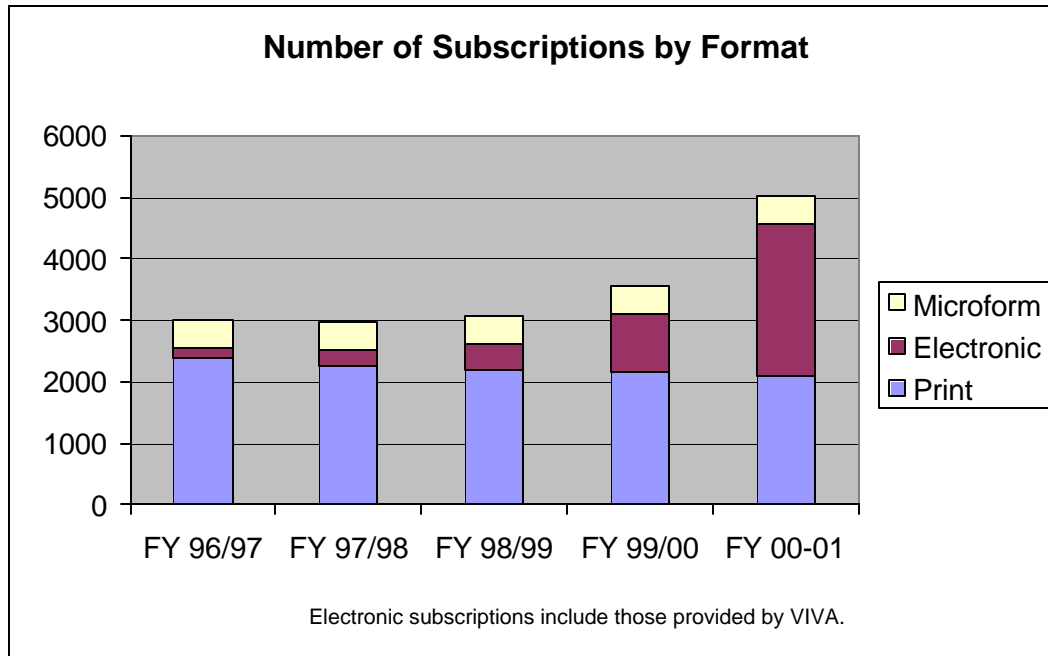


JMU Libraries
Annual Report 2000-2001: Summary

Collections:

The JMU Libraries added access to over 1,500 new journal titles this year bringing the total number of journals in both the print and online collections to 4,563, a 47 percent increase from the previous year. The number of online journal titles jumped from 939 to 2,455, a 161 percent increase.



Overall serials expenditures dropped by about five percent from the previous year. Much of this reduction was due to reduced print subscription expenditures; these dropped by about eight percent, while expenditures for online subscriptions increased by 5.6 percent.

The Music Library launched the Digital Orpheus project, which now provides audio streaming of 101 titles for class reserves.

Special Collections digitized over 40 subject files in the JMU Photo collection and provided online access via links on the Special Collections web page.

2000-2001 was a transition year in article linking, with standards and procedures not yet consistent across vendors. Technical services staff embarked on a labor-intensive process for adding journal reference linking with a number of database and online journal vendors, including Ovid, ISI, and Cambridge Scientific.

Services:

The shift in the geographical center of campus had an impact on library services. The CISAT Library opened in its new facility in the Health and Human Services Building. Its proximity to faculty and classrooms resulted in increased demand for its services: the number of reference questions tripled from Fall to Spring, and demands on the Reserve collection increased by an astronomical 1000 percent. In Carrier Library, the gate count was lower by about nine percent. In-house use of reference books was also down, as was the number of reference transactions,

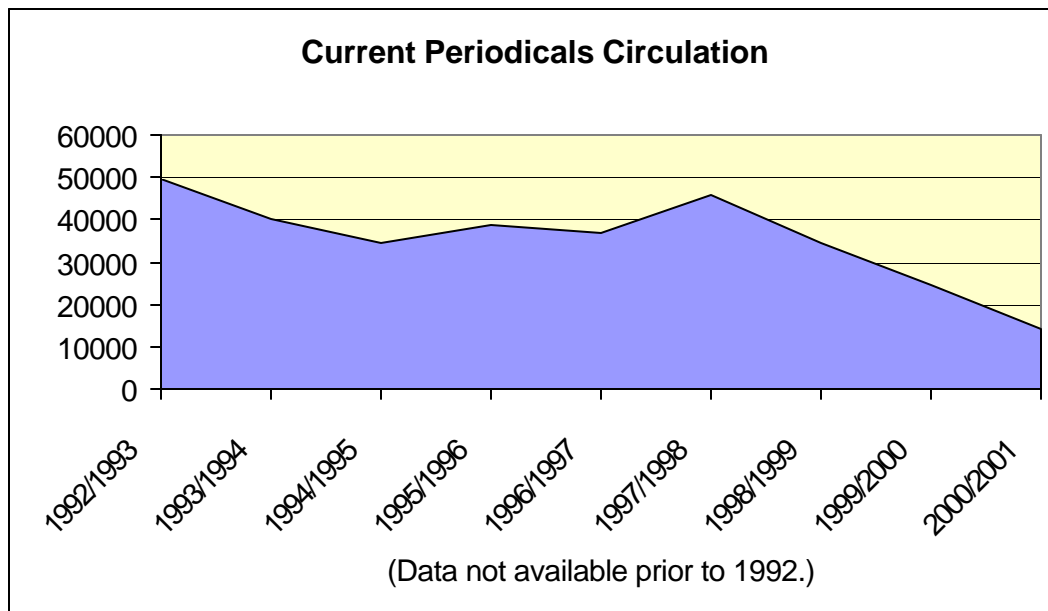
but the number of individual reference consultations reported by liaison librarians increased significantly.

