

Torreyson Library

Annual Report

2020-2021



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Summary and Highlights

Submitted by R. Dean Covington, Director of Torreyson Library

Due to the impact of COVID-19, library services experienced some significant changes. It can be seen in the Library Public Services report that due to various reasons, library traffic declined significantly. However, considerable time was dedicated to determining how services could continue to be provided during this time. Service desks were rearranged for better delivery of service, with plexiglass installed in various service locations. Procedures were developed to quarantine books and disinfect equipment. We maintained access to hand sanitizer, disposable masks, and wipes throughout the building.

Computer Support Services staff successfully responded to social distancing guidelines by reducing the number of computers in the lab and relocating their service desk to be more accessible and in the mainstream of public services. One of our most successful efforts was to redesign our services to provide greater patron support not only in the library building, but through expanded online services to include new avenues for patron support. We were also able to continue the implementation of the new Worldshare Management Services (WMS) and make the workflow changes necessary for success.

Maintaining successful online services also made it necessary to expand our use of online library guides, which became an important source for students to learn about library resources. We were able to use LibAnswers to provide a Frequently Asked Questions service that expanded our online reach. Chat reference was also another successful addition. The success of these new services during the pandemic supports their continuation into the future. It can only result in greater use of library resources.

Access Services were also able to meet new challenges presented by the pandemic. Access staff provided new services such as contactless pickup utilizing a new locker system and a new ticketing and chat system.

Interlibrary loan staff utilized our new technology and equipment to expand document delivery services. They were also able to take advantage of chat and FAQ services and a new ticketing system. We were also able to enhance services by integrating some ILL activities with the new library system.

Another area of concern brought on by the pandemic, was how to respond to the challenges presented by a major budget cut. Purchases declined significantly. For example, book and DVD purchases declined more than 70%. This decline in book purchasing activity provided the opportunity to undertake an overdue review of the contents, access, and organization of the Archives collections. The Collection Development/Acquisitions report provides more details about these activities.

The UCA Archives and Special Collections report details the activities during a transitional period following the cancellation of our search for an Archivist. During the pandemic, the Archives shifted to an appointment-only model and were able to maintain services with 2 full-

time staff. They have been able to still provide remote services for the collections. They also began the process to reorganize the collections, expand digitization, and enhance public access for the diverse resources. Better utilization of available space has also been a priority. The progress made in the Archives will only enhance the situation for a new Archivist in the future.

The Education and Outreach report provides significant detail on how we continued to provide services focused on preparing students to become successful library users. Working with various faculty our instruction activities are able to raise the awareness among UCA students of the valuable resources we have to support their needs. We have been able to build a successful program of instruction centered on our unique space in the library that is designed to support our efforts. Our program is focused on working with faculty to use information literacy standards to develop critical thinking skills in UCA students. We were also able, with the use of LibGuides and other resources to continue to offer instructional support during the disruptions brought on by COVID-19. We also continue to work with various other campus and off-campus programs to support their educational needs.

The Cataloging and Preservation Report details how the budget driven decline in new materials to process provided an opportunity to work on other important projects. One project was to update catalog records for the Archives book collection, replace spine labels, and move items to more appropriate collections. They also began the process for updating records in the Worldshare Management Services system. Other projects included updating catalog information for the LP record collection.

The Government Information Department continued to maintain our Federal and Arkansas Document collections. They were able to participate in appropriate webinars and virtual presentations, including the Virtual Depository Library Conference. These and other appropriate conferences may continue to be available through Zoom, making attendance easier to accomplish.

The Serials Department Report details the process of responding to the major budget cuts the library received due to the impact of COVID-19. Following an in-depth analysis of usage history and alternate access options, we were able to save more than \$90,000 in subscription costs. The Serials Department has played a major role in the migration to OCLC Worldshare Management Services. Their report provides an excellent overview of the process of migrating to the new system. The Serials Department also played an important role in the services provided during the pandemic, as reflected in the details of their report.

Since I have announced my retirement effective at the end of June 2022, this is the final annual report I will prepare. As can be seen in each individual report, there is significant activity in the library dedicated to enhancing the many services we provide for the students, faculty, and staff at UCA. It has been a pleasure to be part of this thriving institution and I am certain my successor will be inheriting a situation with tremendous potential.

UCA Archives & Special Collections

Submitted by Daniel Klotz, Archives Supervisor

The continuing impact of the COVID-19 pandemic forced the UCA Archives to make several changes with our operations. In line with common archival practice, we shifted to an appointment-only model for patron visits. We also encouraged remote usage of our collections by removing fees for scanning materials and providing remote research assistance. These operational changes allowed for safe access to our collections throughout the year to local, national, and international researchers.

In collaboration with several other library members, including Renee LeBeau-Ford, Chrissy Karafit, and Joanna Warren, the UCA Archives began a process of reorganization to better meet the needs of the campus community during the past fiscal year. This process includes digitizing collections and making them accessible electronically, reassessment of our book and manuscript collections, and changing several policies which hindered public access to our materials. The UCA Archives were also physically reorganized to best make use of available space and to separate materials documenting the history of the university from the rest of the collections in anticipation of creating an institutional repository in the future.

During the 2020-2021 academic year, the UCA Archives processed six manuscript collections. These include the Nan Snow Collection (M20-01), Faulkner County Levee District No. 1 Records (M20-20), Faulkner County Retired Teachers Association Records (M20-03), Women in the Civil War Collection (M20-04), Lollie Plantation Records (M20-05), and the American Association of University Women (M21-01) collections. Add-on materials for previously acquired collections were also processed during the academic year.

