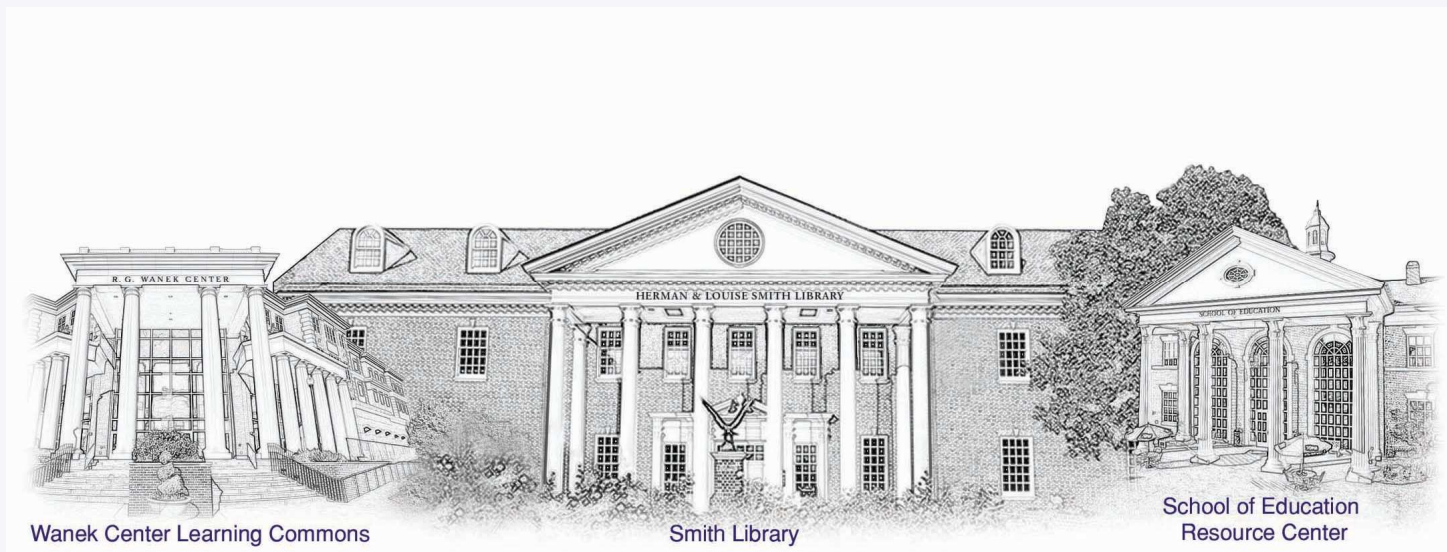


2017-2018 End of Year Report for **The Libraries at High Point University:**

Smith Library, R.G. Wanek Center Learning Commons and School of Education Curriculum Center

Our Mission - The Libraries of High Point University serve an undergraduate, graduate and faculty clientele and are dedicated to the success of our students and faculty in their research and learning endeavors.



Thanks to our staff and our constituents for such a dynamic year!

Students now have access to much new content in a variety of subject areas. Art and Architecture Source, Biography Reference Bank, Consumer Reports, and Mango Languages just a few of the new resources.

The purpose of this annual report is to see if and how we have fulfilled our mission statement and then use this data to make plans for the new year. We hope that you enjoy this report and please do not hesitate to direct ideas, thoughts and concerns to:

David Bryden, Director of Library Services (dbryden@highpoint.edu)

Patrons in the door:

Smith Library

170,000 door count

168 hours a week

Wanek Center Learning Commons

44,599 floor count

152 hours a week

SOE Curriculum Center

3,813 door count

28 hours a week

Collection:

655,000 volumes (including eBooks)

54,000 journal titles

10,921 DVD titles

Check-outs:

13,400 books

6,400 DVD titles

Library Instruction Sessions:

315 sessions

4,566 students

Research assistance:

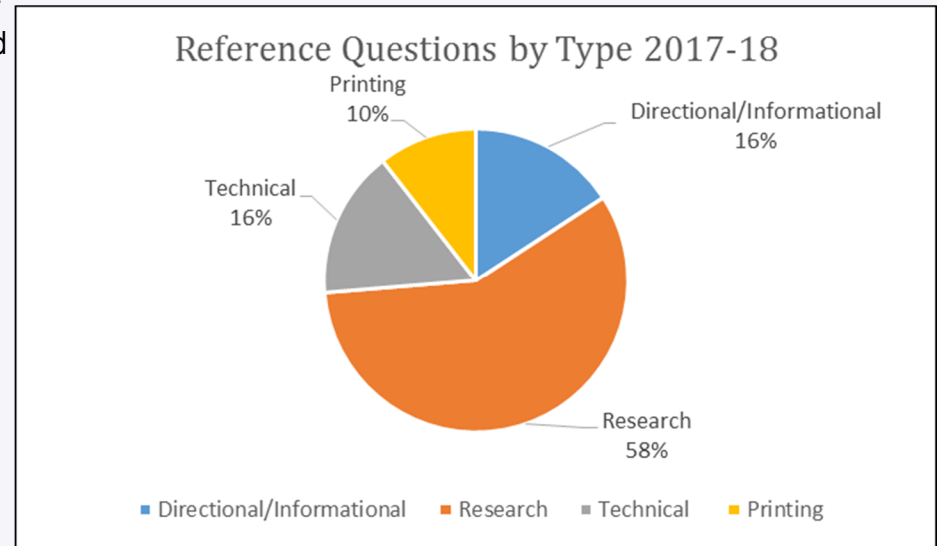
In-person queries at Smith – 1,046

Queries at the WC – 378

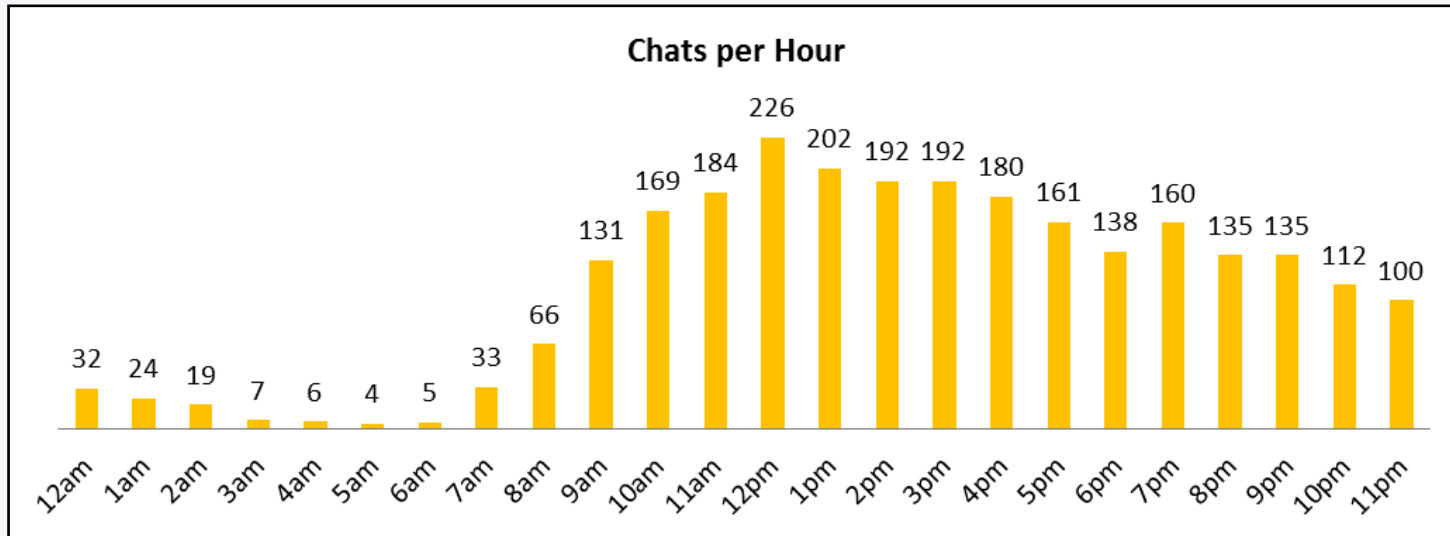
Via Chat : 2,882 questions

Helping students—It is what we do

Reference services— Smith, Wanek, and School of Education library staff assisted patrons with 2,067 questions, representing an 11 point decrease from the previous year. However, we had an increase in research questions which may correlate to the library’s robust instruction program, and the launch of appointment scheduling software in February 2018. This year we also revised the Reference Google Form used to tally questions to great success.



