

# **Piedmont College Libraries**

**Annual Report  
2008–2009**

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## Mission and Purposes of Piedmont College Libraries

The *Mission of Piedmont College Libraries* is to support the academic programs of the College wherever they are located by providing for the information and bibliographic needs of the students, faculty, and staff.

The *Purposes of Piedmont College Libraries* are

- to provide the facilities, tools, and resources necessary to support the work of the students, faculty, and staff of the College;
- to provide access to the world of resources both within and outside of the bounds of the Libraries, which will support the College's academic programs of study;
- to provide, beyond the immediate needs of the academic program, a selection of resources that portray the intellectual heritage of humanity;
- to provide an environment that encourages the most effective use of the Libraries by students, faculty, and staff;
- to stimulate and encourage students to develop scholarly research skills from which they will benefit throughout their lives.

## The College's Mission and Goals and the Libraries

As we provide services to our community and develop our collections, we take particular direction from the italicized words and phrases in the College's *Vision, Mission, and Goals for 2005-2010*:

**Vision Statement** – Piedmont College shall be recognized as an excellent *liberal arts and professional academic institution* based on its contribution to all students' intellectual endeavors and its continuing *historical ties to Congregational churches* in the United States.

**Mission Statement** – Piedmont College educates students to become *successful and responsible citizens* through *rigorous academic instruction* in the liberal arts and professional disciplines. Learning opportunities are provided through *undergraduate and graduate programs* offered at *various locations*. The institution emphasizes *high ethical standards and respect for diversity*.

To provide further orientation and focus for its everyday operations and long-range planning, the Libraries affirm the following criteria from the College's *Vision, Mission, and Goals for 2005-2010*.

**Goal One: To provide quality student programs that support the mission of the college by**

- A. Providing curricula and resources that enhance appreciation of the liberal arts;

**Goal Two: To offer major fields of study that support the mission of the college and meet the needs of its constituents by**

- B. Providing resources to encourage ongoing program development;

**Goal Four: To maximize student retention and completion of degree programs by**

- D. Providing sufficient resources necessary for student success;

## The Libraries' Professional Affirmations

Piedmont College Libraries also affirms the professional principles for librarianship in general, and for academic librarianship in particular, embodied in the following documents promulgated by national associations for librarianship. The Libraries use the principles and guidelines in these documents to shape both its everyday operations and its long-range planning.

### American Library Association

#### The Library Bill of Rights

<http://www.ala.org/ala/aboutala/offices/oif/statementspols/statementsif/librarybillrights.cfm>

#### The Freedom to Read

<http://www.ala.org/ala/aboutala/offices/oif/statementspols/ftrstatement/freedomreadstatement.cfm>

#### The Freedom to View

<http://www.ala.org/ala/aboutala/offices/oif/statementspols/ftvstatement/freedomviewstatement.cfm>

### Association of College and Research Libraries

#### Standards for Libraries in Higher Education

<http://www.ala.org/ala/mgrps/divs/acrl/standards/standardslibraries.cfm>

#### Information Literacy Competency Standards for Higher Education

<http://www.ala.org/ala/mgrps/divs/acrl/standards/informationliteracycompetency.cfm>

#### Guidelines for Instruction Programs in Academic Libraries

<http://www.ala.org/ala/mgrps/divs/acrl/standards/guidelinesinstruction.cfm>

#### Guidelines for Distance Learning Library Services

<http://www.ala.org/ala/mgrps/divs/acrl/standards/guidelinesdistancelearning.cfm>

### OCLC, Online Computer Library Center

#### WorldCat Principles of Cooperation

<http://www.oclc.org/worldcat/catalog/principles/default.htm>

#### Guidelines for Contributions to WorldCat

<http://www.oclc.org/worldcat/catalog/guidelines/default.htm>

## Faculty and Staff During 2008–2009

	Title	Location
<b>Barbara Almond</b>	Media Specialist	Athens
<b>Joey Carter</b>	Public Services Assistant	Athens
<b>Joseph Dawsey</b>	Cataloging & Acquisitions Librarian	Demorest
<b>Bob Glass</b>	Director	Demorest
	Coordinator for Off-Campus User Services	Demorest
<b>Cindy Julian</b>	Technical Services/Administrative Assistant	Demorest
<b>Lorena Rojas</b>	Public Services Assistant	Demorest
<b>Joseph Schneider</b>	Athens Campus Librarian	Athens
<b>Janet Williams</b>	Coordinator for On-Campus User Services	Demorest

## College-wide Student Satisfaction Survey Library Results

The Student Satisfaction Survey is administered annually in the spring by the Office of Institutional Research to assess student satisfaction with various College offices and services, among other factors. The table below is excerpted from the complete survey and shows the Libraries' results over several years. It can be seen that the satisfaction level with library services rose appreciably between 2003 and 2005 and have remained high since then.

