Wanek Center Learning Commons — Smith Library — School of Education Resource Center

2019-2020 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.

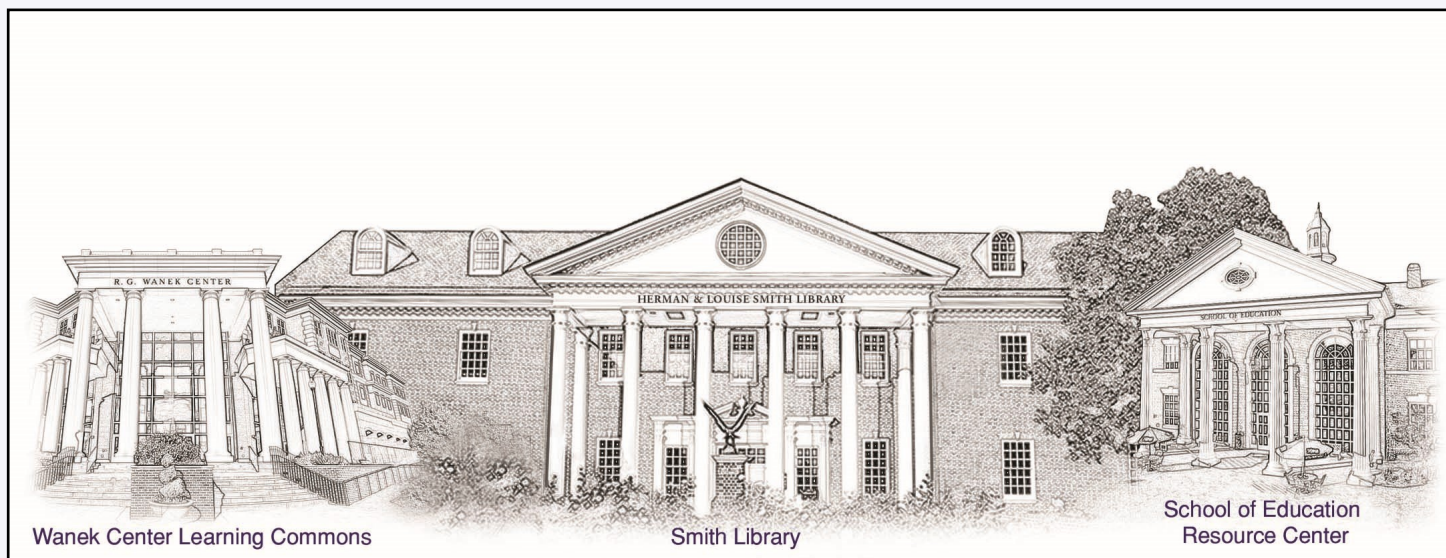# HPULibraries
High Point University

Wanek Center Learning Commons

Smith Library

School of Education
Resource Center

Table of contents

HPULibraries
High Point University

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

There is little reason not to mention the most important event/change that occurred this year. In March of 2020 as classed went virtual, librarians were encouraged to stay home. The library staff rose to the challenge and did wonderful work providing virtual library services to students and faculty who were home. I was very proud of what the staff accomplished. After the semester was finished, the staff completed a white paper on their experience.

As we put together this end of the year report, it was evident that things had changed. Here is a brief outline of those changes.

The gate count at all the library buildings was down as we lost two months of traffic.

Book checkouts increased.

Online access numbers increased in all categories, both searching and in access to full-text content.

The number of instruction sessions and the number of students in the sessions dipped but by very little.

As classes went online, we purchased a great deal of eBook access for our faculty and students, spending $20,000 for digital materials.

Library staff devised new methods to get physical and digital materials into the hands of patrons.

