

**ANNUAL REPORT OF THE BIOLOGICAL SCIENCES LIBRARY,
KENDALL HALL, UNH**

July 2008 – June 2009, Part I

Format:

This annual report is divided into the following sections: personnel matters, accomplishments, areas of concern, goals for the next year, statistics, and trends. In the printed version, following the graphs of multi-year trends, I have included an analysis of the log for the branch library web server and a copy of the page in the UNH Master Plan that covers Kendall Hall and a future science library.

Personnel:

During the past year, Rachel Gogan completed her fifth year as the Library Services Assistant. She also finished her Masters degree in Library Science at URI. She serves on the Library Staff Council and the Library Staff Development Committee. Francis Hallahan completed his 27th year as the Library Associate. David Lane completed his 24th year as the faculty Librarian, and continued as the Department Head for all four branch libraries. This coming year he starts his third year as Chair of the Library faculty.

Accomplishments:

1. Working with Collection Development, the branch library continues to improve its collection of online resources. Usage statistics, available from the Library web server and also from certain vendors, show that use of online databases (indexes) such as *Biological Abstracts* (BA) continues to be heavy.

With the exception of the BioOne project and American Society of Microbiology journals, the Library has begun to subscribe to major electronic journal collections in the biomedical area. This includes Reed Elsevier (ScienceDirect), Wiley-Blackwell, and Springer. We still need a good count of the total number of online journals of interest to COLSA and the percentage of print titles that have been converted to “online-only” titles. Our best estimate is about 4504 electronic journals now accessible in the biology-agriculture-natural resources area, including title changes. Unfortunately, this number also includes titles available from aggregators such as EBSCO which may only offer partial runs, full text without tables and illustrations, and no recent issues because of embargoes.

The Library will continue to fund the INFOTRIEVE service that provides access to

most science/technology/medicine (STM) related journals by emailed Table of Contents for current awareness, but will subsidize rapid article ordering and delivery of articles via INFOTRIEVE only when not available by interlibrary loan. It was hoped this service would expand access to high cost-per-use journal titles not available in the limited collection at UNH and serve as a middle choice between more expensive subscriptions and an accelerated, but still slower, interlibrary loan. More information is available at: <http://www.library.unh.edu/services/infotrieve/>. (INFOTRIEVE is only available to faculty and graduate students.) In my opinion, there is sufficient need by undergraduates to raise the limit of six requests per week for traditional Interlibrary Loan requests.

Also, in my opinion, during the next year, the Library should investigate automatic keyword searching (saved searches), which is available for free by email or RSS, as part of our access to several databases such as Web of Science, and can serve as another means of providing current awareness. The Library should also investigate article ordering directly from certain publishers, which may be cheaper and faster than other methods. A service that combines searching, reformatting, and publishing of bibliographies is available through RefWorks. Currently, a limited version of EndNote is available free on the Web of Knowledge platform. The stand-alone version is available separately for purchase.

2. Individual library instruction sessions were arranged for several courses at all levels as requested by faculty, from Thompson School classes to orientations for new graduate students. A new library instruction project was started recently for librarians to team with teaching faculty to develop INCO 501 Honors courses. The courses include in-depth bibliographic instruction and emphasis on the research process to better prepare Honors students for UROP projects or the Senior Thesis. Professor Paul Tsang and I taught the COLSA version of this course for the fourth time during the Spring Semester. Enrollment increased again this year to two sections. We are also developing an instructional tool called BioBoost with money from the Honors program which paid for an undergraduate web developer.

3. We completed our biennial inventory, and have now placed emphasis on shifting the collection to redistribute available space. To create space, all print journals that are converted to online-only journals are relocated to the Storage facility. Our goal is to free enough space in the book stacks to bring over the latest and/or greatest books in our subject area from Dimond Library to consolidate the collection and free much needed space in Dimond.

4. The branch library's web site (<http://grinnell.unh.edu/>) has been more stable

after replacing the server. The website is used primarily for instruction and also as a means to deliver customized interfaces for COLSA users. For the first time, six months of use data is available. An overview of the access log data is attached, as well as the breakdown of New Hampshire uses. The server averages over 200 page views per day (even in the summer) according to the Sawmill report. More work could be done on the web site, if time permitted. A nine page report on use of the website was forwarded to Systems.

5. For the twelfth year in a row, the Biological Sciences Librarian and the Engineering and Physical Sciences Librarian have collaborated to produce the annual index to *The Bryologist*. The editor has asked us to continue this for the upcoming year on an accelerated schedule as his replacement comes on board.