### Mean satisfaction scores of College Services/Offices for years 2003–2008

<b>SERVICE/OFFICE</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>
Library Services	3.12		3.37	3.29		3.31

(Mean item scores are based on the following scale : 4 = very satisfied, 3 = satisfied, 2 = dissatisfied, and 1 = very dissatisfied.)  
(This survey was not performed in 2004 and 2007)

The 2008 version of this survey added a new data point to assess perceptions of the quality of library holdings in the respondent's major.

### 7. When thinking about your major program of study, please rate the quality of each of the following

<b>H. Quality of library holdings in my major</b>	Poor	Fair	Good	Excellent
2008	3.4%	16.4%	50.0%	30.2%

It is heartening to think that 80.2% of respondents thought the quality of holdings was Good to Excellent. However, the 19.8% of respondents who thought the quality of holdings only Poor to Fair will not be passed over. During 2009-2010, the Libraries will obtain the demographic data collected as part of the student satisfaction survey and correlate the responses of the segments of respondent population with their satisfaction levels and their majors or degrees. This analysis should provide a more detailed picture of this data point's findings. This more detailed result may help identify problem subject areas that can then be strengthened through targeted purchasing or perhaps new efforts can be undertaken to inform particular groups of users about resources available of which they may be unaware.

## Public Services Department

### Reference & Instruction

The **mission** of the Reference and Instruction Unit of the Public Services Department is twofold:

- to provide formal instructional experiences in library research skills and their application in the Libraries' learning resources environment;
- to provide assistance and informal instruction to library users at the point of need.

The activities of the Unit are given direction and focus principally by two of the Libraries' *Purpose Statements* given above:

- to provide the facilities, tools, and resources necessary to support the work of the students, faculty, and staff of the College;
- to stimulate and encourage students to develop scholarly research skills from which they will benefit throughout their lives.

An example of the first point of the Unit's mission is developing and providing structured presentations to classes both as a regular feature of certain courses – for example, Freshmen Orientation and the School of Education's research courses – and at the request of faculty to suit the needs of individual classes.

An example of the second point of the Unit's mission is point-of-need instruction and assistance, which is available from the librarians at the reference desks and the libraries' staff at any time the libraries are open. Thus, the user can come to the reference desks and ask for one-on-one instruction in research skills and the research environment or simply to ask a quick question. This kind of assistance is also available by telephone and e-mail.

The Unit provides instruction at a number of venues depending on class locations. Many on-campus classes meet at the computers in the Reference Area of the 3<sup>rd</sup> floor for instruction by the Coordinator of On-Campus User Services or one of the other librarians. Classes at the Athens Campus of the College have presentations in the computer lab in Lane Hall or in classrooms in the main buildings from the Athens Campus Librarian or the Media Specialist. The remote education cohort classes all receive instruction as part of their various educational research classes, provided on-site by the Director or one of the other Demorest librarians.

The following table, *Instructional Activity by Type and Location*, shows that the Reference and Instruction Unit of the Libraries reached a significant number of the College's students with formal instruction in 2008–2009. It should be noted that the enrollment for the Fall Semester of 2008–2009 was approximately 2,640. Thus, the Unit provided instructional opportunities for approximately **65.4%** of the student body.

**Instructional Activity by Type and Location**

	Sessions Presented	Participants
Demorest	21	336
Athens	29	597
Cohorts	35	794
<b>Totals</b>	<b>80</b>	<b>1,727</b>

As can be seen from the following table, *Reference Activity by Type and Location*, the Unit provided numerous instances of point-of-need instruction and assistance. The Libraries use two categories and distributes one category further by the location of the user to give more detail.

*Reference Questions* are requests for academic, class-related, or research-related assistance, for example: How can I find journal articles about Walt Whitman’s *Leaves of Grass*?

The Libraries further categorize such questions by whether the user contacts us in person at Demorest or Athens (In Person) or contacts us by telephone or by e-mail through the Ask a Librarian service (Distance).

*Other Assistance* includes questions and requests for assistance which are directional or procedural in nature. Some examples include: Where is the restroom? Please help me recover a lost computer file. How can I get a copy of my transcript? What is my Ezproxy username and password?

### Reference Activity by Type and Location

	In Person	Distance	Other Assistance	Totals by Locations
Demorest	1,562	996	1,801	4,359
Athens	1,256	976	841	3,073
<b>Totals by Types</b>	2,818	1,972	2,642	<b>7,432</b>

We note with pleasure that the figures for Athens have rebounded noticeably from 2007-2008, when they declined considerably compared to 2006-2007. Fall 2007 was the first year that classes took place in the College's new physical plant for Athens, the former Prince Avenue Baptist Church. Because the Athens Campus Library remained in Lane Hall and classes moved to the Prince Avenue buildings, the number of visitors declined precipitously. Because of outreach pursued during 2007-2008 and 2008-2009, the Athens Campus Library has reestablished itself as both an important destination and service for Athens students.

