

2018-2019 End of Year Report for HPULibraries

MISSION - HPU Libraries actively support and deliver exceptional educational experiences that challenge, prepare and empower learners to achieve lives of success and significance.

VISION - The librarians and staff of High Point University Libraries seek to exemplify a “learning family” by promoting inclusive, accessible, and collaborative endeavors among students, faculty, staff, alumni, and community members, providing dynamic resources and materials, and empowering all members of the learning family to succeed.

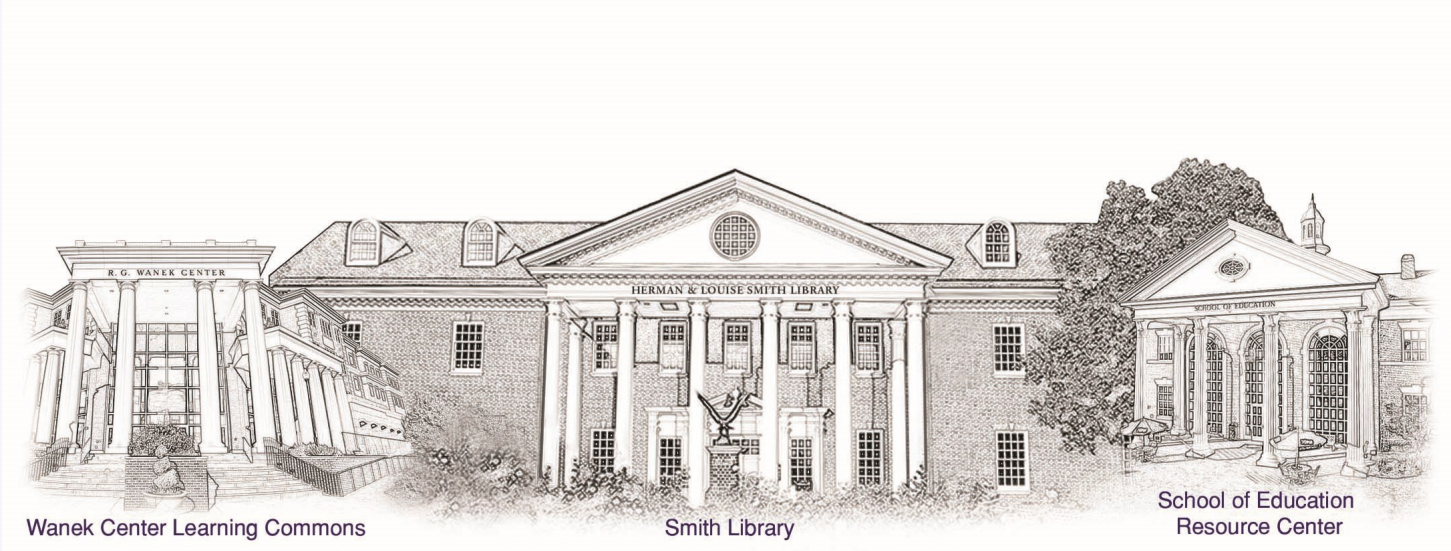


Table of contents

Library data	P3	Library webpage access	P8
Campus journal and book use	P4	Library purchasing & ILL	P9
Campus database Use	P5	2018-2018 Library objectives	P10
Reference and chat services	P6	2019-2020 Library objectives	P11
2018-2019 Library Instruction	P7	2018-2018 Library Staff	P12

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

The Libraries at HPU include three spaces, two of which are open 24/7. We seek to support the research needs of the students, staff and faculty of the University. We do this by providing an experienced staff, within an inviting, information rich environment. This year we added new-electronic and paper resources to support the health sciences programs including *Nature.com*, *Science Magazine*, *Cochrane* and *Dynamed*.