6. The personal annual report of the Biological Sciences Librarian covers such professional activities as library instruction to classes, attendance at professional meetings, presentations, university service, etc. The Librarian is currently serving as the Chair of the Long Award Committee of the international Council on Botanical and Horticultural Libraries (CBHL). The Award is given occasionally for lifetime achievement and was given this past year. Details from the Librarian's CV are posted at: <http://grinnell.unh.edu/~dlane/> .

7. The BioSci Library was able to upgrade its furnishings, particularly by adding more comfortable chairs, at no cost, from older cast-off Physics Library furniture.

8. Circulation of books increased this year while circulation of periodicals and reserve items decreased. This is partly due to the addition of in-house use data. The use of online journals undoubtedly increased, but we need the Counter compliant use data to estimate the extent of the increase.

9. The gate count decreased this year. We did notice more students studying in groups over longer periods of time. The new gate counters with automatic counting on an hourly basis should be installed soon.

10. The BioSci Library contibuted its entire run of Agricultural Experiment Station Bulletins for digitizing to help build the digital library at UNH. All of them are now available online. Recently, we recommended that the entire run of Research Reports be digitized.

Areas of Concern:

1. Space: The branch library has statistically reached zero-growth at about 75,000 volumes. This does not mean that the branch library needs to move elsewhere. The present location will be adequate for many years if new material received is balanced by older or less-used material being relocated to on-campus library storage. Statistics for the past year on new volumes and volumes being transferred to storage or discarded indicate the collection is decreasing slightly. Weeding the book collection is another possibility, since only early volumes catalogued under the Dewey system were relocated to storage en masse many years ago.

At some later point, it should be possible to relocate materials in the subject areas covered by the branch library, currently housed in the Main Library, to the branch, strengthening the collection and our ability to manage it. The eventual goal is to house all material in the branch's subject scope either at the branch or in storage. Few biological sciences, agriculture, or natural resources materials other than government documents should remain in Dimond Library which is, for most intents and purposes, a Humanities and Social Sciences Library. This is a common arrangement in research universities.

The study of space needs in COLSA, commissioned by the Provost some years ago, included the space occupied by the branch library in Kendall, even though under RCM that space is designated Library space and the facilities assessment is paid for by the Library budget. The space consultant (who was also present at a meeting of the Master Plan Update group several years ago) advocated building a separate Science and Technology Library somewhere in the area currently occupied by the Hewitt Annex or the Service Building. See: <http://www.unh.edu/cmp/recommendations.html>. There would be several advantages to this long term plan, including the release of space in several key buildings in COLSA and CEPS. At the moment, a combined science and technology library is listed in the space plan for COLSA in the lowest grouping of future priorities. Construction has been completed for the new Engineering, Mathematics, and Computer Science Branch Library in Kingsbury and the new Physics Branch Library in DeMeritt. Planning is underway for renovations to Parsons including the Chemistry Library to a limited extent.

2. Technology: As described above, the UNH Libraries are providing more and more online services on and off campus which are available 24 hours a day, even when the Library is closed. Other technology developments have been noted elsewhere in this report. Currently the Library is working on ways to switch from social security numbers to IT IDs (cisunix accounts) for off campus access. Recently, the branch library, as part

of a Library-wide project, installed a Kronos system terminal which provides an online time clock for our student assistants. We also switched to requiring Cat's Cache for all copying and printing, which resulted in a large drop in use for both, and an increase in frustration for some users. We were able to set up free scanning to email on our copier. We are currently awaiting the installation of an "add value" Cat's Cache machine to increase access to cards for users. We still have many frustrated users leave the Library without making any copies.

3. Recruitment, allocation, and retention of student assistants: This perennial problem could be alleviated by additional staffing, i.e. a second shift (evenings and weekends) LSA position in the branch. The availability of trained student assistants who can operate the branch by themselves in the evenings and weekends determines how many hours the branch is open. Because of student turnover (due to the availability of higher paying jobs elsewhere, graduation, and sometimes a lack of applicants), we have to hire and train several new students constantly, thereby limiting the hours the branch can be open at the beginning of every semester. The Library has an arrangement with the Bookstore to provide textbook scholarships (money for textbooks) to encourage seniors who have been excellent student assistants to continue working for the Library.