	In Person	Distance	Other Assistance	Totals
2006-2007	2,256	776	541	<b>3,573</b>
2007-2008	876	801	427	<b>2,104</b>
2008-2009	1,256	976	841	<b>3,073</b>

## Circulation & Reserves

The **mission** of the Circulation and Reserves Unit of the Public Services Department is to provide timely, accurate management of all types of library materials as they circulate to users. This activities of the unit are given direction and focus by this statement from the Libraries' Mission and Purposes Statements given above:

- to provide access to the world of resources both within and outside of the bounds of the Libraries, which will support the College's academic programs of study;

The activities of the Unit include such responsibilities as:

- operation of the circulation desk, including charging and discharging of materials; correspondence with users about overdue or missing materials;
- operation of the reserves desk, including receiving and processing of materials and charging and discharging them;
- shelving and stacks management; management of the media collection, including charging and discharging and shelving;
- management of a public-access copy machine;
- management of the activities of several student assistants assigned to this area.

The following table shows the number of non-reserve items charged and renewed in 2008–2009 by item type and by school/ department. The total number of non-reserve circulations was 7,276 last year.

**Non-Reserves Items Charged & Renewed by Item Type & School/Department**

	Arts & Sciences												
	General	Education	Nursing	Business	Art	Humanities	MassComm	MathPhys	Music	NatSci	SocSci	Theatre	Total by Item Type
<b>BOOK</b>	32	1,282	98	91	206	1,487	15	231	574	158	1,389	91	5,654
CURRMATS		109		1	1	83		95	14	17	35		355
MUSIC-REC													
NURSVIDS			78							2			80
REF-BOOK	11	16	2	1		8			6	1	31		76
SCORE										2			
SOFTWARE		1		1									2
<b>VIDEO</b>		727	25	29	13	191		6	20	3	111	84	1,109
<b>Total by School/Department</b>	43	2,656	203	122	220	1,769	15	332	614	182	1,566	175	7,276

The subject categories are based on the assignment of call number ranges to the school/departmental structure of the College, as shown in the table found at [Appendix 2](#).

The following table demonstrates activity by location/collection. Staff renewals are performed by library staff at a user's request; patron renewals are performed by library users using the renewal function built in the MAYFLOWER catalog; library uses are checkouts to ILL, displays, and other library functions. In-house Usage is a statistic that records whenever a book or periodical is found off the shelf. We assume that to be a usage of the item, but not a circulation.



### Items Circulated by Library and Transaction Type

Library	Transaction Types					Totals by Library
	Checkout Item	Staff Renewals	Patron Renewals	In-house Usage	Library Uses	
<b>ATHENS</b>	712	134	94	92	41	1,073
<b>DEMOREST</b>	3,211	455	1,036	1,106	1,318	7,126
<b>Totals</b>	<b>3,923</b>	<b>589</b>	<b>1,120</b>	<b>1,198</b>	<b>1,359</b>	<b>8,199</b>

The following table shows the number of reserve items charged in 2008–2009 by item type and user type. There were 589 circulations of materials on reserve last year. AV-EQUIP consists primarily of the headphones available for students to listen to audio at the public-access computers. The item type BINDER refers to a bound volume of journal articles on reserve for a class. The item type PROFS-RESV refers to a book or video on reserve which is not part of the libraries' collections, but is an instructor's personal property. BOOK and VIDEO are item types which are permanent parts of the Libraries' collections.

### Reserves Charges by Item Type and Item Library

Item Type	All Libraries	ATHENS	DEMOREST
AV-EQUIP	148		148
BOOK	27	4	23
CURRMATS	10	4	6
NURSVIDS	50		50
PROFS-RESV	269	95	174
TEMP-MATL	3		3
VIDEO	82	31	51
<b>Totals</b>	<b>589</b>	<b>134</b>	<b>455</b>

The *Items Discharged and Reshelved* table is shown to give a further indication of the volume of work at the Libraries' circulation desks. Checking out materials is the first part of the task; checking in materials and reshelving them is the other part.

### Items Discharged and Reshelved

Item Library	Total Checkins
<b>ATHENS</b>	844
<b>DEMOREST</b>	3,813
<b>UNDEFINED</b>	3
<b>All Item Library Total</b>	<b>4,660</b>

## Interlibrary Loan

The **mission** of the Interlibrary Loan Unit (ILL) of the Public Services Department is:

- to provide timely access to learning resources not owned by Piedmont College Libraries;
- to provide timely access to the Libraries' own materials for remote users.