Chat services— In 2017-18, we answered 2,882 questions . Our answer rate remained high at 96%. In the past, evening shifts answered the highest volume of chats, but this year the busiest times for chat were daytime hours, particularly between 11am and 5pm.



Collection and Use

In 2017-18 we circulated 25,550 items from the collection. This is an increase of 1,021 items. Students were the most avid borrowers followed by faculty. Doctoral students is a new and growing category of borrowers.

Material	Totals	Borrower	Totals
Book	13,392	Student	12,765
Video DVD	5,545	Faculty	6,172
Equipment	4,805	Staff	3,844
BluRay	891	ILL	873
Games	384	Graduate Student	996
Journals	61	Adjunct Faculty	413
Audiobook	50	Missing	6
Music	131	Doctoral Student	188
Toy	14	Withdrawn Items	30
Kit	31	Alumni and Friends	13
Music LP	27	Reciprocal	8
Video	12	Library staff	5
	25,550		25,550

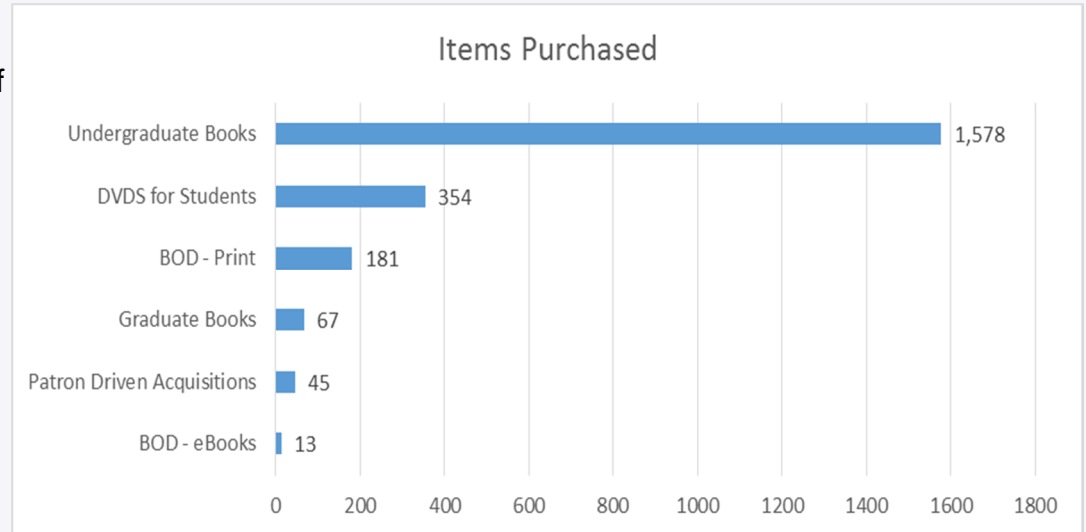
This chart shows physical items checked out from the collection by material type and by borrower.

High Point University Libraries' Journal Finder provides access to 52,995 journal titles. Below is a list of our top 10 Journal Finder sources and their unique title counts and a list of our largest journal providers by name and journal count.

Resource by full-text title count	Title Count
Independent Publication (Open Access)	24,157
ProQuest Central	16,145
Infotrac Academic OneFile	8,243
LexisNexis Academic Universe	6,724
Taylor and Francis Combined Library	2,003
Springer via Carolina Consortium	1,869
Ebsco Master File Premier	1,718
Wiley-Blackwell via Carolina Consortium	1,658
eLibrary Curriculum Edition	1,601

Library Purchasing

The library purchases items to support the research and studies of our students, staff and faculty. We also purchase materials on-demand for our faculty and students; we call these books on demand (BOD).