Comments or concerns: David Bryden, Director of Library Services (dbryden@highpoint.edu)

Patrons in the door:

Smith Library

140,000 door count

153 hours a week

Wanek Center Learning Commons

24,228 floor count

130 hours a week

SOE Curriculum Center

2,982 door count

24 hours a week

Collection:

657,000 volumes (including eBooks)

37,000 perpetual access journal titles

11,700 DVD titles

Check-outs:

12,250 books

4,600 movies

Library Instruction Sessions:

216 sessions

2,800 students

Research assistance:

In-person queries – 900

Via Chat : 2,110 questions

Major Milestones

- The Print Shop is now a part of the Media Department within the library. A FT staff was hired to run this service.
- We shared our chat platform with the HPU admissions department to chat with prospective students. LibraryH3lp is also being used by the success coaches to reach out to students.
- Our check-out service is being used by the Qubein School of Communication and by IT.
- We added a host of new electronic and paper resources – including *American Historical Periodicals* from the American Antiquarian Society, a nursing eBook collection in advance of the addition of a program in Nursing, the complete *Oxford Journal Collection,* several new health sciences titles including the *Journal of the American Academy of Physician Assistants.*
- *2019-20 Faculty Library Satisfaction Survey,* was sent to faculty this spring. The wordle on the front cover was created using the narrative comments
- Archives now has its own URL https://www.highpoint.edu/library/hpuarchives and search interface using ContentDM software. This searchable interface makes for easier access to this wonderful historical content.
- Setup a scheduling system for students who want to make an appointment with a librarian. The software has been heavily used during this time of remote learning.
- Added a *ReaderSpace* to shelve, display, and promote current popular fiction and non-fiction materials.
- Worked with Interior Design students on ideas for a new space in the library as well as a concept for a new library facility.
- Worked to educate students and faculty on off-campus access via our online services blog-

Use of the Collection

In 2019-20 we circulated 22,579 items from the collection. This is a decrease of about 2,121 items, although the number of books circulated increased. Students were the most avid borrowers followed by faculty. The Alumni and Friends category did include the NC Governor's School that the campus hosted in the summer of 2019.

Material Format	Count	Borrower Category	Count
BOOK	12,251	Student	8,685
Equipment	4,845	Faculty	6,575
Movie DVD	3,783	Staff	3,543
Movie BLURAY	661	ILL	880
Game	269	Graduate Student	554
Manuscript	187	Adjunct Faculty	575
Music CD	60	Doctoral Student	360
Journal	96	Alumni and Friends	264
Kit	113	Reciprocal	10
Audiobook	4	Total	24,556
Toy	12		
VIDEO	2		
Music LP	4		
Total	22,579		

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 52,337 journal titles.

Below is a list of our top 13 journal providers with their unique title counts.

Resource	Title Count
ProQuest Central	16,651
Gale Academic OneFile	8,884
HeinOnline Law Journal Library	2,164
Taylor & Francis Combined Library	1,999
Springer via Carolina Consortium	1,875
Wiley Online Library	1,718
Ebsco Master File Premier	1,685
Sage Premier Collection via Carolina Consortium	1,217
ScienceDirect College Edition Health & Life Sciences	1,142
Ebsco CINAHL Plus with Full Text	754
Ebsco SportDiscus with Full Text	601
Gale Literature Resource Center	496
Ebsco Communication and Mass Media Complete	425

Database Use — HPU students, faculty and staff made good use of online resources for research and class assignments. Overall, the campus performed 765,000 searches, downloaded 500,000 full-text articles, books and other content at an average cost of .**54 cents per search and .80 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.

Resources Used 10,000+ Times in 2019-20

HPU Purchased Resources	Access
UpToDate - medical data source	74,100
Access Medicine - textbook collection	60,177
Access Pharmacy - textbook collection	52,563
MicroMedex - pharmacy resource	43,148
PsycINFO - abstract resource	33,996
Science Direct - Elsevier (Journals)	33,372
Jstor - journal collections	29,087
Wiley - journal website	20,290
MLA International Bibliography - index	14,534
Taylor and Francis - journal collections	13,475
Sage - journal collection	11,680
PsycARTICLES- journal collection	11,376
Springer Journals	11,316

This chart indicates the number of **full-text views** by database resource.

Our book catalog and ProQuest Central collection garnered the most searches.