The activities of the ILL Service are given direction and focus by these statements from the Libraries' Mission and Purposes Statements:

- to support the academic programs of the College wherever they are located;
- to provide access to the world of resources both within and outside of the bounds of the Libraries, which will support the College's academic programs of study.

ILL is also an umbrella term for its two main divisions of service activity, Interlibrary Loan and Intralibrary Loan. Interlibrary Loan or ILL is the service through which a library borrows books or copies of journal articles from other libraries. ILL also includes the lending of the Libraries' materials to other libraries, in accordance with the requirements of participation in state, regional, and national ILL groups. As can be seen, lending is as nearly significant a part of the ILL Unit's activities as borrowing.

The Intralibrary Loan service supplies Athens or Cohort users with materials which are located at Demorest; and it supplies Demorest or Cohort users with materials located at Athens. Most of the usage shown is attributable to providing cohort and Athens users with books.

### ILL Borrowing & Lending Transactions

	Lending	Borrowing	Totals
Requests Initiated/Received	842	567	<b>1,409</b>
Requests Cancelled	9	17	26
<b>Requests Filled - Total</b>	<b>340</b>	<b>494</b>	<b>834</b>
Requests Filled - Loan	185	250	435
Requests Filled - Copy	155	244	399
Requests Unfilled	504	78	582
			<b>Total</b>
<b>Intralibrary Loan Transactions</b>			<b>133</b>

## Electronic Resources

The **mission** of the Electronic Resources Unit of the Public Services Department is to develop and manage access to electronic resources and to provide timely support for users of those resources, wherever users are located. This **mission** is given focus and direction by these statements in the Libraries' Purpose Statements:

- to provide the facilities, tools, and resources necessary to support the work of the students, faculty, and staff of the College;
- to provide access to the world of resources both within and outside of the bounds of the Libraries, which will support the College's academic programs of study;

The Unit's responsibilities include:

- management of 3 servers at the Demorest location: the Unicorn Library Management System server; the server which hosts both the Libraries' website and the Ezproxy remote access service; and the server which hosts Director's Station, the Libraries' statistical analysis server;
- management of all the workstations in the Demorest location, 22 public-access computers and 12 library staff computers;
- development and maintenance of the Libraries' website;
- management of a wireless network inside the Demorest building;
- training library personnel in software use and troubleshooting;
- selecting and licensing electronic resources; promoting the use of the licensed electronic resources; collecting usage statistics for the licensed electronic resources.

In the following two tables, usage statistics for selected resources are given. It should be borne in mind that this usage was generated by a user community of approximately 2,800 people during 2008-2009.

### Electronic Resources Usage – Selected Services

	Sessions	Searches	Full Texts Displayed
<b>GALILEO</b>	<b>17,568</b>	<b>171,915</b>	<b>82,260</b>
Figures for these GALILEO services show greater usage detail.			
Academic Search Complete		35,344	38,667
PsycArticles		3,868	4,166
ABI/Inform		18,206	1,481
CINAHL		5,804	2,415
Proquest Research Library		19,376	11,836
The following services are not part of GALILEO.			
JSTOR		30,832	25,468
WilsonWeb Services	18,423	37,358	24,203
American National Biography	27	104	96
GroveMusic	294	466	722
Oxford English Dictionary	187	466	485
GroveArt	256	195	88
Oxford Reference	661	1271	705
BioOne	620	740	377

### Netlibrary E-Books Used, by Subject and Number of Accesses

Subject	Accesses	
Education	637	23.76%
Social Sciences: General	359	13.39%
Mathematics and Statistics	201	7.50%
Business, Economics and Management	187	6.98%
Literature	179	6.68%
Medicine	174	6.49%
History: World and General	157	5.86%
Arts	95	3.54%
Religion	91	3.39%
Psychology	90	3.36%
Language and Linguistics	82	3.06%
Political Science	80	2.98%
Philosophy	77	2.87%
Computer Science	40	1.49%
History: United States	37	1.38%
Library Science and Publishing	34	1.27%
Networking and Telecommunications	28	1.04%
General Works and Reference	19	0.71%
Law	19	0.71%
Sports and Recreation	16	0.60%
Technology, Engineering and Manufacturing	15	0.56%
Science: General	14	0.52%
Biology and Life Sciences	10	0.37%
Home Economics	10	0.37%
Chemistry	9	0.34%
Physics	8	0.30%
Sociology and Anthropology	4	0.15%
Travel and Geography	4	0.15%
Other	3	0.11%
Agriculture	1	0.04%
Earth Sciences	1	0.04%
	<b>2,681</b>	

## Technical Services Department

### Acquisitions

The **mission** of the Acquisitions Unit of the Technical Services Department is to acquire and make ready for use the materials requested through the Libraries' Collection Development Program. This **mission** is given focus and direction by this sentence from the Libraries' Mission and Purpose Statements:

- to provide the facilities, tools, and resources necessary to support the work of the students, faculty, and staff of the College;

The following tables show the number of new works ordered in 2008-2009 by order/item type and by the school/department from which orders originated.