The purpose of this annual report is to see if and how we 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

35,500 floor count

152 hours a week

SOE Curriculum Center

2,700 door count

28 hours a week

Collection:

637,000 volumes (including eBooks)

54,000 journal titles

10,921 DVD titles

Check-outs:

11,500 books

5,800 movies

Library Instruction Sessions:

236 sessions

3,864 students

Research assistance:

In-person queries – 1,632

Via Chat : 2,400 questions

Use of the Collection

In 2018-19 we circulated 24,700 items from the collection. This is a decrease of about 1,000 items. Students were the most avid borrowers followed by faculty. Doctoral students is a new and growing category of borrowers.

Material Format	Totals	Borrower Category	Totals
BOOK	11,496	Student	12,492
Equipment	6,369	Faculty	5,874
Movie DVD	4,820	Staff	3,565
Movie BLURAY	1,002	ILL	913
Game	454	Graduate Student	651
Manuscript	188	Adjunct Faculty	459
Music CD	115	Doctoral Student	495
Journal	105	Withdrawn Items	64
Kit	64	Alumni and Friends	32
Audiobook	31	Reciprocal	7
Toy	16	Library staff	4
VIDEO	13	Total	24,556
Music LP	8		
Total	24,768		

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	Count
Independent Publication (Free)	24,575
ProQuest Central	16,273
Gale Academic OneFile	8,664
HeinOnline Law Journal Library	2,152
Taylor & Francis Combined Library	2,000
Springer via Carolina Consortium	1,873
Wiley Online Library	1,716
Ebsco Master File Premier	1,712
Sage Premier Collection via Carolina Consortium	1,198
ScienceDirect College Edition Health & Life Sciences	1,167
Ebsco CINAHL Plus with Full Text	774
Ebsco SportDiscus with Full Text	591
Gale Literature Resource Center	491
Ebsco Communication and Mass Media Complete	423

Database Use — HPU students, faculty and staff made good use of online resources for research and class assignments. Overall, the campus performed 500,000 searches, downloaded 400,000 full-text articles, books and other content at an average cost of **.79 cents per search and .78 cents per full-text item**. The following charts show the use level of the most popular resources. We use these numbers to make decisions on our database collection.

Searches by Database

Source HPU Purchased Resources	Searches
WCL - online catalog	198,000
ProQuest Central unique searches	38,430
ABI/INFORM Collection	32,000
MicroMedex - pharmacy resource	25,172
JournalFinder - journal locator	25,062
PsycINFO - abstract resource	19,998
Jstor - journal collection	15,023
ReferenceUSA	10,782
Entrepreneurship Database	7,704
AccessMedicine - textbook collection	7,528
PsychTests	6,918
SciFinder - ACS index	6,547
eLibrary	6,041
Statista - data resource	5,780
Credo Reference	5,720
Opposing Viewpoints	5,564
PsycARTICLES- journal collection	5,564
ArtStor - visual images	4,788
Business Insight	4,082
HeinOnline - law and legal	3,667
Scopus - science resource index	3,554
Academic OneFile - journal collection	3,128