In January, Carrier Library launched extended hours. The library is now open until 2 a.m. on Sunday through Thursday during regular semesters.

Library staff and services received one of the highest ratings in the Faculty Morale Survey conducted in Spring semester by the Faculty Senate. Of the over 400 faculty responding to the survey, 82.5 percent reported satisfaction with library staff and services. In this year's Continuing Student Survey, respondents reported increased levels of satisfaction for items relating to library service, including general satisfaction with the Library.

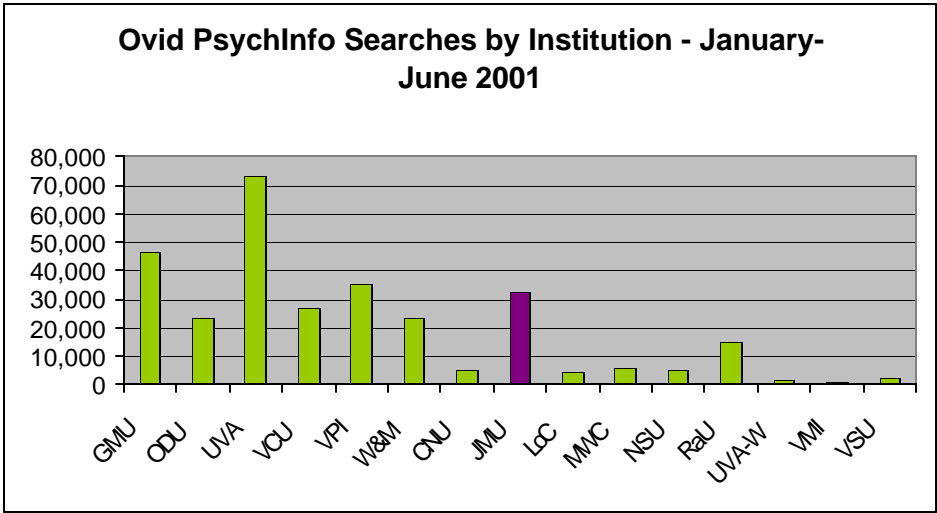
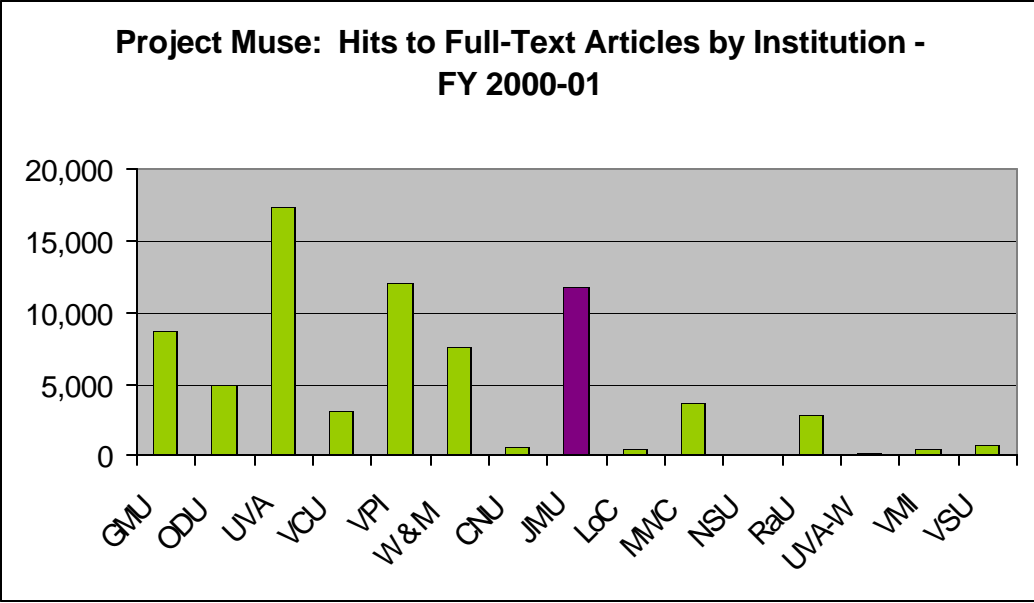
Circulation of materials in Carrier Library continued its gradual decline, with a five percent decrease from the previous year. This trend is consistent with libraries nationwide.