#### New Titles Ordered by Order Type

Order Type	Items Ordered
BOOK	1,630
ELECRES	31
EREFBOOK	11
MAINT	2
MISC	17
MUS-REC	112
REF-BOOK	63
VM	103
	1,969

#### Items Ordered and Received by School/Department

Fund	Items Ordered	Items Received
Reference	47	34
Collection Development	696	547
Education	544	456
Nursing	114	111
Business	44	39
A&S – Art	7	7
A&S – Humanities	112	87
A&S – MassComm	48	31
A&S – MathPhys	81	69
A&S – Music	129	112
A&S – NatSci	30	25
A&S – SocSci	77	62
A&S – Theatre	9	7
<b>Totals</b>	<b>1,938</b>	<b>1,587</b>

The subject categories are based on the assignment of call number ranges to the school/departmental structure of the College, as shown in the table found at [Appendix 2](#).

## Cataloging & Database Maintenance

The **mission** of the Cataloging & Database Maintenance Unit of the Technical Services Department is to develop and maintain as accurately as possible the contents of MAYFLOWER online catalog. This mission is given further focus and direction by these sentences from the Libraries' Mission and Purposes Statements:

- to provide the facilities, tools, and resources necessary to support the work of the students, faculty, and staff of the College;
- to provide access to the world of resources both within and outside of the bounds of the Libraries, which will support the College's academic programs of study;

The Unit's responsibilities include adding new bibliographic records for materials as needed, correcting and enhancing records as needed, deleting records for discarded materials, maintaining and enhancing the authority records needed to support the authorized headings in all records; and maintaining the accuracy of Piedmont College's holdings records in WorldCat, OCLC's international online catalog of the library holdings of the world's libraries. The Unit observes, to the extent practicable, all nationally recognized standards for cataloging of library materials and the formation of authorized headings.

The following table shows the number of new records and items added to the catalog in 2008-2009 by item type. It also shows the number of times records were altered by library staff or by automated procedures.

**Cataloging Activity by Item Type and Action**

ItemType	Records Created	Items Created	Records Edited
ARCHIVAL			1
BOOK	1,488	1,939	96
CURRMATS	34	38	
E_RESERVE	3	3	4
E-BOOK	4,174	4,174	
E-GOVDOC	16,818	16,818	10,986
EJOURNAL	16,050	16,050	884
E-REFBOOK	243	243	59
ETEXT			121
MUSIC-REC	102	116	
NURSVIDS	3	3	
ONLINE	5	5	7
ONORDER	4	4	
PERIODICAL	3	2	19
PROFS-RESV	46	46	1
REF-BOOK	55	57	13
UNDEFINED	353		32
VIDEO	93	95	1
	39,476	39,595	12,224
	<b>Authorities Created</b>	<b>Authorities Edited</b>	
<b>Authority Records</b>	<b>28,097</b>	<b>39,847</b>	

## The Libraries' Administration

The **mission** of the Libraries' Administration is to facilitate the Libraries' everyday work and its long-term planning using the *Mission and Purposes of the Library* as a framework. This **mission** is given further focus and direction by the parts of the College's *Vision, Mission and Goals for 2005–2010* quoted above. The Administration is particularly concerned with these two statements from the Libraries' Mission and Purposes, which have not been addressed thus far in this document:

- to provide, beyond the immediate needs of the academic program, a selection of resources that portray the intellectual heritage of humanity;
- to provide an environment that encourages the most effective use of the Libraries by students, faculty, and staff;

### Managing the Building

The Libraries' Administration is very concerned to develop and maintain a pleasant, safe environment in the Arrendale Library building for both users and staff. Accordingly, the building's security and physical environment is constantly monitored to forestall problems before they arise. In addition to what is required of faculty and staff professionally, all personnel are trained to deal with common problems such as what to do when various alarms sound; how to report problems with lights or the restrooms; how to deal with unacceptable behavior in the building; how to deal with users and the Libraries' food and drink policies; how to call for help with the elevator; how to adjust the thermostats; and so on.

The last aspect of this responsibility is ensuring that users have a sufficient variety of seating, adaptable to their needs, especially their need for working in groups. During the last two decades, all levels of American education have increasingly incorporated group-work concepts into pedagogy; and contemporary faculty and students simply expect that they will have the ability to do so in the libraries' facilities.