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

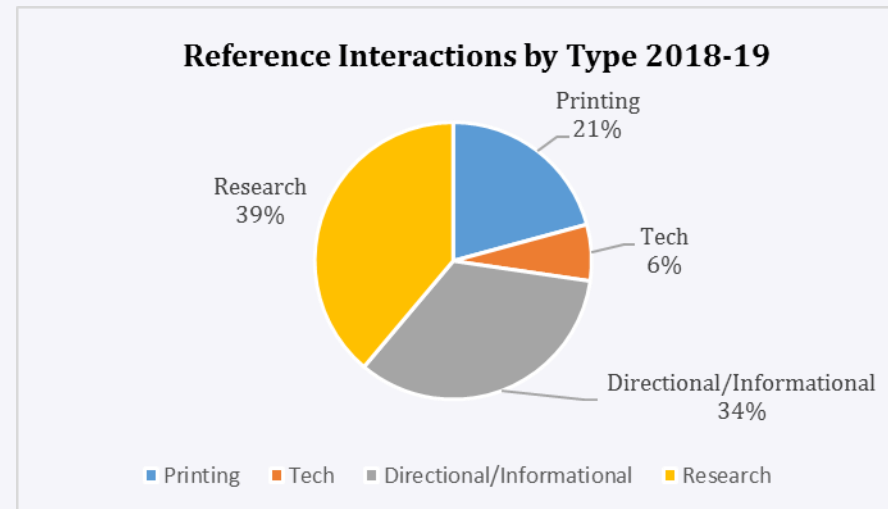
Full text Retrieval by Database

Source HPU Purchased Resources	Full-text
UpToDate - medical data source	60,264
ReferenceUSA	48,538
Jstor - journal collection	43,928
SciDirect - Elsevier (Journals)	34,324
MicroMedex - pharmacy resource	27,805
AccessPharmacy - textbook collection	23,157
AccessMedicine - textbook collection	20,735
Wiley - journal website	18,051
ABI/INFORM Collection	15,256
HeinOnline - law and legal	12,755
Taylor and Francis - journal collections	12,244
Sage - journal collection	11,620
Springer Journals	9,777
PsycARTICLES- journal collection	6,864
Natural Medicines - pharmacy	5,223
Vault - career source	5,130
Springer eBooks	5,088
CINAHL Plus with FT - journal collection	4,930
Credo Reference	4,858
Ebsco (North American) - ebooks	4,539
Nature.com - journal website	4,155
Films on Demand Video Collection	4,118

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

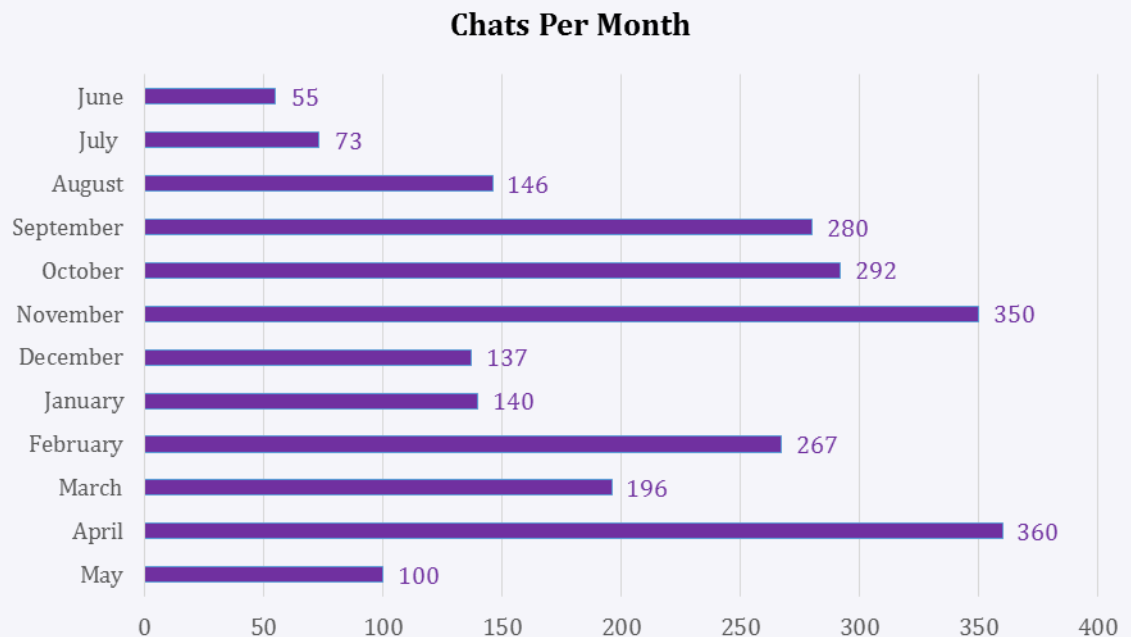
Helping students—It is what we do

Reference services— Smith, Wanek, and School of Education library staff assisted patrons with **1,632** questions, down by **21** percentage points from last year. Reporting appears to be a significant factor affecting this year’s numbers. The Head of Research & Instruction is developing, in collaboration with library staff, workflow solutions to assist in harvesting reference interaction data.



