparational Phases: Through the Decades with Georgia State University Women*. Pullen Library, 1999.

Paton, Chris and Christine de Catanzaro. *Johnny Mercer: The Bard from Savannah*. Permanent exhibit in Pullen Library South, opened in November 1999.

SPECIAL ACCOMPLISHMENTS

Hurt, Charlene S. (University Librarian). Elected SOLINET delegate, OCLC Users Council Leader, Online Reference/Electronic Publishing Interest Group, OCLC Users Council

Presley, Roger L. (Associate University Librarian for Resource Management). Serials Review, Assistant Editor.

Ruscella, Phyllis L. (Associate University Librarian for Public Service). Appointment to Review Board, National Leadership Grants, Institute of Museum and Library Services, December 1999.