# Library Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items Circulated</td>
<td>2067</td>
</tr>
<tr>
<td>Items Borrowed/Lent (ILL)</td>
<td>112</td>
</tr>
<tr>
<td>Electronic Sessions</td>
<td>11,457</td>
</tr>
<tr>
<td>Instructional Attendance</td>
<td>431</td>
</tr>
<tr>
<td>AV Reservations</td>
<td>367</td>
</tr>
<tr>
<td>Room Reservations</td>
<td>367</td>
</tr>
<tr>
<td>Information Services</td>
<td>1050</td>
</tr>
<tr>
<td>Reference Questions</td>
<td></td>
</tr>
<tr>
<td>Copier &amp; Computer Help</td>
<td></td>
</tr>
<tr>
<td>Library Instruction, Research</td>
<td></td>
</tr>
</tbody>
</table>

**Total Transactions**: 15,597

# Library Collection

<table>
<thead>
<tr>
<th>Collection</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items Ordered</td>
<td>774</td>
</tr>
<tr>
<td>Items Cataloged &amp; Processed</td>
<td>512</td>
</tr>
<tr>
<td>Items Deleted</td>
<td>34</td>
</tr>
<tr>
<td>Net Items Added</td>
<td>478</td>
</tr>
</tbody>
</table>

# Electronic Collection

<table>
<thead>
<tr>
<th>Collection</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total e-book Holdings</td>
<td>142,829</td>
</tr>
<tr>
<td>Total Journal Holdings</td>
<td>71,501</td>
</tr>
<tr>
<td>Total Unique Journal Titles</td>
<td>45,989</td>
</tr>
<tr>
<td>Total Database Collections</td>
<td>170</td>
</tr>
</tbody>
</table>

# Website

<table>
<thead>
<tr>
<th>Website</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total visits to library pages</td>
<td>31,047</td>
</tr>
<tr>
<td>Total library homepage visits</td>
<td>13,840</td>
</tr>
<tr>
<td>UMH website rank</td>
<td>9th</td>
</tr>
</tbody>
</table>

# Transactions per FTE

- **Transactions per FTE**: 13.96
- **Items Added per FTE**: .43

### Activities and Projects

- **Library Administration**
  - Hosted one meeting of the Library Advisory Committee, 10/26/11 to review FY2011 annual report, procedural changes, and to discuss some long range planning for the library program.
  - Made report to Student Senate, 12/6/11 to highlight new resources and summarize how students are using the library and its services.

---

* Based on 1117 FTE
† Based on 1117 FTE
• **Academic Support**
  
  o Initiated semester newsletter to faculty.
  

• **Website (Virtual Library)**
  
  o Added Facebook page to alert students to library services and resources.
  
  o Added Credo Reference and integrated with existing resources.
  
  o Implemented an open URL link resolver (Serial Solutions) to seamlessly link our full text content across platforms, vendors and free websites (PubMed, Google Scholar).

  o Added HomeworkMT, online live tutoring.

  o Activated Interlibrary Loan (ILL) online request form.

  o Added 19 new electronic databases to library resources on college website
    
    • ACLS Humanities ebooks
    • Biosis backfile and free upgrade to Biosis Citation Index
    • Digital National Security Archive
    • Encyclopedia of Environmental Health (biology)
    • Encyclopedia of Virology (nursing)
    • Foundation Directory Online
    • Global Health (nursing)
    • Global Health Archive (nursing)
    • Historical Chicago Tribune
    • Irish Newspaper Archives
    • Nineteenth Century U.S. Newspapers (history)
    • North American Indian Thought and Culture (anthropology)
    • Overdrive College Library
    • ProQuest History Vault (Black Freedom Struggle; Vietnam War) (history)
    • Sage Ejournals: current and backfiles (nursing)
    • Springer Ebooks Complete Collection (includes Material Science and Engineering)
    • Springer Ejournal backfiles
    • Taylor & Francis Ejournal backfiles
    • Underground and Independent Comics, Comix and Graphic Novels

• **Instruction**

  o Created and delivered new 2 credit course, Library Research Skills, LIBR121.

  o Updated 2 course specific research guides: Research Resources for Marketing; Customer Service. (Updated 21 research guides during summer term 2011).

  o Provided 28 instructional hours in classroom, with an assignment integrated into all instructional session. A total of 414 (37% of FTE) students were instructed.

  o Tutored 22 students in individualized “Book a Librarian” sessions.

• **Personnel**

  o Library Assistant took online course through UM, “Curriculum & Instruction 480: Collection Development,” fall, 2011.

  o Librarian attended Montana Library Association, Academic & Special Libraries Division Retreat, Pray, MT, October 16-17, 2011.

  o Director of Library Services participated as a discussion leader, “What are you reading . . . . and how are you reading it? Helena Education Foundation *Great Conversations*, November 16, 2011.

• **Facilities & Programming**

  o Participated as institutional sponsor in city-wide BIG READ of Farhenheit 451. Distributed 130 free copies of the book and held a book discussion group attended by 19 students, faculty, staff, and community members.

  o Produced several book displays on timely topics, including Study Skills, Fahrenheit 451 & Censorship; Big & Beautiful (Oversize books), Veterans & Wars, Leisure Reading for Semester Break.

  o Installed new reference shelving range and additional shelves in non-fiction for a total gain of 150 linear feet of shelving. Shifted collection accordingly.

  o Designed workspace and solicited bids for Library Workroom.
• Institutional
  
  o Administered Standardized Assessment of Information Literacy Skills (SAILS) to 132 students. Test will be used as a baseline to measure student change in performance before graduation.

  o Director of Library Services served on two institution-wide committees: Budget and ASCR.

  o Librarian served on two institution-wide committees: Enrollment Management and IT Committee.

  o Library Assistant served on two institutional committees: Budget Committee, Quality of Worklife: also served as Vice President/Treasurer of Staff Senate.
# Library Reference Transactions

<table>
<thead>
<tr>
<th>Fall 2011</th>
<th>Number of Transactions</th>
<th>Time in hours</th>
<th>Average Time per Transaction (Minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 General Library Questions</td>
<td>287</td>
<td>8.75</td>
<td></td>
</tr>
<tr>
<td>2 Basic Knowledge of Library</td>
<td>201</td>
<td>13.15</td>
<td></td>
</tr>
<tr>
<td>3 Basic Research</td>
<td>256</td>
<td>44.50</td>
<td></td>
</tr>
<tr>
<td>4 More Advanced Research</td>
<td>49</td>
<td>18.33</td>
<td></td>
</tr>
<tr>
<td>5 Advanced Research or Appointments</td>
<td>18</td>
<td>18.00</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>811</strong></td>
<td><strong>102.73</strong></td>
<td><strong>7.60</strong></td>
</tr>
</tbody>
</table>

## Total Reference Hours by Type of Transaction

- **General Library Questions**: 18% of total hours
- **Basic Knowledge of Library**: 8% of total hours
- **Basic Research**: 43% of total hours
- **More Advanced Research**: 18% of total hours