Current periodicals circulation experienced a precipitous drop of 42 percent from the previous year, reflecting the increased use of online journals.



Empowering Users:

Online database use continues to escalate. For VIVA resources, JMU use statistics continue to be among the highest in the state for many databases. For those reference databases for which vendors report statistics, a total of nearly 600,000 database searches or sessions were reported. The charts below compare database use among doctoral and comprehensive universities for two selected databases, Project Muse and PsychInfo.



Education:

Library instruction and the Go for the Gold online modules continue to be important means of promoting information literacy. The Library partnered with General Education to hold workshops for Cluster One faculty to familiarize them with Go for the Gold and the Information Seeking Skills competency test.

Innovation:

The library installed a new server that consolidates functions for Illiad Interlibrary Loan software, backup for the entire library enterprise, CD-ROM database access, Windows 2000 domain controller, and printer servers.

During the year a new staffweb structure was implemented to facilitate its use as the Libraries' online organizational archive.

Strategic partnerships:

JMU Libraries continued its strategic partnership with VIVA. In addition, this year JMU joined with William & Mary, GMU, ODU, UVA, VCU and Virginia Tech to purchase Elsevier's online journal database ScienceDirect, adding access to over 1,200 new e-journal titles.

Carrier Library partnered with the James Madison Museum in Orange, VA to exhibit items from its collection of Madison memorabilia during the James Madison 250th Birthday celebration on campus.

Campus partnerships included the following:

- ?? Media Resources and Classroom Technology assumed responsibility for procurement and support of licensed software for campus-wide instructional use, in collaboration with IT. This includes eight databases for a total annual cost in 2001 of over \$85,000, plus continued development of two in-house databases, Digital Image Database, and IBEX.
- ?? MR/CT also conducted a campus-wide software survey to determine future candidates for site licensing.
- ?? Special Collections is collaborating with the JMU Centennial Commission on a long-term program of historical research and exhibits for JMU Centennial in 2009.

External Funding:

External funding awards this year included approximately \$20,000 from the Class of 1999 and \$41,000 from the Class of 1951. The Class of 2001 chose the library as beneficiary for its Senior Class Challenge. The Libraries also received approximately \$20,000 from the Friends of Carrier Library to cover the purchase of online backfiles for the Web of Science database.

JMU Libraries: 2000-2001 Detailed Annual Report

The JMU Libraries succeeded in achieving many of the objectives outlined in its two-year strategic plan despite challenges in 2000-2001. Two major challenges faced were budget rollbacks due to the statewide fiscal crisis and difficulties in recruiting for three key librarian positions.

Flexible collections:

JMU Libraries were able to use savings from the previous year's Journal Review cancellations to add several online journal collections and new Internet reference resources, as well as over 60 new print journal titles. In addition, participation in VIVA provided the Libraries with several new online journal collections. The library added 1,516 more electronic journals during the year as a result of VIVA and library purchases. The e-journal collection now totals 2,455 cataloged titles (excluding titles contained in full-text databases).

- ?? The major collections purchased by VIVA included journal titles from the American Chemical Society, Oxford University Press, and Cambridge University Press.
- ?? JMU Libraries purchased Elsevier ScienceDirect, additional OCLC ECO journals, and the JSTOR Ecology and Botany Collection.
- ?? New Internet reference resources included: American National Biography, AP Photo Archive, ASHA Database, CollegeSource Online, Criminal Justice Abstracts, ERIC E-Subscribe, Grove's Dictionary of Art, Grove's Dictionary of Music, Philosopher's Index, Social Work Abstracts, and ISI Web of Science.

Books and other monograph purchases reduced slightly as the monographs budget remained flat and moderate inflation took its toll. Overall, the amount of nonprint purchases was unchanged; however, funds from the JMU Foundation supported the purchase of about 200 popular film titles in DVD for the Film Studies curriculum. Foundation support will be ongoing with about \$3,000 in funding anticipated per year.

- ?? The library purchased 10,051 print titles this year, 550 fewer than the previous year. The average cost per title rose to \$36.09.
- ?? Received 4,484 titles on the approval plan, an increase of 4.6%. The rejection rate continued to drop, from 13.7% the previous year to 12%.
- ?? Nonprint purchases (music, video, etc.) remained steady at slightly over 800, averaging \$74.69 per title.
- ?? Cataloged 1,858 government document serials.
- ?? Cataloged 17,606 monographic titles, a drop of 20% from the previous year since no major tape loads were processed.
- ?? The Government Documents retrospective project was completed with the last batch of Marcive records reviewed and released to the public catalog.
- ?? Special Collections processed four new manuscript collections.