Highest Circulating eBook checkouts - each book received over 100 views this year

Advanced Technologies, Embedded and Multimedia for Human-centric Computing
Boundaries: A Casebook in Environmental Ethics
Computational Thinking Education
Corporate Transformation of Health Care: Can the Public Interest Still Be Served?
Education's End: Why Our Colleges and Universities Have Given Up on the Meaning of Life
Edutainment Technologies. Educational Games and Virtual Reality
Fifth Beginning: What Six Million Years of Human History Can Tell Us About Our Future
Graphic Design, Referenced: A Visual Guide to the Language, Applications, and History
Handbook of Identity Theory and Research
Hot Topics in Infection and Immunity in Children III
Lipid Nanoparticles: Production, Characterization and Stability
Motion in Games
Shinto
The Day Commodus Killed a Rhino

Helping students—It is what we do

Reference services— Smith, Wanek, and School of Education library staff assisted patrons with **887** questions, roughly half the number of interactions from the previous year. The drop in interactions is likely due to a number of factors, such as the removal of directional and printing questions from reference statistics, as well as the pandemic. The Reference department head is developing, in collaboration with library staff, workflow solutions to assist in adapting reference assistance to virtual and modified in-person models.

Chat services— In 2019-20, we answered 2,109 questions . Our answer rate remained high at 97%. Although the busy times will vary, the months of November and April are very active on chat. While many of these regarded article access, database recommendations and off-campus trouble-shooting, 85 research topics were recorded and tagged.

Chats per Month
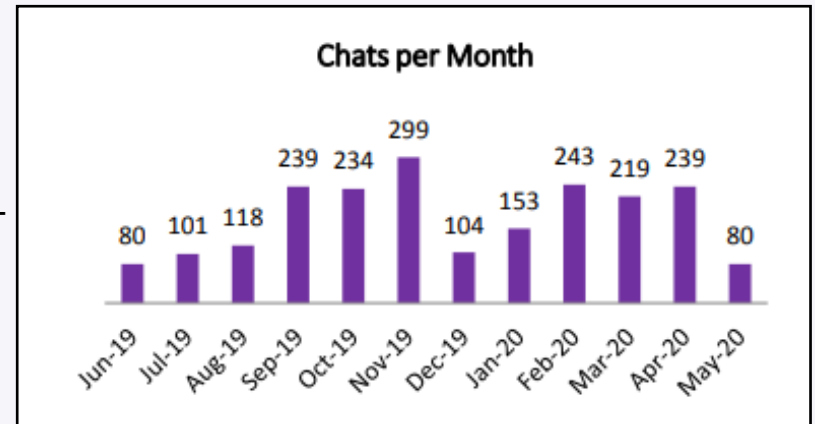
Reference Appointments

Schedule Appointment

Reference Appointments—Our students may also make an appointment with a librarian and then meet virtually. This year students enjoyed this easy access to a librarian!

| Choose Appointment | Your Info | Confirmation |

Returning? Log in

Virtual Research Consultation

30 minutes
This type of assistance often includes: Focusing a research topic; finding credible background information; finding research in particular formats, such as scholarly journal articles, books, or ebooks; saving and organizing research materials.