### Collection Development

The Libraries' Administration has the responsibility to shape the content of the Libraries' collections, both to satisfy immediate curricular needs and to provide the representative sample of the intellectual heritage of humanity spoken of in the Libraries' *Mission and Purposes*. The collection development effort relies partly on the subject expertise of the College's faculty. The Administration works with department chairs, deans, the Library Committee, and the College's Administration to create an equitable allocation of funds to the various divisions of the College and to plan for future developments. As part of the Collection Development Program, the Libraries' Administration and faculty make themselves aware of problems in the collections; and as time and funds allow, replacements for lost titles are purchased, as are new titles to fill in significant gaps in subject coverage.

### Significant Gift for Athens Collections

In January 2007, Dr. Mary Charlotte Lane, late Dean Emerita of the College, gave a significant gift to the Libraries. She donated \$25,000 to the College to fund the purchase of books for expanding the collection at the Athens Campus Library. We spent about half of this amount in 2007-2008 and spent the rest during 2008-2009. Because of Dr. Lane's generosity, the Libraries were able to add over 460 new book titles to the collections of the Athens Campus

Library. This gift especially added works in history, religion and philosophy, and literature and literary criticism, for the support of the new emphasis on the undergraduate core curriculum.

### **Significant Gift for Primary Texts of Literature**

In Spring 2008, the Libraries received notice that we had been selected to receive a gift of \$5,000 from Alice Witherspoon Bliss, a noted Southern regional writer from Atlanta. Ms. Bliss has given generously to other colleges in the state and said that now it was Piedmont College's turn. Ms. Bliss's gift was in memory of her mother Evelyn Lee Witherspoon and carries this restriction, which reflects her interest in promoting the book and modern and contemporary writers: the works published should be works of fiction, drama, poetry, or essay, published by British or American writers from the period 1900-present.

In 2008-2009, we acquired over 180 new titles in modern and contemporary literature and spent about half of the gift. The other half will be spent in 2009-2010.

### **Collection Development for the Athens Collection**

There was a small collection of education and business books available at Athens before the expansion of the campus in summer 2007. As part of the expansion of library collections and services at Athens, the Libraries conducted a project to divert duplicate copies of titles in core undergraduate areas from the main collections in the Arrendale Library to the expanded Athens Campus Library. A first selection from the Demorest collections helped us assemble an Opening Day, August 2007, collection in Athens of about 6,000 titles.

During the succeeding two years, the Libraries relied on the assistance of a student worker, Janet Peterson, to continue the project of finding duplicate copies for Athens. During 2007-2008 and 2008-2009, Janet located about another 3,000 duplicate copies and did all the work necessary to transfer them to Athens. She handled about 1,500 copies each year.

Thus, the Libraries were able to assemble a core collection to meet the needs of the undergraduate core curriculum in a fairly short time. This project also freed shelf space in Demorest and gave value to duplicate copies that they otherwise did not have.

We will always be grateful to Janet for her dedication to this project, which helped her get ready to go to graduate school for library and information science after her graduation in Spring 2009.

### **Expanded Hours in Athens**

During the first year of the operation of the Athens Campus Library, 2007-2008, that Library was not open and did not provide services on Saturdays. Students requested that we find a way to do so. Their request was especially powerful since classes were (and still are) scheduled in Lane Hall every Saturday throughout the academic year.

The Libraries requested, and received support from the Administration, for a part-time staff position beginning in Fall 2008. This new position allowed the Athens Campus Library to expand its hours on Saturdays beginning at that time. This expansion of hours has been very popular with the faculty and students who are part of the Saturday classes.



## **Piedmont College Libraries Assessment Plan Goals and Results 2008–2009**

### **Goal for the Administration of the Libraries**

Create and execute an assessment plan for library services and resources that encompasses both the whole and each individual component. The information developed will be used to shape library resources and services for the greater benefit of the Piedmont College user community. This goal is aligned with all the Purposes of the Libraries given above.

**Outcome:** The majority of members of the Piedmont College community will demonstrate a high degree of satisfaction with the resources and services of the Libraries.

#### **Evaluated by Analysis of ...**

1. Qualitative and quantitative responses on periodic Library Services Satisfaction Surveys, administered by the Libraries' Administration.
2. Qualitative and quantitative responses on annual Student Satisfaction Survey, administered by the Office of Institutional Research

#### **Results for 2008-2009**

1. The Libraries' Administration did not perform a Satisfaction Survey during 2008-2009.
2. The library-related results of the 2008-2009 Student Satisfaction Survey are discussed on p. 5 of this document.

### **Goal for the Athens Campus Library**

Assess usage patterns at the Athens Campus Library to determine the most effective hours of operation. This goal is most closely aligned with the Libraries' Purpose Statement No. 4.