. A total of 11,458 physical items were withdrawn from the collection as a result of several projects:

- ?? The Laird L. Conrad Memorial Law Library moved out of Carrier Library in May to its new location in the Massanutten Regional Library. Subscriptions and backfiles for a core collection of serial titles to remain in the JMU collection will be purchased with library funds in the future.
- ?? A total of 5,233 print index volumes that have duplicate online coverage were withdrawn from the Reference collection, freeing up shelf space needed for integrating law materials and reference collection growth.
- ?? Technical services staff also worked on a withdrawal project of materials from the Educational Technology Media Center.

Paperback binding was reduced due to budget cuts late in the fiscal year. In a policy change, only reference and music materials are now commercially bound. The Library returned \$7,000 from the binding budget to the University reducing the total to \$63,709, a decrease of 11% in the binding budget.

Integrated Access:

The statewide budget crisis put action toward the purchase of a new integrated library system on hold. Members of the ILS Committee developed a working document outlining the library's requirements for an system, made a site visit to Boston College, and attended vendor sessions at ALA Midwinter in Washington, D.C. Following the budget crisis, members of the systems unit shifted their focus from an integrated library system to an investigation of vendors offering products and services aimed at improving access to electronic resources by facilitating article-level linking to e-journals, cross-domain searching and development of subject gateways.

Other activities:

- ?? Technical services staff embarked on a labor-intensive process for adding journal reference linking with a number of database and online journal vendors, including Ovid, ISI, and Cambridge Scientific. 2000-2001 was a transition year in article linking, with standards and procedures not yet consistent across vendors.
- ?? The Music Library launched the Digital Orpheus project, which now provides audio streaming of 101 titles.
- ?? Special Collections digitized over 40 subject files in the JMU Photo collection and provided online access via links on the Special Collections web page.

User Centered Services:

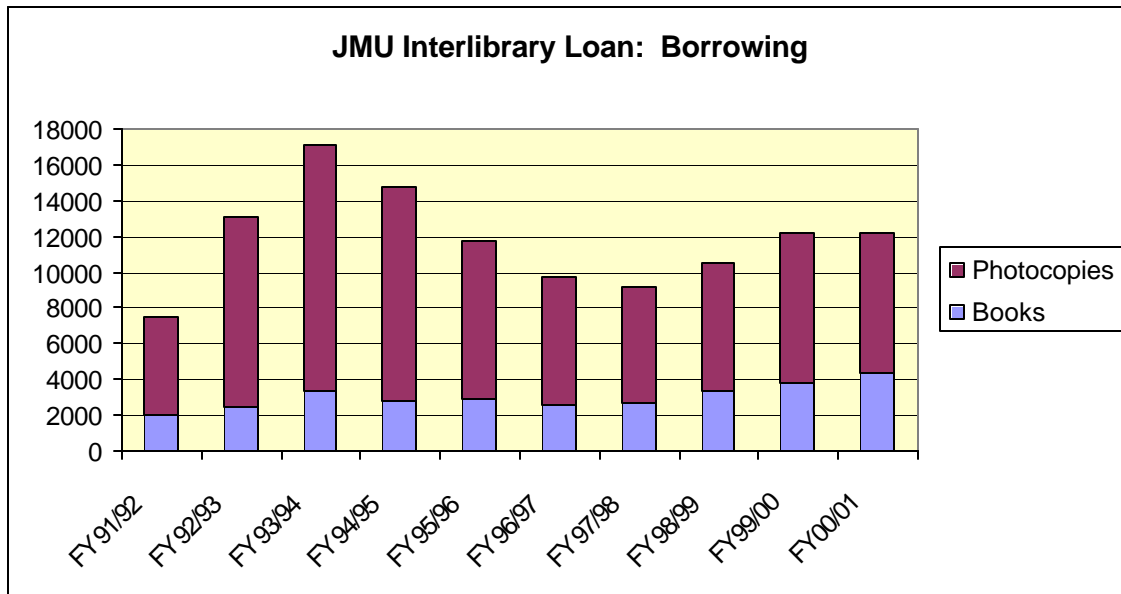
The CISAT Library moved from the modular building to a larger space in the newly opened Health and Human Services Building. This service site's close proximity to all CISAT faculty offices and classrooms and concerted promotion of library services resulted in increased use and visibility. Use of the PC lab within the service site rose from 18,342 users in the Fall to over 22,000 in the Spring. Reference questions jumped from 339 in the Fall to nearly 900 in the Spring Semester. Demands on the Reserves collection increased by over 1000% (341 items to 3,766), leading to planning for an electronic reserves pilot project for the coming year. CISAT Library staff also invested considerable energies in planning for a larger library facility in the Campus Center, but this project was put on hold indefinitely following the state budget crisis.

In January 2001, the normal Carrier Library hours were extended to 2 a.m. on Sunday through Thursday. This was made possible through additional funding provided by President Rose in response to student requests for longer hours. Headcounts taken during Spring Semester showed a gradual increase in late-night use, especially between midnight to one a.m.