Goals for 2008-2009:

Since the Library's operational plan for the next three years is not finished and the assessment plan hasn't been started, we are left with the following goals:

1. To continue to relocate materials both to the Storage Building and from Dimond Library.
2. To promote the Library's growing electronic resources and services and to develop better ways to educate users about them. (promotion)
3. To increase the awareness of the branch library and the level of input from faculty and graduate students. (assessment)
4. To update branch library signage after materials are relocated (see #1 above).
5. To promote and develop current awareness and article delivery services. To investigate new services that integrate searching, reformatting, and publishing of bibliographies. (access)

6. To have sufficient student help to complete an inventory next summer.

7. To incorporate the new operational plan for the Library into branch library goals and actions.

Statistics and Trends:

Statistics for the entire fiscal year compared with the previous fiscal year are provided in Part II. Other uses of the Library that are not included in the statistical summary are use of the desktop stations and online InterLibrary Loan requests. It would be interesting to know how many ILL requests are being made by COLSA personnel and whether the number is increasing or decreasing. The same would be true of INFOTRIEVE requests.

Notably, overall circulation increased a couple of years ago then decreased mostly due to the addition of in-house use data. This is clearly shown in the line graph. InterLibrary Loan requests from outside UNH for branch books and articles have decreased. The number of items on reserve had increased for the fall semester and the summer session.

The statistic "Online databases recorded uses" is generated from statistics gathered by the Library as users connect from UNH to publishers over the Internet. Titles included in this statistic cover subjects of particular interest to COLSA faculty and students. These data only measure UNH users going "through the door," so to speak, and not what users do after they arrive at a publisher's website. The statistics provided by some publishers that measure actual search queries and search results would tend to be higher. This year the rough data shows that use of selected online databases has decreased. In my opinion, the Library needs to make the most of the more reliable Counter-compliant use data.

The simplest explanation for the decline in library-use statistics in past years that involve physically visiting the library and borrowing something is that undergraduates are using online services instead. Librarians here and elsewhere have observed that undergraduates search the Internet first in an often uncritical way before using library services. This is why library instruction, sometimes referred to as "information literacy," is growing in importance. Critical thinking about the quality of information available over the Internet was employed extensively in one instruction session this year and will need to be expanded to other classes. It is unknown to what extent busy faculty are using online journals.

Statistics and trends were calculated from a combination of integrated library system data and additional manually tallied data. As noted above, these data reflect the traditional walk-in use of the library and don't adequately summarize the increasing use

of online resources. Adding use of online databases and INFOTRIEVE requests to the statistical summary this year is an attempt to quantify use of online library resources. It is difficult using available statistics to get a sense of the aggregate COLSA information use. The Library does not currently have a good means of assessing the effectiveness of its collections and services from the point of view of faculty, staff, and students: are users getting what they need, when they need it, and in the format they need it ? It is hoped that the new Assessment Librarian will address these issues soon.