Video chat with a librarian via Blackboard Collaborate. A guest link to your session will be sent to your HPU email address.
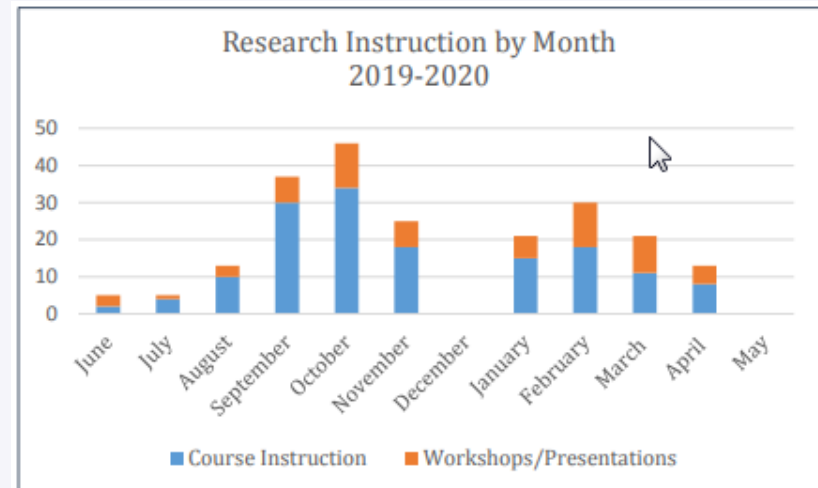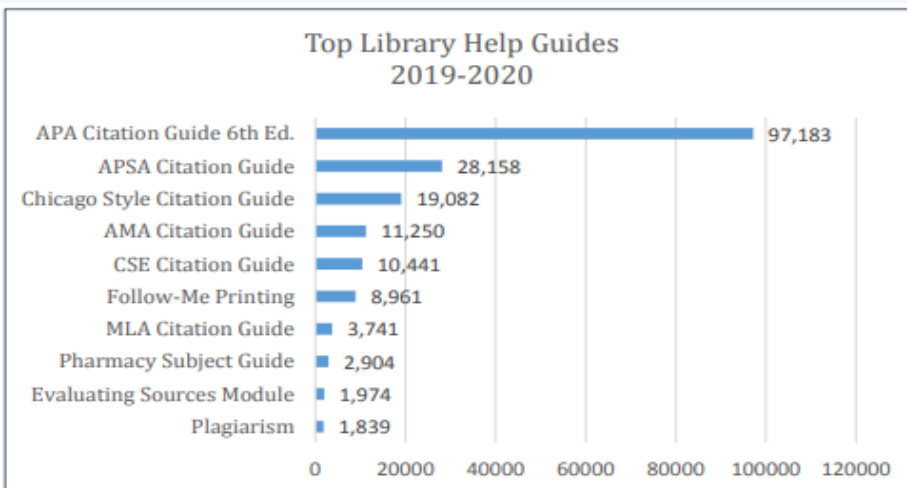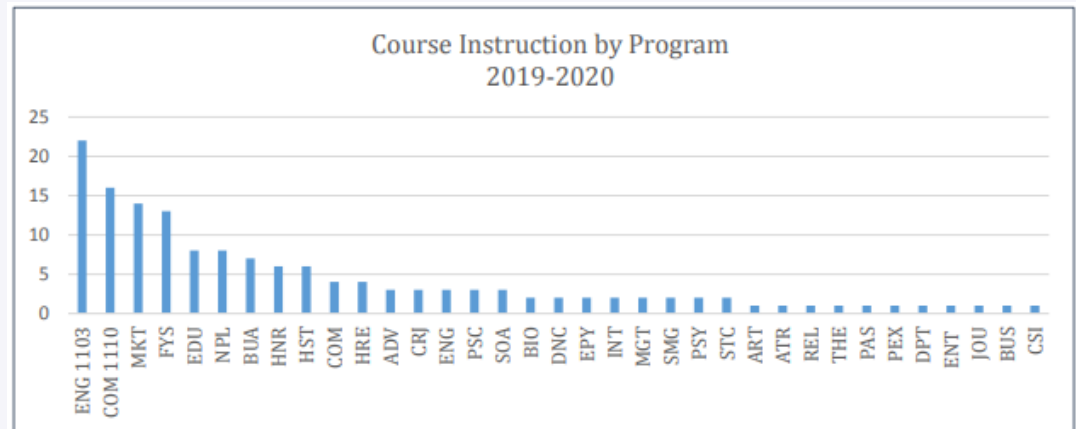
Library Guides

Use of Library Guides or Libguides **increased by 41 percent** over the previous year. The top subject guide, course guide, and topic guide are the same as last year, but almost all saw an increase in views ranging from 30 to 65 percent higher

Most Viewed Libguide Overall:	**APA Citation Guide (6th Ed.)**	97,183 views (up 28%)
Most Viewed Subject Guide:	**Pharmacy Subject Guide**	2,904 views (up 60%)
Most Viewed Course Guide:	**ENG 1103**	1,397 views
Most Viewed Topic Guide:	**Follow-Me Printing**	8,961 views

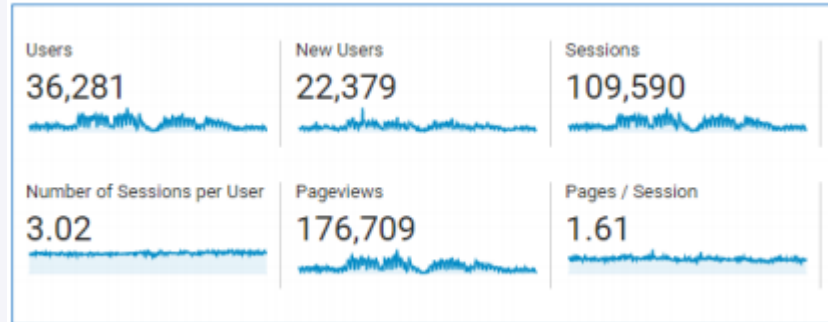## Library Instruction - Helping Students and Faculty

For 2019-20, librarians taught a total of **150** course-integrated research instruction sessions, reaching **2,814** 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 **66** workshops, **46 percent** of total instruction sessions.