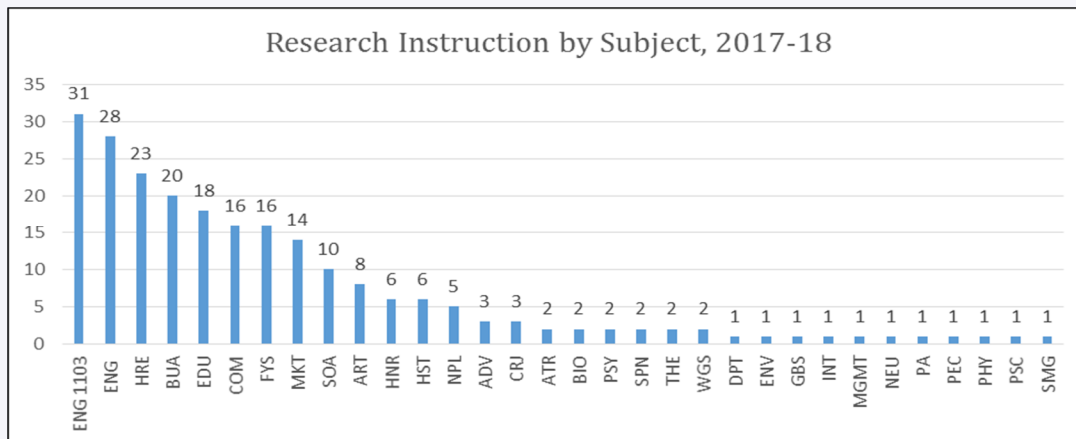
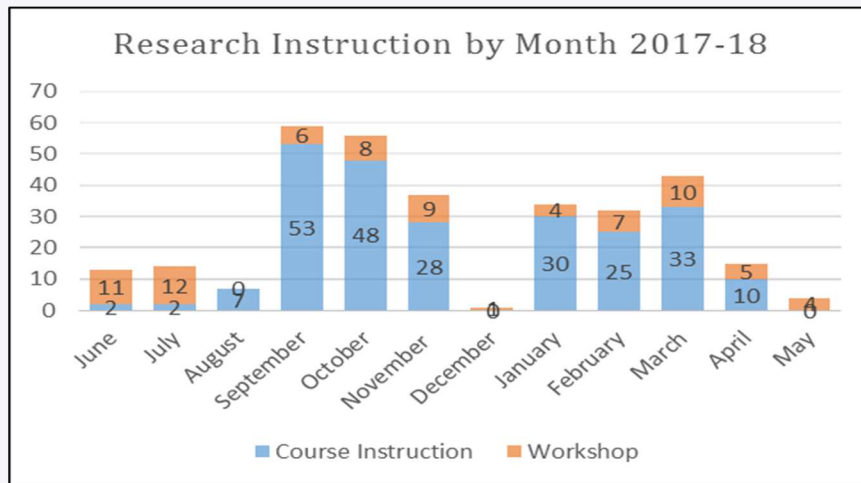
Interlibrary Loan

Total ILL numbers decreased this past year, due to a decrease in books loaned to other libraries. However, there was an increase in items borrowed for HPU students, faculty and staff. Although, there may be many reasons for an increase, it is easy to consider that the growing health sciences programs are partly responsible.

Interlibrary Loan (yearly)		11-12	12-13	13-14	14-15	15-16	16-17	17-18
Totals	Total items processed	3,187	2,978	3,836	4,449	4,435	4,689	4,226
	Total items ILL	2,917	2,799	3,613	4,044	3,731	3,936	3,625
	Total Borrowed ILL	1,675	1,684	1,847	1,950	1,994	1,980	2,170
	Total Lent ILL	1,242	1,115	1,766	2,094	1,737	1,956	1,455
	Total non-ILLs	270	179	223	405	704	753	601

Library Instruction - Helping Students and Faculty

For 2017-18, we taught a total of **315** information literacy instruction sessions, reaching **4566** students. The research librarians at HPULibraries provide on average twice as much in-person research instruction as libraries at institutions of similar size. This year, our workshop series comprised 24 percent of total instruction sessions. The shift in focus for the library workshops reflects HPULibraries' increasing efforts to promote research tools for postgraduate level students.



LibGuides are webpages that are constructed for the library community and are easy to modify and share.

We use LibGuides to provide our staff a simple way to construct web-based content designed specifically for our students to use.