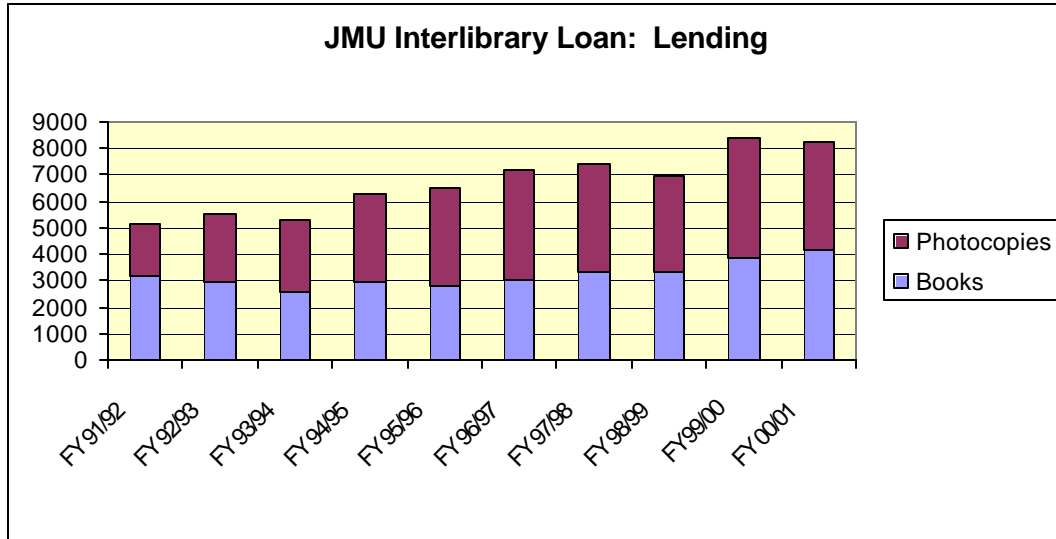
Library staff and services received one of the highest ratings in the Faculty Morale Survey conducted in the Spring semester by the Faculty Senate. Of the over 400 faculty responding to the survey, 82.5 percent reported they were either very satisfied or satisfied with library staff and services. However, faculty respondents were less unified in their evaluation of library resources: 48 percent were very satisfied or satisfied, 30.8 percent were very dissatisfied or dissatisfied, and 21.2 percent were neither. In this year's Continuing Student Survey, respondents' levels of satisfaction increased five percentage points or more for nine items relating to library service, including general satisfaction with the Library.

Beginning in January 2001, document delivery service became available to distance learners, defined as JMU faculty or students who are currently registered in an extended campus course and who live more than 50 miles from campus. Requests placed by distance learners for materials either held at JMU Libraries or requested through Interlibrary Loan are processed and sent directly to the user's home address or electronically delivered to their desktop. JMU covers the costs of mailing, including return of the books to Carrier Library.

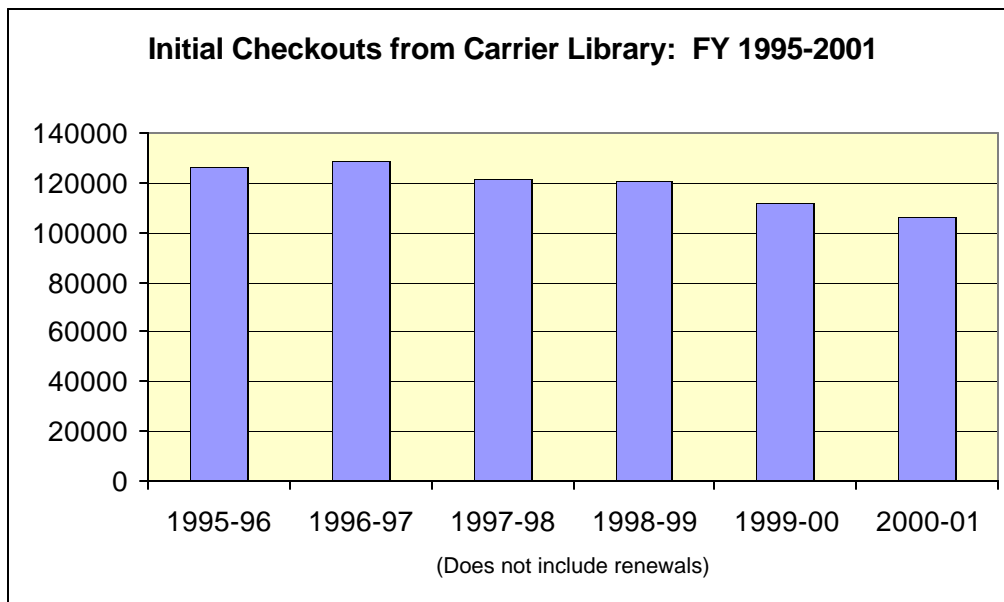
Interlibrary Loan: Borrowing requests for articles via Interlibrary Loan decreased by eight percent in 2000-01 from the previous year (from 8476 to 7824). The drop may be a result of increased access to full-text journals. However, requests for books and other returnables increased by 15 percent, from 3765 to 4346.