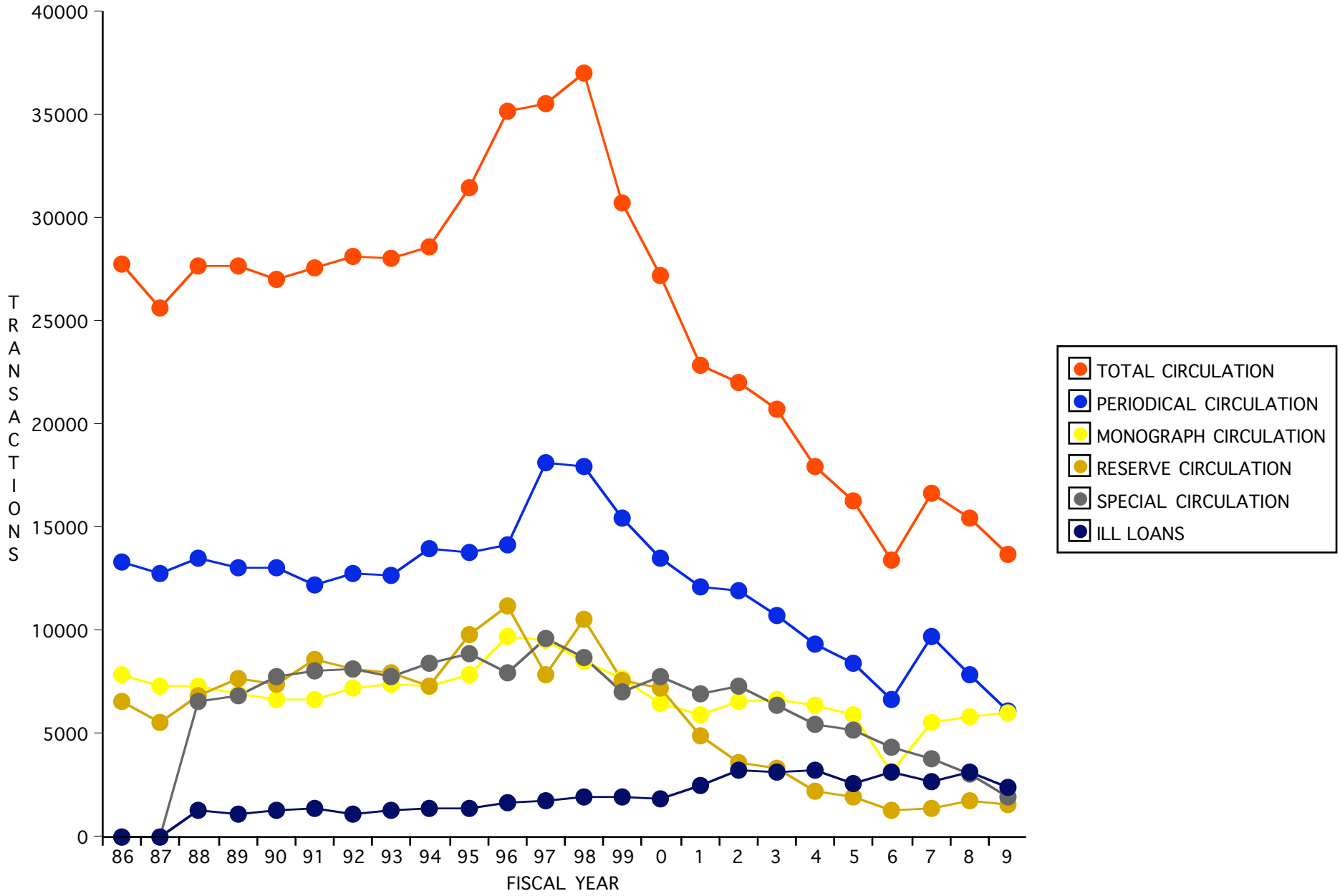
Since this report is being sent to all library representatives in COLSA, comments and suggestions from faculty and other readers are welcome. It has also been posted at: <http://grinnell.unh.edu/biofacts.html> .

David Lane
July 31, 2009

**ANNUAL REPORT OF THE BIOLOGICAL SCIENCES LIBRARY
PART II: STATISTICAL SUMMARY 2007-2009**

	2007-2008	2008-2009	Change	
			Units	Percent
Collection (volumes)	76407	75875	-532	-1%
Volumes transferred	1836	1889	53	3%
Journals currently received	571	416	-155	-27%
Circulation				
General	5821	6036	215	4%
Reserves	1755	1579	-176	-10%
Periodicals	7910	6122	-1788	-23%
Total	15486	13737	-1749	-11%
Sources of circulation (excludes reserve circulation) in percent				
Undergraduate	29	31	2	7%
Graduate	18	17	-1	-6%
DCE	1	1	0	0%
Faculty	36	35	-1	-3%
Staff	6	4	-2	-33%
Other	10	12	2	20%
Special circulation (automatic circulation of journals to faculty)				
Number of journal titles	171	147	-24	-14%
Number of faculty served	34	32	-2	-6%
Total circulation	3034	1954	-1080	-36%
Items on reserve				
Summer	122	141	19	16%
Semester I	193	216	23	12%
Semester II	259	212	-47	-18%
Total	574	569	-5	-1%
Reference questions	1539	1489	-50	-3%
Library instruction sessions	13	13	0	0%
Wireless laptop uses	823	824	1	0%
Online databases recorded uses (BioSci titles)	24607	17592	-7015	-29%
Electronic journal titles (BioSci titles)	671	4504	3833	571%
Infotrieve requests (COLSA)	?	?		
Interlibrary loan transactions				
Loans (mainly photocopies)	3106	2411	-695	-22%
Loan requests not filled	222	164	-58	-26%
Requests by COLSA	?	?		
Total hours of student labor	1967.24	2086	118.76	6%
Patron (gate) count	34668	31400	-3268	-9%

BIOSCI LIBRARY TWENTY YEAR TRENDS



BIOSCI LIBRARY TRENDS