LibGuides Stats for 2017—2018:

105,127 total uses

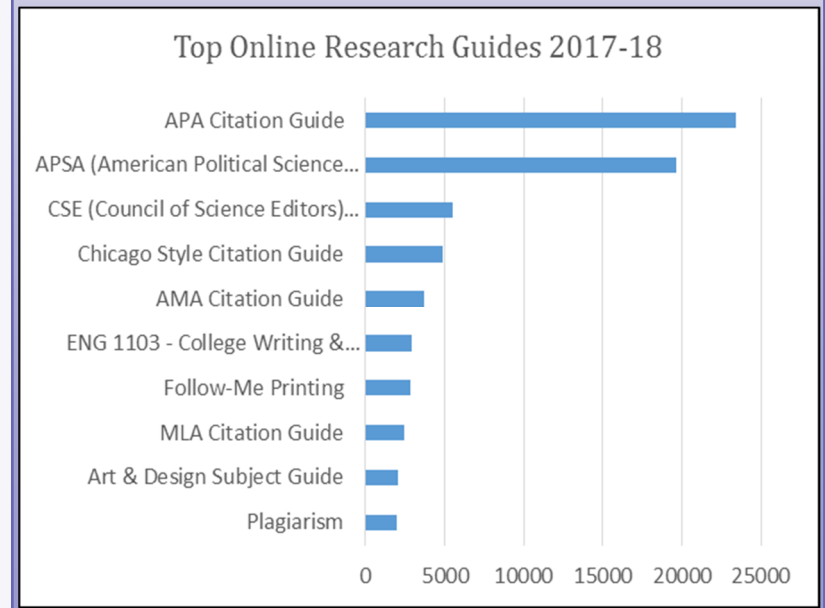
Most viewed guide: APA Citation Guide – **23,416** uses

Second most viewed guide: APSA Citation Guide – **19,678** uses

Most viewed subject guide: Art & Design – **2,020** uses

Most viewed individual course guide: ENG 1103—**2,917** uses






Most viewed topic guide: Plagiarism – **2,011** uses



Web Access

We provide our students access to a set of webpages that can be found at: www.highpoint.edu/library. The chart to the right shows the most commonly visited library web pages. A 2016 blog post called *8 Novels to read before they become Movies* and a 2017 post called *Cultural Influences in Marvel's Black Panther* were the most accessed blog posts.

Because of the strength of the University's study abroad program, the use of the library website from overseas is quite robust. Also exchange students who attend HPU may well be using content after they return home. As seen in this illustration, students studying in other countries generate a lot of traffic.

	33,643 % of Total: 100.00% (33,643)	20,721 % of Total: 100.03% (20,714)	110,615 % of Total: 100.00% (110,615)
1.  United States	31,214 (92.41%)	18,404 (88.82%)	107,512 (97.19%)
2.  China	768 (2.27%)	752 (3.63%)	835 (0.75%)
3.  India	271 (0.80%)	263 (1.27%)	295 (0.27%)
4.  United Kingdom	163 (0.48%)	131 (0.63%)	232 (0.21%)
5.  Philippines	145 (0.43%)	129 (0.62%)	161 (0.15%)
6.  Australia	83 (0.25%)	62 (0.30%)	127 (0.11%)

1.	/library/	164,586 (62.12%)
2.	/library/library-locations/	11,418 (4.31%)
3.	/library/resources-a-z/	8,216 (3.10%)
4.	/library/contact-us/	6,339 (2.39%)
5.	/library/my-library-account/	5,499 (2.08%)
6.	/library/media/	3,936 (1.49%)
7.	/library/media-equipment/	3,095 (1.17%)
8.	/library/2016/01/11/8-novels-to-read-before-they-become-movies-in-spring-2016/	2,843 (1.07%)
9.	/library/2017/10/02/cultural-influences-marvels-black-panther/	2,835 (1.07%)
10.	/library/archives/	2,715 (1.02%)
11.	/library/media/printing/	2,573 (0.97%)
12.	/library/faq-booksebooks/	2,348 (0.89%)
13.	/library/about-us/	2,082 (0.79%)
14.	/library/william-penn-collection/	2,056 (0.78%)
15.	/library/2017/01/23/poems-on-a-corner/	1,873 (0.71%)
16.	/library/2016/02/23/hallowed-grounds-books-about-the-greensboro-sit-ins/	1,542 (0.58%)
17.	/library/ill/	1,442 (0.54%)
18.	/library/zenith/	1,344 (0.51%)
19.	/library/2018/02/27/early-history-high-point-university-african-american-experience-high-point-college/	1,272 (0.48%)
20.	/library/soe-resource-center/	1,176 (0.44%)
21.	/library/library-services-for-hpu-staff/	1,065 (0.40%)

Database Content

During this school year HPU students, faculty and staff made good use of online resources for research and class assignments. Overall, the campus performed 452,000 searches, downloading 457,000 articles, books and other content at an average cost of .79 cents per search and .78 cents per full-text item.