Course Instruction by Program 2019-2020

Top Library Help Guides 2019-2020

Guide	Views
APA Citation Guide 6th Ed.	97,183
APSA Citation Guide	28,158
Chicago Style Citation Guide	19,082
AMA Citation Guide	11,250
CSE Citation Guide	10,441
Follow-Me Printing	8,961
MLA Citation Guide	3,741
Pharmacy Subject Guide	2,904
Evaluating Sources Module	1,974
Plagiarism	1,839

Research Instruction by Month 2019-2020

- Course Instruction
- Workshops/Presentations

Web Access – www.highpoint.edu/library

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 web-site. Last year the website saw 109,000 sessions (last year - 103,000) and 176,000 page views (last year 170,000). 55% 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.

Users	New Users	Sessions
36,281	22,379	109,590

Number of Sessions per User	Pageviews	Pages / Session
3.02	176,709	1.61

Operating System	Users	% Users
1. Macintosh	13,782	37.71%
2. Windows	13,046	35.69%
3. iOS	7,156	19.58%
4. Android	1,807	4.94%
5. Chrome OS	396	1.08%

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.

Browser	Users	% Users
1. Chrome	16,674	45.66%
2. Safari	13,927	38.13%
3. Firefox	1,793	4.91%
4. Internet Explorer	1,698	4.65%
5. Edge	1,339	3.67%

Page		Views
/library/		94,863 (53.68%)
/library/resources-a-z/		34,400 (19.47%)
/library/media/printing/		3,832 (2.17%)
/library/my-library-account/		2,604 (1.47%)
/library/uptodate/		2,473 (1.40%)
/library/library-locations/		2,071 (1.17%)
/library/contact-us/		2,009 (1.14%)
/library/media/		1,955 (1.11%)
/library/zenith/		1,881 (1.06%)
/library/archives/		1,516 (0.86%)

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).

This year the library purchased more content in eBooks and eStreaming formats so that our students and faculty could have access from off-campus.

Items Purchased

Category	Value
Books on Demand DVD	1
Books on Demand eBooks	2
Faculty & Student Requested...	7
Patron Driven Acquisitions	9
Graduate Books	33
Faculty & Student Requested EBSCO...	61
Learning Commons Books	79
Books on Demand	121
Best Seller & New Release Fiction	159
OverDrive eBooks	229
DVDs for Students	252
Undergraduate Academic Books	1012
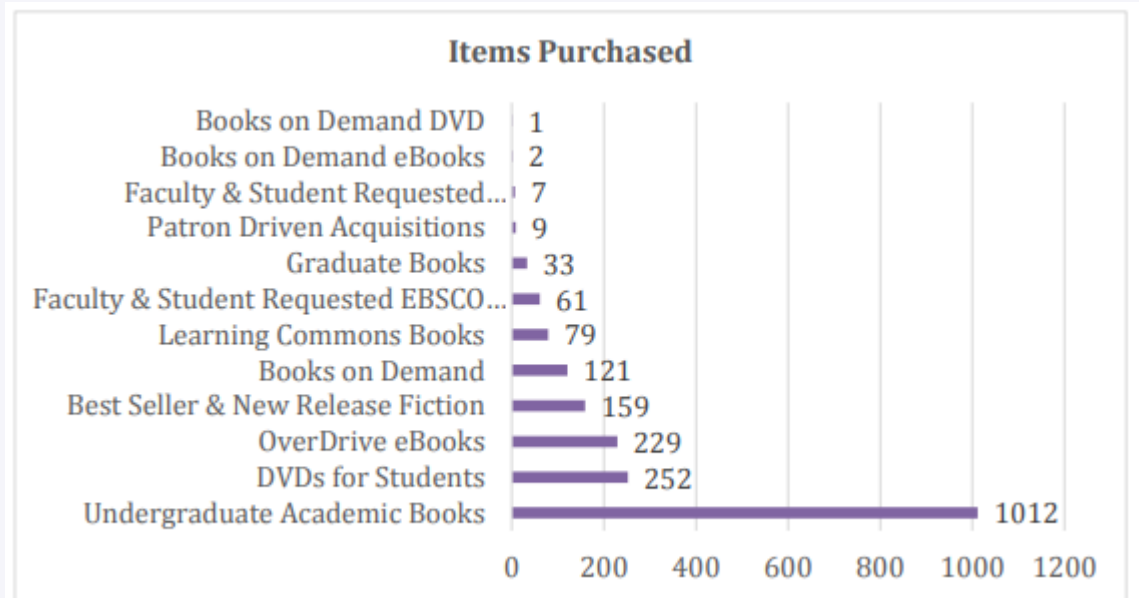
Interlibrary Loan