Chat services— In 2018-19, we answered 2,400 questions . Our answer rate remained high at 96%. Although the busy times will vary, the months of November and April are very active on chat. The greatest number of chats were patrons having trouble accessing a specific article, or asking if we subscribe to a specific periodical title.

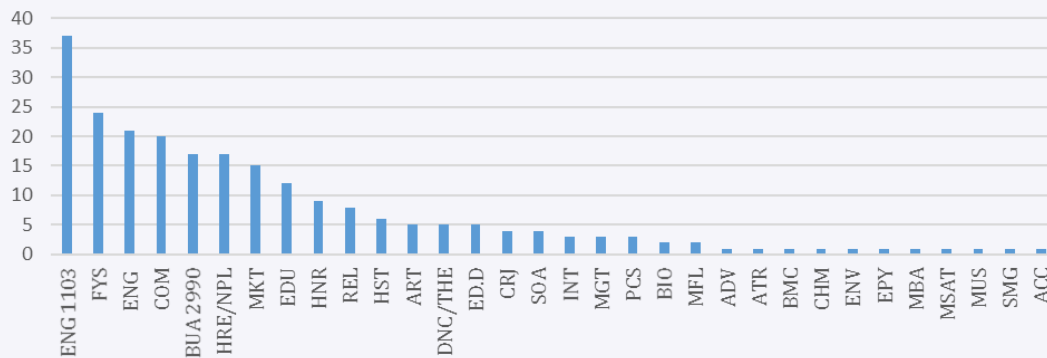
Citation chats were popular, with APA being the most asked about style. The “research topics” category includes open-ended requests for information on a research topic. Database recommendations were also common.



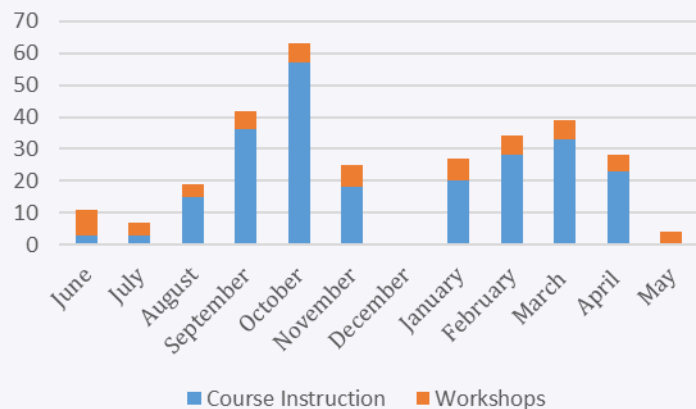
Library Instruction - Helping Students and Faculty

For 2018-19, librarians taught a total of **236** course-integrated research instruction sessions, reaching **3,864** students. HPU Libraries provides over **70 percent** more research instruction than libraries at institutions of similar size. In addition to course-integrated instruction, librarians taught **63** workshops, **26 percent** of total instruction sessions.