Searches by Database

WorldCat Local	200,857
ProQuest Central	42,327
PsycINFO	22,506
Jstor	17,413
Micromedex	12,904
Statista	8,740
AccessMedicine	8,344
Academic OneFile	7,560
PsychTests	7,035
SciFinder-ACS	6,721
ReferenceUSA	6,138
MLA International Bibliography	5,410
PsycARTICLES	4,903
LEXIS-NEXIS (Academic)	4,563
Vault (New)-careers	4,241
Opposing Viewpoints	4,192
ACS Journals	4,097
Sage	4,032
Scopus-Citation Search	3,612
ERIC via Ebsco	3,551
Communication & Mass Media	3,432
Taylor and Francis-Journals	3,432

This chart indicates the number of **searches by database** resource. Our book catalog and ProQuest Central garner the most use.

Full text Retrieval by Database

UpToDate	69,674
ProQuest Central	65,586
JSTOR	32,164
AccessMedicine	29,630
ScienceDirect	29,301
Journal Finder	27,630
ABIInform	24,655
PsycINFO	19,486
AccessPharmacy	17,675
ReferenceUSA	17,110
Wiley	16,116
MicroMedex	15,836
Taylor and Francis	11,128
Springer eBooks	10,064
Springer Journals	9,508
Sage	9,305
FOD Video Collection	6,397
PsycArticles	6,353
MLA International Bibliography	6,281
Communication & Mass Media	6,256
ACS Journals	5,335
Academic OneFile	4,897

This chart indicates the number of **full-text accesses** to the journal or resource databases.

Notable Events from the Year

School of Education Events: Two events held at the SOE Resource Center have become firm favorites on the HPU calendar, hosted by librarians Pam Grubb and Leanne Jernigan. The fall Halloween event saw the SOE decorated with spider webs and ghouls, with age-appropriate readings from “spooky” texts. Spring saw the SOE once more being used for the Easter egg event, a firm favorite with the children and grandchildren of faculty and staff, who enjoyed a seasonal related story-time, with the added attraction of an Easter egg hunt!

Library Marketing Team : The Library Marketing Team (LMT) is constituted as part of the Freshman Success Program. As in previous years, a small group of freshmen contributed to library marketing initiatives. With their enthusiastic input, a successful promotion was undertaken promoting serials and periodicals, coordinated by librarian Sheri Teleha. For two weeks in January, the Giant Winter Periodicals Event focused attention on the periodicals and serials displays, with Christmas lights and gaudy posters adding color and cheer to dreary winter days!



Website Improvements: This year saw the implementation of a new navigation menu and catalog search widget for the library website. Library hours were added to the homepage, a simpler banner was created, and the chat box got new icons. Book display widgets were integrated into libguides to highlight specific resources.

Faculty survey: The WC librarian administered a library satisfaction survey to all faculty during the spring semester which resulted in 137 responses. Every discipline was represented. Faculty were polled on their satisfaction with research help, web pages, instruction sessions, resources, and overall quality of services offered by library staff. An overwhelming majority strongly agreed or agreed with the following positive statements about library services: “I am happy with the quality of services provided by the library” (96%); “Library instruction sessions are helpful for my students” (95%); “I get the research help I need from library staff” (97%); “Library web pages are helpful for resource discovery” (91%); and “Library resources are adequate” (86%). Very few indicated strong disagreement with positive statements about library services, though 13 disagreed with the statement that library resources were adequate.

Did we meet many of the objectives that we set for the 2017-2018 school year?