Due to the coronavirus, total ILL numbers were significantly lower than last year. On the other hand, because we were one of the few libraries that were open, lending actually increased. We borrowed about 2,000 items and lent 1,500.

Interlibrary Loan (yearly)		2015-16	2016-17	2017-18	2018-19	2019-20	Totals
Total items processed		4,435	4,689	4,226	4,271	3,987	21,608
Total items ILL		3,731	3,936	3,625	3,590	3,374	18,256
Total Borrowed ILL		1,994	1,980	2,170	2,205	1,956	10,305
Total Lent ILL		1,737	1,956	1,455	1,385	1,418	7,951
Total non-ILLs		704	753	601	681	613	3,352

Did we meet many of the objectives that we set for the 2019-2020 school year?

1. Execute "blended staffing" so that all staff are associated with a department and their responsibilities are well defined.
Endeavor to make all staff aware of their role in the library by encouraging them to work with staff who will provide them with challenging projects and important task.

- All PT staff have been aligned with a department and most use their time and skills in other service areas. This means that staff who are working a weekend or late evening shift have projects and other duties to work on during the quieter times during the semester.

2. 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. (Note: this goal took on a new meaning as we entered the stay at home part of the semester. Making certain that digital access was working properly became a top priority)

- We have worked on several projects to assure that HPU purchased content was discoverable.
- Checked database links and assured that links to renewed content worked properly.
- Worked to check links in the Library Guides that direct students in classes to content.

3. 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.

- At this juncture, we have student and faculty opinions that were gleaned from two library satisfaction surveys. We have the work of the library faculty committee, and we have the concept work as presented by two design architects who worked for the University.
- We established a library guide as a place to store new materials from these sources and also from outside resources - http://guides.highpoint.edu/FutureLibrary
- For now, this project has been placed on hold as uncertainty about safely meeting the needs of students puts pressure on the planning for future projects.

What new goals and objectives have we set for the 2020-21 school year?

A Note: In light of current events it seems best that all library departments and library staff devote themselves to making certain we are doing the best that we possibly can to provide our students and faculty with access to digital resources from both on and off campus.

1. Assure that we have policies and the staff has the necessary skillsets in-place to provide online library services to our patrons, including:

   - Access to online content

     Librarians are regularly testing digital access and are proactive in our outreach to students

   - Access to online instruction and virtual research consultation

     New role for the Library guides. We will use them for teaching as well as informing students of what we do.

   - Policies that support ready access to digital content

     With each book purchase we look at providing digital content instead of paper. We are also considering more large eBook collections—**Project Muse** and the **Harvard Business Review** leadership collection are two examples of these eBook collections.

   - Methods to provide traditional library services to an off-campus population

     All of our students can now request that books be sent to their home address.

     Virtual appointments and virtual workshops are very popular.

     Librarians are focused on in-person, hybrid or digital methods of presenting resource content to students and are willing and ready to adapt instruction to the needs of faculty.

Library Staff Members - 2019 - 2020 (HPULibraries 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

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

Chelene Marion

Print Coordinator

Sheri Teleha, MLIS
Cataloguing and
Serials Librarian

Nita Williams, BA

Circulation Services

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

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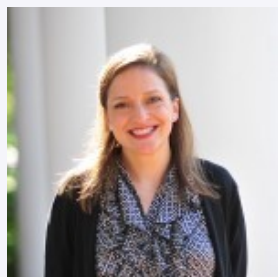Late Night Library Supervisor

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

Melinda Pennington, MLIS
Weekend Library Supervisor

Chaka Smith, BA
Late Night Supervisor

Laura Silva MLIS
Evening Library Supervisor

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