**Research Instruction by Subject
2018-19**



**Research Instruction by Month
2018-19**



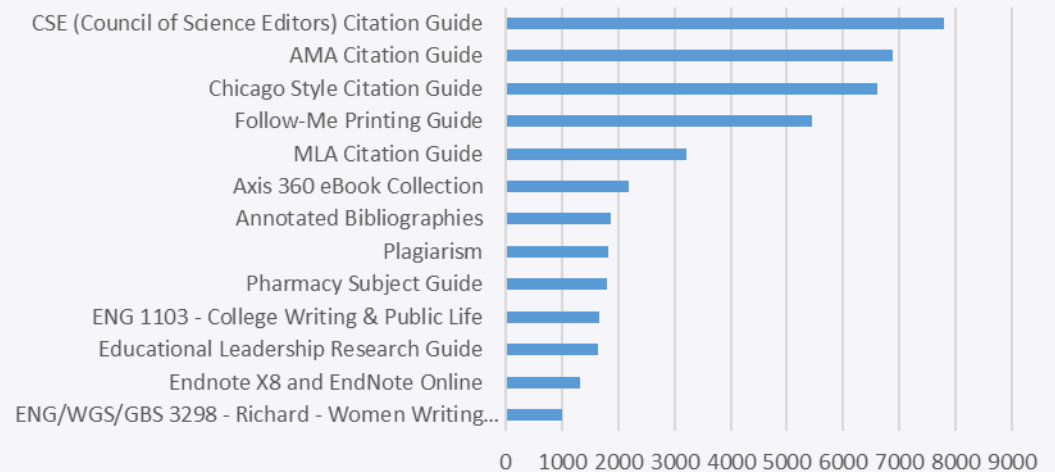
LibGuides are webpages that are constructed for the library community and are easy to modify and share.

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 2018—2019:

- Total LibGuide uses: 160,059
- **Top Most Viewed LibGuide: APA Citation Guide with 75,700 uses and the APSA (American Political Science Association) Citation Guide with 17,000 views.**
- Most Viewed Subject Guide: Pharmacy Subject Guide -- 1,808 uses
- Most Viewed Course Guide: ENG 1103 -- 1,656 uses
- Most Viewed Topic Guide: Follow-Me Printing -- 5,439 uses

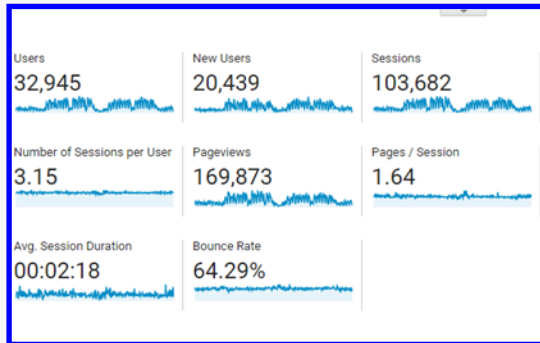
Other Library Guides with 1,000 or more views



Web Access

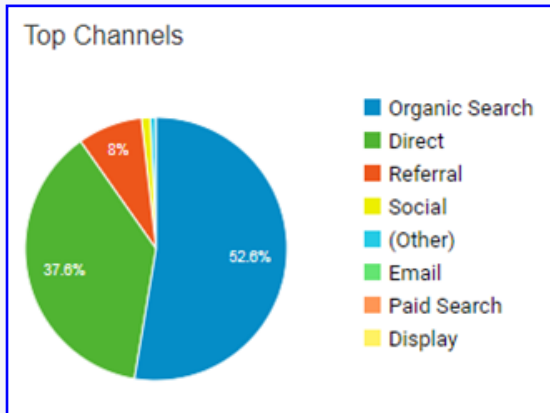
Each year the HPU Libraries website domain sees a great deal of use. Much of this comes from referring pages which link to the library website. Last year the website saw 103,000 sessions (last year - 110,000) and 170,000 page views (last year 190,000). 60% were new visitors.

About one third of the users come to the library pages from on-campus and most prefer using Google Chrome although the use of Safari has increased.