Lending of returnable items increased from 3887 to 4157 or about seven percent. The VIVA lending policy was changed to encourage the lending of rare or unique materials to VIVA libraries. The change meant JMU could fill some requests that previously would have been cancelled. The increase in lending of books and other returnable items was balanced against a decrease in the number of articles lent to other libraries, a drop from 4515 in 1999-2000 to 4061 this past year. The total number of lending requests filled decreased by two percent, from 8402 in the previous year to 8218 in 2000-01.

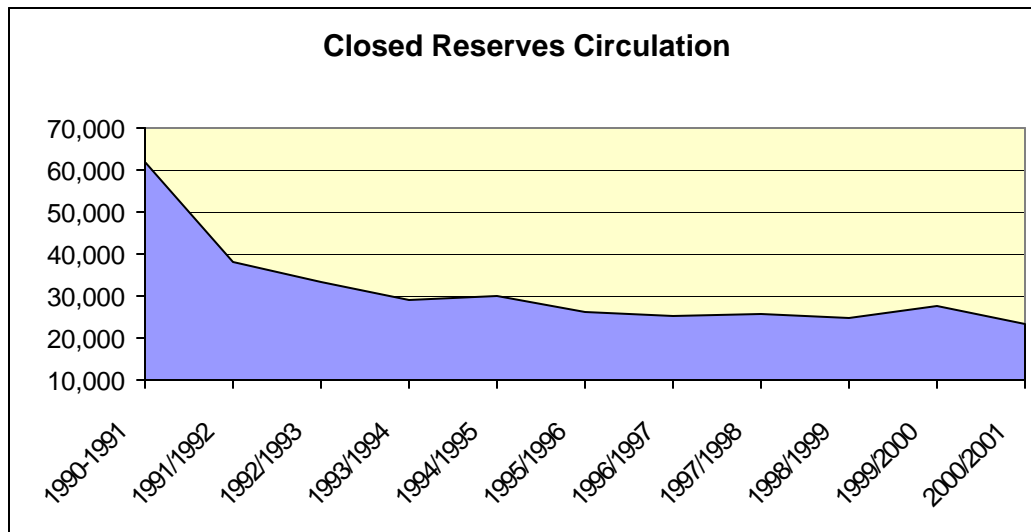


Circulation Trends: Circulation of materials from Carrier Library continued to decline, with a five percent decrease from the year before (105,883 in 2000-01 versus 111,685 in 1999-2000). The total gate count was also lower by about nine percent from the year before, but this is likely due to the number of students and departments that are now on the East Campus. Interestingly, the gate count for the sample week in October showed a slight increase from the previous year.



Circulation of current periodicals continues to decline, dropping by 42 percent from the previous year. Periodical circulation has declined over the last three years and this trend is expected to continue as increasing numbers of current journals are available online.

Checkouts of reserve material declined by 15 percent from the previous year; however, this comes after an unusual spike in checkouts during the 1999-2000 year. With that exception, reserves use has shown a slight decline over the past three years.



In-house use of reference books is down 12 percent from last year, consistent with the general downward trend in reference questions and book circulation. The number of reference transactions decreased overall; however, the number of individual reference transactions, primarily reported by liaison librarians, showed a significant increase.

In a policy change implemented this year, Circulation Services now sends email overdue notices on the first day materials are overdue, thus providing users more lead time to return materials. This resulted in an increased number of notices being sent out, but the amount of fines collected was reduced by over 28 percent (from \$52,153 in 1999-2000 to \$37,539 in 2000-01).

Empowering Library Users:

Online database use continues to escalate. For VIVA resources, JMU use statistics continue to be among the highest in the state for many databases. For those reference databases for which vendors report statistics, a total of nearly 600,000 database searches or sessions were reported. The most heavily used online databases include:

- PsycInfo
- Health Reference Center
- Academic Universe
- WorldCat
- Medline
- General Business File
- General Reference Center Gold
- Biology & Genealogy Master Index
- Expanded Academic ASAP
- Stat USA

ArticleFirst
Humanities Abstracts
Book Review Digest
MLA
Social Science Abstracts

The library continued subsidizing printing from 15 public workstations this year. Printing volume increased slightly over the previous year. Library costs rose from \$11,147.50 in 1999-2000 to \$13,589 in 2000-01. The Libraries continued an investigation of fee-based printing; this will be implemented in the Libraries and the computer labs next year.

The Ask-a-Librarian email reference service continues to receive only light use by the JMU community. Email reference questions were down by 39 percent. Unlike the previous year, there were very few questions related to database access problems through the proxy server. However this does not entirely account for the overall decrease in questions.