**Outcome:** Members of the Athens Campus Community will demonstrate a high degree of satisfaction with the hours of the Athens Campus Library and the availability of library services at that location.

#### **Evaluated by Analysis of ...**

1. Qualitative and quantitative responses during the Athens Campus Libraries' survey of user needs, to be conducted during spring semester 2009.

#### **Results for 2008-2009**

1. The survey of Athens users was not performed during 2008-2009.

### **Goal for the Research Skills Instruction Program of the Libraries**

Assess user impressions of each of the Libraries' formal instructional presentations and use the data developed to shape the content and style of presentation for greatest effectiveness. This goal is closely aligned with the Libraries' Purpose Statement No. 5.

**Outcome:** Members of all three of Piedmont College’s user constituencies will demonstrate a high degree of satisfaction with the content, style, and efficacy of formal research skills presentations.

**Evaluated by Analysis of ...**

1. The quantitative data developed through use of the Libraries’ Research Instruction Survey, administered at the end of every formal instructional session.
2. The qualitative data developed through user verbal responses from the Research Instruction Survey.

**Results for 2008-2009**

1. The libraries' faculty developed a form for evaluating user responses and tested its use during Spring 2009. The Director developed a database for collection of the quantitative and qualitative data. Faculty took note of, and action on, suggestions made in the verbal responses of users from surveys administered during the testing period. However, technical difficulties prevented Athens faculty from entering their quantitative data themselves. A project for 2009-2010 will be finding a way around this difficulty.

**Research Instruction Assessment**      **Date:** \_\_\_\_\_

**Participant Status:**  Undergraduate Student  Graduate Student  Faculty  Staff  Other  
**Campus Affiliation:**  Demorest  Athens  Cohort

**Subject of Instruction and Name of Presenter:** \_\_\_\_\_

Please evaluate this session, indicating the degree of your agreement with each statement below. Use a 7-point scale, where **7=strongly agree** and **1= strongly disagree**.

	<b>Strongly Agree</b>					<b>Strongly Disagree</b>	
	7	6	5	4	3	2	1
The key points of instruction were achieved.							
The instruction was clear.							
The presentation handouts were helpful.							
The presenter encouraged participation.							
The presentation provided useful information							

What do you think was most helpful in this presentation? \_\_\_\_\_

What was least helpful? \_\_\_\_\_

How could this presentation be improved? \_\_\_\_\_

**Your participation in this evaluation helps the Libraries serve you better. Thanks!**

## **Goal for the Collection Development Program of the Libraries**

Evaluate annual Interlibrary Loan book and journal article borrowing patterns to determine areas of collection weakness and make purchasing decisions to enhance the Libraries' collections in areas identified as potentially weak. This goal is most closely aligned with the Libraries' Purpose Statements No. 1-3.

**Outcome:** The majority of members of the Piedmont College community will demonstrate a high degree of satisfaction with the quality, quantity, and availability of the physical collections of the Libraries in their disciplines.

### **Evaluated by Analysis of ...**

Qualitative and quantitative responses on periodic Library Services Satisfaction Surveys, administered by the Libraries' Administration.

### **Results for 2008-2009**

The Libraries have examined the ILL borrowing statistics for 2008-2009 and have identified over 200 books borrowed for our users, published since 2000, that are strong candidates for purchase to augment our collections. We will refine the list and use the Libraries' discretionary funds for collection development to purchase as many as possible during 2009-2010.

**Appendix 1. Collection Size as of November 1, 2009**

ItemTypes	All Libraries Totals		Athens Library Totals		Demorest Library Totals		Online Library Totals		Music Library Totals	
	Total Titles	Total Copies	Total Titles	Total Copies	Total Titles	Total Copies	Total Titles	Total Copies	Total Titles	Total Copies
ARCHIVAL	43	47			43	47				
AUDIO-REC	15	22			15	22				
AV-EQUIP	25	27			25	27				
BINDER	33	39	2	2	31	37				
BOOK	77,491	89,326	8,112	8,494	74,609	80,832				
CURRMATS	341	1,359	106	355	283	1,004				
DUMMY	1	1			1	1				
E_RESERVE	14	14			7	7	7	7		
E-BOOK	63,395	63,395					63,395	63,395		
E-GOVDOC	99,942	99,942					99,942	99,942		
EJOURNAL	17,594	17,594					17,594	17,594		
E-REFBOOK	2,231	2,231					2,231	2,231		
ETEXT	16,399	16,399					16,399	16,399		
ILL-BORR	65	65			65	65				
MICROFICHE	4	4			4	4				
MUSIC-REC	962	1,446			2	2			960	1,444
NURSVIDS	112	189			112	189				
ONLINE	50	50					50	50		
ONLINEVID	897	897					897	897		
ONORDER	5	5			5	5				
PERIODICAL	697	744	52	52	691	692				
PROFS-RESV	113	126	26	26	87	100				
RECORDER	4	4			4	4				
REF-BOOK	2,767	5,779	202	394	2,630	5,356			9	29
SCORE	1,147	1,628			6	6			1,141	1,622
SOFTWARE	25	35	4	5	22	30				
TEMP-MATL	17	17			17	17				
TEST-MATS	9	15	9	15						
UNDEFINED	2,087	1	24		1,961		76		25	
VIDEO	1,624	2,690	230	428	1,232	2,015			230	247
<b>Totals by Library</b>	<b>287,925</b>	<b>304,091</b>	<b>8,749</b>	<b>9,771</b>	<b>81,716</b>	<b>90,462</b>	<b>200,591</b>	<b>200,515</b>	<b>2,365</b>	<b>3,342</b>