	32,945 % of Total 100.00% (32,945)
1. google / organic	18,250 (49.76%)
2. (direct) / (none)	13,562 (36.97%)
3. library.highpoint.edu / referral	930 (2.54%)
4. guides.highpoint.edu / referral	579 (1.58%)
5. bing / organic	559 (1.52%)
6. highpoint.edu / referral	457 (1.25%)
7. yahoo / organic	430 (1.17%)
8. facebook.com / referral	267 (0.73%)
9. 192.154.46.173 / referral	176 (0.48%)
10. journalfinder.wtcox.com / referral	140 (0.38%)

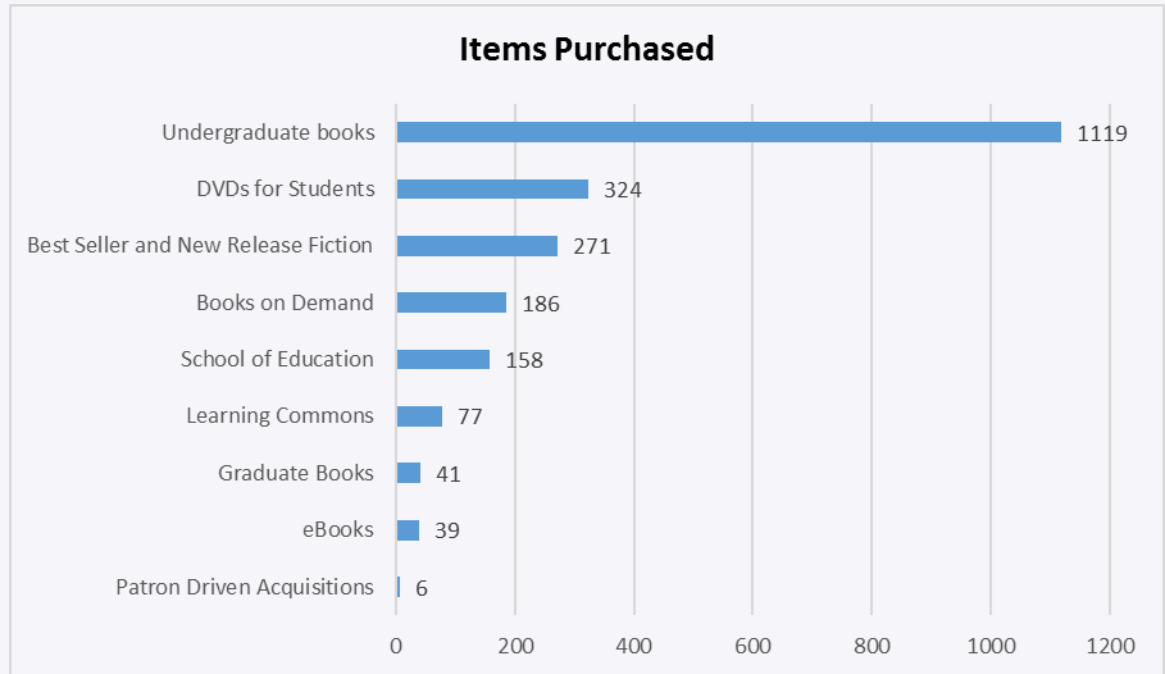
1. /library/
2. /library/resources-a-z/
3. /library/contact-us/
4. /library/my-library-account/
5. /library/library-locations/
6. /library/media/
7. /library/schedule-space/
8. /library/media/printing/
9. /library/archives/
10. /library/departments/
11. /library/about-us/
12. /library/media-equipment/
13. /library/ill/
14. /library/uptodate/
15. /library/?repeat=w3tc
16. /library/faculty-services/
17. /library/zenith/
18. /library/faqs/
19. /library/catalogs/
20. /library/hi-po/



Finally, this chart shows the most commonly visited library web pages. *Contact Us*, *Media* and *Archives* are always well used but *Library Locations* and *Resources A to Z* were the most accessed pages.

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)		2014-15	2015-16	2016-17	2017-18	2018-19	Totals
	Total items processed	4449	4435	4689	4226	4271	22070
	Total items ILL	4044	3731	3936	3625	3590	18926
Totals	Total Borrowed ILL	1950	1994	1980	2170	2205	10299
	Total Lent ILL	2094	1737	1956	1455	1385	8627
	Total non-ILLs	405	704	753	601	681	3144

Did we meet many of the objectives that we set for the 2018-2019 school year?