Following the previous year's Journal Review cancellations, the Libraries implemented a document delivery service using CISTI for students and faculty in the College of Mathematics and Sciences. Average cost per article was \$27. Although the Libraries offered a gateway service so faculty could order articles directly from CISTI, only about three percent of requests were the result of direct orders. However, Interlibrary Loan staff utilized CISTI for College of Math and Sciences requests to provide quick turnaround. The Libraries returned \$3,000 from the document delivery budget to the University due to the budget crisis.

ILLiad, the Interlibrary Loan system, has streamlined the entire interlibrary loan operation, to the extent that the unit was able to eliminate two student assistant positions since the start-up of the system. The system tracks all requests, maintains statistics, and generates reports. This year, 1671 articles were delivered electronically to users. Over 50 percent of all Illiad users have registered for electronic delivery. Electronic delivery is now the default when patrons register.

Education for the Information Age:

Librarians taught 306 class sessions this year, a 14% increase over the previous year. In those sessions they reached 6,795 faculty and students, a slight increase over the previous year. The average class size was 22.

In online instruction, 2,524 students used Go for the Gold in the Fall, and 1036 used it in the Spring.

The number of course-related instruction sessions provided by individual liaison librarians ranged from one to a high of 81 sessions. Statistics include all meetings of the classes taught for credit. All but nine academic departments at JMU received instruction. Many departments stayed at about the same level of instruction; however, the number of sessions increased dramatically for Business (doubled), English, Geography, ISAT, and Psychology.

Credit courses taught by librarians:

Honors 300 - Rebecca Feind
Music 600 - Brian Cockburn

For the second year, all first year students enrolled in Cluster One courses were required to pass the online Information-Seeking Skills Test . This year, 2,556 students passed by the April deadline, but over a thousand did not and will have a hold placed on their academic records. Since students register for Fall classes before the ISST deadline in April, they are blocked from registering for second semester classes. An additional concern is that most students are doing

Go for the Gold in the Fall, but are taking the test late in the Spring. Moving the ISST deadline to earlier in the Spring, before the registration period for fall, would address both of these concerns.

With the help of a grant from General Education, Rebecca Feind taught workshops for Cluster One faculty to familiarize them with Go for the Gold and the new competency test and to help them develop good information-seeking assignments. She also targeted package coordinators in an effort to coordinate the use of Go for the Gold by departments that teach in all four packages.

Learning objectives for selected majors—Eighty-one majors took the Information Literacy Test for Psychology during the Spring semester. In Health Sciences and Health Services Administration 127 majors took the Information Literacy Test for Health Sciences. This paper and pencil test is composed of 45 test questions and 15 survey questions.

John McGehee was a member of the Internal Review Committee for the ISAT academic program review.

Sandy Maxfield was appointed to the General Education Program Review Committee, and Lynn Cameron is serving on the Cluster One Program Review Subcommittee.

Commitment to Innovation:

Systems staff installed a new server that consolidates the following functions:

- ?? ILLiad
- ?? backup for entire library enterprise
- ?? access to CD-ROM databases
- ?? primary Windows 2000 domain controller
- ?? printer server for selected library printers

Systems also upgraded the library servers to Windows 2000.

The Library Web site is the primary interface for providing information resources and services to the JMU community. This year saw several upgrades and new features added to the Library Web:

- ?? Installed and implemented Thunderstone site search engine
- ?? Installed secure key on web server
- ?? Implemented robot file on search server to keep outside search engines from indexing certain staff related portions of the web server
- ?? Upgraded web server to Windows 2000
- ?? Upgraded version of LDAP support and enhanced modules to run as part of an ASP script

This year saw the implementation of a new staff web structure in order to facilitate use of the staffweb as the Libraries' organizational archive. The staffweb was divided into four areas based on departmental structure, and Web administrators for each of these areas were assigned: Reba Leiding, Administration; Lisa Osgood, Technical Services; Sandy Maxfield, Public Services; and Rich Scherzinger, Systems. Development of the staffweb continues. Further refinements included a SiteMap Perl script to enhance staffweb search indexing and a DirList ASP module to enhance navigability of minutes files.

Upgrades and improvements for LEO included:

- ?? Upgrade to Release 2000D, which installed a more powerful monitoring software for use by III in collecting diagnostics data
- ?? Periodical Search algorithm overhaul fixed several bugs/irregularities, and enhanced data aggregation scripts.

- ?? Installed the Digital Orpheus scripting in LEO for streaming media
- ?? Worked with III to modify LEO to accommodate the JMU e-mail changes.
- ?? Uploaded the new LEO web home page. Modified all of the search and help screens to match the new look.
- ?? Activated the "View Your Own Record" option for patrons in the Web OPAC.

The JMU Libraries continue to explore options for updating its current telnet-based library management system and to improve user access to the growing array of electronic resources. Systems staff began an investigating vendors that offer products and services to improve user access to electronic resources, with a focus on various products and services for article-level linking to electronic journals, cross domain searching, and subject gateways capabilities.