\*\* Total Titles in the All Libraries column does not equal the sum of each library's Total Titles. The All Libraries Total Titles column counts the number of **unique titles** possessed across all libraries and does not count duplicate copies.

Microforms *			
Material Types	Titles	Volumes	Pieces
Journal Titles	227	898	20,430
ERIC Documents	48,406	48,406	63,526
<b>Totals</b>	<b>48,633</b>	<b>49,304</b>	<b>83,956</b>

Print Serials	
Current Subscriptions	326
Issues Received FY09	<b>5,730</b>
Bound Volumes Added FY09	<b>265</b>
Bound Volumes Total	16,721

The Libraries no longer purchase microforms.

## Appendix 2. College Schools/Departments Mapped to Library of Congress Call Number Ranges for Analysis Purposes

School/Department	Call Number Range	LC Class Area
A&S--Art	N1-NZ9999	Art
A&S--Art	TR1-TR9999	Photography
A&S--Art	TT1-TX9999	Handicrafts
A&S--Humanities	B1-BD9999	Philosophy
A&S--Humanities	BH1-BJ9999	Philosophy
A&S--Humanities	BL1-BX9999	Religion
A&S--Humanities	P1-PN1551	Language & Literature
A&S--Humanities	PN6010-PN6110.5	Language & Literature
A&S--Humanities	PN6121-PT9999	Language & Literature
A&S--MassComm	HE7601-HE9721	Telecommunications Industries
A&S--MassComm	PN4699-PN5650	Journalism
A&S--Mathematics & Physics	QA1-QA9999	Mathematics
A&S--Mathematics & Physics	QC1-QC9999	Physics
A&S--Mathematics & Physics	TA1-TC9999	General & Hydraulic Engineering
A&S--Mathematics & Physics	TE1-TN9999	Materials, Mechanical, Electrical, & Industrial Engineering
A&S--Music	M1-MZ9999	Music
A&S--Natural Sciences	GE1-GE9999	Environmental Science
A&S--Natural Sciences	Q1-Q385	General Science
A&S--Natural Sciences	QB1-QB9999	Astronomy
A&S--Natural Sciences	QD1-QZ9999	Natural Sciences
A&S--Natural Sciences	S1-SZ9999	Agriculture
A&S--Natural Sciences	TD1-TD9999	Environmental Technology
A&S--Natural Sciences	TP1-TP9999	Chemical Engineering
A&S--Social Sciences	BF1-BF9999	Psychology
A&S--Social Sciences	C1-FZ9999	History
A&S--Social Sciences	G1-GC9999	Geography
A&S--Social Sciences	GF1-GT9999	Anthropology
A&S--Social Sciences	H1-HA9999	General Social Sciences
A&S--Social Sciences	HM1-HZ9999	Sociology
A&S--Social Sciences	J1-JZ9999	Political Science
A&S--Social Sciences	K1-KZZ9999	Law
A&S--Social Sciences	RC321-RC571	Psychology
A&S--Social Sciences	U1-UZ999	Military Science
A&S--Social Sciences	V1-VZ9999	Naval Science
A&S--Theatre	PN1560-PN3307	Drama & Theatre
A&S--Theatre	PN6111-PN6120	Drama & Theatre
Business	HB1-HE7496	Business
Business	HE9761-HJ9999	Business
Business	TS1-TS9999	Manufactures

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<b>School/Department</b>	<b>Call Number Range</b>	<b>LC Class Area</b>
Education	GV1-GV9999	Recreation
Education	L1-LZ9999	Education
Education	PZ3-PZ9999	Children's Literature
General/Library	A1-AZ9999	Generalities
General/Library	T1-T9999	Patents & Trademarks
General/Library	Z1-ZZ9999	Books. Libraries. Information Resources.
Nursing	R1-RC90	Medicine & Nursing
Nursing	RC600-RZ9999	Medicine & Nursing