- **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.

The collection was weeded, cleaned and then rehoused during the summer and with added signage was ready for students when school opened. Materials weeded from the collection included, text books, duplicate copies, long runs of numerical data, long runs of outdated narrative content and materials that were too old (for their subject) or were in poor condition. The addition of new signage and mapping concluded the project.

- **Update the library mission statement in light of the changing academic programs and university wide objectives.**

It has been over 10 years since a mission statement was established. The current statement is quite long and spells out the steps and methods that we will use to achieve the goal. 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.

Our old mission statement was overly specific and very wordy. Through the hard work of Andrew Fair and the efforts of many staff members, we were able to establish a new mission and vision statements along with focused goals that will help us meet the mission.

MISSION - HPU Libraries actively support and deliver exceptional educational experiences that challenge, prepare and empower learners to achieve lives of success and significance.

VISION - The librarians and staff of High Point University Libraries seek to exemplify a “learning family” by promoting inclusive, accessible, and collaborative endeavors among students, faculty, staff, alumni, and community members, providing dynamic resources and materials, and empowering all members of the learning family to succeed.

- **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.

We received many comments in the faculty survey that access to e-resources did not work as well as it should. To solve these issues, we worked hard to resolve security issues to off-campus resources. We worked to assure that e-content was visible in the catalog and via Journal Finder. We established checklists that notified administrators that changes had been or needed to be made assuring accuracy across the many access platforms. We became very intentional as we updated resources by performing checks as materials were renewed.

What new goals and objectives have we set for the 2019-20 school year?

Execute “blended staffing” so that all staff are associated with a department and their responsibilities are well defined.

Endeavor to make all of staff aware of their role in the library by allowing them to work with staff who can providing them with challenging and important task.

Assure that library collections and content are visible to our patrons.

Now that the collection has been reset and we have established normal maintenance workflows. We need to work on methods to be assured that the collection is discoverable, clearly defined, and well presented for the discovery of our patrons.

Focus on the content, structure and layout of a new library facility for HPU.

In 2018-19 the faculty library committee completed work on the concept of a new library. A student and faculty library satisfaction survey, meetings with architects and consideration of new library facilities all fed into this 8-page memo. It is time for us to consider what departments and services will be housed in the new facility.



David Bryden, MLS
Library Director



Jenny Erdmann, MLS
Head of Reference and Instruction



Andrew Fair, MLIS
Evening Reference Librarian

Part-Time Staff:

Brian Carter, MLIS
Late Night Library Supervisor

Megan Franks, MLIS
Late Night Library Supervisor

Pam Grubb, MLIS
School of Education Librarian

Terah Kelleher MLIS
Technical Services Assistant

Chelene Marion, BA
Media Assistant

Trae. Middlebrooks III, MA, MLIS
Late Night Library Supervisor

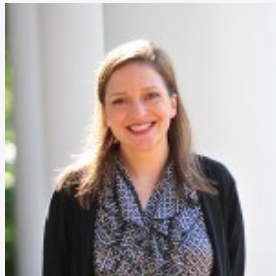
Bryan Nicholls, M.Ed
ILL Assistant, Evening Library Supervisor

Melinda Pennington, MLIS
Weekend Library Supervisor

Chaka Smith, BA
Late Night Supervisor

Laura Sylva MLIS
Evening Library Supervisor

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



Alex Frey, MLIS
Technical Services
Librarian



Bob Fitzgerald, MLIS
Reference and ILL
Librarian



Karen Harbin, BA
Acquisitions Supervisor



Josh Harris, MFA
Media Supervisor



Leanne Jernigan, MLIS
Wanek Center Librarian



Sheri Teleha, MLIS
Cataloguing and Serials Librarian



Nita Williams, BA
Circulation Services