Optimal Environment:

Detailed plans were developed for a full-featured branch library in the College Center building to replace the current CISAT Library. Unfortunately the statewide budget crisis halted funding just before the plans were to be sent out to bid. However, long-range planning for a new library facility on East Campus began in earnest when the University administration designated a new library facility as one of the top priorities for capital funding requests. Library administration began working with a consultant and architect to develop planning and budget documents for submission to the legislative budget office in Richmond.

Major improvements and enhancements were made to the servers and the basic technology infrastructure in the library. Some of the changes were needed to accommodate changes made by JMU's Information Technology unit (IT).

Prompted in part by the planning process for a new building, and in part by the impending space crisis in the Carrier Library book stacks, the Library began a quantitative study of stacks density.

The revision of the Carrier Library's Disaster Preparedness Plan was completed.

Quality workforce:

At the beginning of the 2000-01 fiscal year, the JMU Libraries faced the daunting task of filling up to five vacant librarian positions. The Libraries responded to this challenge with active recruiting and a reorganization to meet its responsibilities.

- ?? John McGehee moved to the position of CISAT Library manager in August of 2000.
- ?? Reba Leiding moved to the Assistant to the Dean assignment.
- ?? Mary Ann Chappell returned from CISAT to head the Systems department.
- ?? Cheri Duncan moved from Technical Services to continue to serve as system administrator for LEO.
- ?? Jennifer McCabe was hired in January as Health and Human Services librarian.
- ?? Patricia Hardesty was hired in April as Acquisitions/Collection Development.

At fiscal year's end, recruitment was ongoing for a new position of Educational Technology librarian. Recruitment efforts were unsuccessful for three searches: Web Services, Electronic Services and Serials Cataloging Librarian. Brian Cockburn assumed part-time responsibilities for the Web Services position; the other two positions remain vacant.

New full-time staff hired included Richard Blankenship (Music Library), Richard Scherzinger (Web Coordinator, Systems), Mike Riggs (Current Periodicals), and Linda West (ILL). In addition, six new part-time positions were created and filled to staff Carrier Library service points during extended late-night hours.

Strategic partnerships:

JMU Libraries continued its strategic partnership with VIVA. In addition, this year JMU joined with William & Mary, GMU, ODU, UVA, VCU and Virginia Tech to purchase Elsevier's online journal database ScienceDirect.

Special Collections began a new relationship with the Shenandoah National Park archival program and received 139 oral histories of people removed from the Park lands in the 1930s.

Carrier Library partnered with the James Madison Museum in Orange, VA to exhibit items from its collection of Madison memorabilia during the James Madison 250th Birthday celebration on campus.

Campus partnerships included the following:

- ?? Media Resources and Classroom Technology assumed responsibility for procurement and support of licensed software for campus-wide instructional use, in collaboration with IT. This includes eight databases for a total annual cost in 2001 of over \$85,000, plus continued development of two in-house databases, Digital Image Database and IBEX.
- ?? MR/CT also conducted a campus-wide software survey to determine future candidates for site licensing.
- ?? Special Collections is collaborating with the JMU Centennial Commission on a long-term program of historical research and exhibits for JMU Centennial in 2009.

Continuous improvement:

External funding awards this year included approximately \$20,000 from the Class of 1999 and \$41,000 from the Class of 1951. Funds from the Class of 1999 were earmarked for online journal and reference sources, while funds from the Class of 1951 were designated to support for renovation of space formerly occupied by the law library and for furniture and equipment. The funds will be utilized during the coming fiscal year. The Class of 2001 chose the library as beneficiary for its Senior Class Challenge. The Libraries also received approximately \$20,000 from the Friends of Carrier Library to cover the purchase of online backfiles for the Web of Science database.

The Libraries participated in writing and reviewing the SACS self-study report. Lynn Cameron, Jeff Clark, and Sandy Maxfield are serving on SACS Principal Committees. In addition, many pieces of library documentation were reviewed as part of writing the library section of the SACS self-study.

JMU Libraries fostered communication both within the organization and campus-wide by launching an online newsletter called Knowledge Edge in Summer 2000. The newsletter is accessed through the Libraries home page.

For more details at the unit level see:

Public Services: <http://www.lib.jmu.edu/staffweb/ps/ar2001/>

Technical Services: <http://www.lib.jmu.edu/staffweb/ts/Reports/annual01.html>

Systems: <http://www.lib.jmu.edu/staffweb/systems/AR2001/>

Special Collections: [r:/leidinrm/AnnualRpts2001/SpecCollectionsAnnual report 00-01](r:/leidinrm/AnnualRpts2001/SpecCollectionsAnnual%20report%2000-01)

Media Resources/Classroom Technology: <http://www.lib.jmu.edu/staffweb/ps/media/ar2001/>

Music Library: [r:/leidinrm/AnnualRpts2001/Music Library Annual Rpt2001](r:/leidinrm/AnnualRpts2001/Music%20Library%20Annual%20Rpt2001)