1. Collection Right-sizing – Investigate methods to “right-size” the University’s library collection with an end goal of making items within the collection easier to find while making the overall collection easier to browse. Completed (for now)

The library embarked on a collection rightsizing program with a goal to streamline the collection by eliminating some materials. We focused on items in the collection that are no longer used, duplicate copies, inappropriate for the campus, items represented broadly by digital content, and materials that are no longer in good condition. Content that was removed included bound journals that we subscribe to in digital form, large data runs that are currently published online by the US government, books in poor condition, and materials that were never meant to be held in the collection for any length of time such as spiral bound books and textbooks. Discarded items were sent to Better World Books to be resold or sent to the City of High Point for recycling. Many discarded items were replaced with new versions. During the summer of 2018 the collection will be reset, Dewey order will be restored and the middle section of shelves will be removed opening the area for more quiet study spaces.

2. Staff training – assure that reasonable efforts are made for staff training. -Ongoing

We established a staff training checklist to be given to new staffers to guide them through the training process. The checklist prompts them on the many skills and responsibilities that they need to attain along with a checklist that supervisors in each departments can check-off as the training is complete. We will start the process this fall. As an aside the staff will work with the Director to establish channels of responsibility for full and part-time staff to assure that job descriptions match job responsibilities.

3. Space planning – Continuing a goal from 2016-2017 and in conjunction with the needs of the university, the library will continue to work on space planning. -Ongoing

The space planning goal was circumvented by the announcement of planning for a new library to be completed by the 100th anniversary in 2024. Because of this change, the library staff added questions to the biannual faculty survey to query the faculty on their vision of a new library facility. In Smith Library the shifting of the collection has meant that the third floor will get a new reading/study area. The space will have new furniture and study carrels and will be finished during the summer of 2018. Finally, the library staff will continue with making adaptive changes to the other floors of the library with the hopes of making minor but important improvements in the seating and study areas.

What new goals and objectives have we set for the 2018-19 school year?

1. Collection— Establish collection maintenance & management practices.

Now that the collection has been reset and now that we have done some extensive weeding, we will establish rules and methods to keep the collection in good condition and easily discoverable. In light of the changes that will occur as we move to a new facility, we will endeavor to have an evolving collection of materials that will be as relevant and appropriate in 2018 as it will be 2028.

2. Mission Statement – Update the library mission statement in light of the changing academic programs and university wide objectives.

Constructing a statement that is briefer and more current will be a part of this exercise as we also chart a future course for a new library with a focus on its role in the University.

3. Online resources – assure that our patrons have reasonable access to university purchased content.

Digital access is a huge part of what we do and we need to assure that our patrons have easy access to content both on and off campus. There are many aspects to this goal. For instance, assuring our patrons that they can access University owned content, that the tools we use to access content accurately displays our holdings and that methods are in place to update and verify this content on a timely basis.

Library Staff Members - 2017 - 2018 (HPULibrares has 10 full-time and 12 part-time staff members)



David Bryden, MLS
Library Director



Jenny Erdmann, MLS
Head of Reference and Instruction



Andrew Fair, MLIS
Evening Reference Librarian



Robert Fitzgerald, MLIS
Reference and Inter-library
Loan Librarian



Karen Harbin, BA
Acquisitions Supervisor



Josh Harris, MS
Media Supervisor



Michael Ingram, MA, MLS
Technical Services Librarian



Leanne Jernigan, MLIS
Wanek Center Librarian



Sheri Teleha, MLIS
Cataloguing and Serials Librarian



Nita Williams, BA
Circulation Services

Part-Time Staff:

Brian Carter, MLIS
Late Night Library Supervisor

Melissa Evans, MLIS
Weekend Library Supervisor

Megan Franks, MLIS
Late Night Library Supervisor

Alex Frey, MLIS
Technical Services

Pam Grubb, MLIS
School of Education Librarian

Chelene Marion, BA
Media Assistant

W. E. Middlebrooks III, MA, MLIS
Late Night Library Supervisor

Bryan Nicholls, M.Ed
ILL Assistant, Evening Library Supervisor

Daryl Moore, MA
Late Night Library Supervisor

Melinda Pennington, MLIS
Weekend Library Supervisor

Amy Ruhe, MLIS
Technical Services and Archivist

Chaka Smith, BA
Late Night Supervisor

Sarah Taylor, MA, MLIS
ILL Assistant, Evening Library Supervisor

Jessica Xiong, MLIS
Evening Library Supervisor