Several collections were digitized and made available on the Internet to meet the needs of the campus community and researchers at large during the 2020-2021 academic year. Several notable collections the UCA Archives digitized are the Faulkner County Historical Society Photograph Collection, the Milford Pete Atkinson Collection, a selection of Oral History transcripts, the KCON Collection, and the Anne Jansen Collection. Other collections are currently in the process of being digitized, including the Faulkner County School History Collection and the UCA Photograph Collection.

Mr. Klotz and Ms. Gentry engaged in outreach opportunities to the campus community highlighting the collections of the UCA Archives throughout the past year. Mr. Klotz provided informational presentations on how to use the UCA Archives, presented the history of UCA to the campus, and created a display on September 11, 2001 at the library entrance. Mr. Klotz additionally collaborated with the UCA President's Office and Aramark to select historical photographs of the UCA Campus for display. Ms. Gentry ran the social media accounts of the Archives to highlight items from our collections and created a display highlighting the 1917 Spanish Flu pandemic to demonstrate parallels with the current pandemic.

The staff of the UCA Archives consists of Daniel Klotz as Archives Supervisor and Shelbea Gentry as Archives Technician. Danielle Kraus also graciously volunteered her time over the

summer for several projects. Heather Reinold left the UCA Archives in December 2020 to take a position as the Library Technician for Education and Outreach.

UCA Archives Patron Activity and Inventory of Materials

<u>Researchers</u>	<u>FY 20-21</u>	<u>FY 19-20</u>
In-Person	75	
Remote	390	
Total	465	917
 <u>Inventory of Materials</u>	 <u>FY 20-21</u>	 <u>FY 19-20</u>
Books	11,254	11,254
Maps	979	979
Pamphlets	4,333	4,333
Photographs	52,620	52,510
Large Collections (1 or more boxes)	374	368
Small Collections (1 folder of papers)	1,855	1,855
Schedler Honors College Papers	<u>1,557</u>	<u>1,557</u>
Total	72,972	72,656
 Linear feet measurement of primary materials	 4,262	 4,207

Cataloging and Preservation

*Submitted by Joanna Warren, Head of Cataloging,
Donna Lawrence, Library Supervisor of Cataloging,
and Jeremy Hunter, Library Technician (Preservation)*

Purpose:

The purpose of the Cataloging Department is to support the goals and mission of Torreyson Library by:

- Cataloging, classifying and processing print and non-print materials for the collection in a timely and cost-effective manner;
- Ensuring the integrity of the database using accepted standards of cataloging practice applied on a consistent basis;
- Maintaining the physical integrity of the collection by repairing damaged materials and withdrawing materials beyond repair.

Personnel:

- Joanna Warren, Head of Cataloging, hired August 2013
- Donna Lawrence, Cataloging Supervisor, hired in 1979
- Jeremy Hunter, Library Technician, joined cataloging, March 2017
- Baberly (Babs) Waters, Library Technician, joined cataloging, May 2009

Statistics:

During the 2020-2021 fiscal year, the Cataloging Department added or updated records for 13,756 titles and withdrew 19,534 titles. For more complete information on statistics, please see the Annual Statistics at the end of this report.

Projects:

The 2020-2021 fiscal year has been a period of both challenge and opportunity for the Cataloging and Preservation Departments. Although the library has had to dramatically decrease new material purchases due to campus-wide budget cuts, our department has taken this opportunity to transition to working on other important projects. Beginning in the Fall 2020 semester, we worked with faculty librarians Renee LeBeau-Ford and Susan Burks to begin going through the Archives book collection to update catalog records, replace faded or revised spine labels, and move items to more appropriate collections as needed. After the library's catalog data was sent to OCLC in October 2020 in preparation for our transition to their Worldshare Management System (WMS), we began making notes of any record changes made in our existing system so that we could update WMS once we gained full access to it in January 2021.

With the WMS transition complete at the beginning of the spring 2021 semester, Head of Cataloging Joanna Warren was able to provide hands-on departmental training on using the new system. The department continued to primarily focus on working with Archives books during the semester along with the ongoing withdrawal and relabeling of items from the Main Collection. The department also took on two additional projects we have not previously been able to pursue. Joanna created catalog records for a large number of donated jigsaw puzzles to

make them easier for patrons to find in the catalog and check them out. Donna and Babs have been updating records and adding Library of Congress call numbers to previously cataloged donated LP record albums, as well as finding catalog records for other uncataloged donated albums. Adding actual call numbers to these items instead of using accession numbers (typically assigned chronologically by when the library received a given item) will help facilitate browsing the collection by artist or genre. Reviewing and updating the catalog records for the previously cataloged albums ensures that these records are accurate and complete. Joanna also trained Music Library Technician Elizabeth Gayfield on how to find catalog records and create call numbers for a massive donation of popular music CD's. Although she is not technically part of our department, her service provided a great contribution and is therefore included within our departmental statistics.

Preservation:

Preservation is responsible for repairing and mending items to extend their useful shelf lives. If items cannot be repaired in-house, they will be sent to the bindery. In addition, we create new labels for items where the labels are faded and difficult to read.

During the 2020-2021 fiscal year we repaired 197 items, re-bound 48, and relabeled 2,692 items (the relabeling number does not include items relabeled by other Cataloging staff).

A note about statistics from the Head of Cataloging:

Among the challenges and opportunities resulting from the transition to a new library system comes a chance to rethink our department's statistical reporting. I decided that starting this year we would begin reporting our activities on a three year rolling cycle to illustrate changes over time. This year's data tables reflect collection name changes (Browsing Videos changed to DVD's, Browsing Books changed to Feature Books), the addition of the new puzzle collection, and the inclusion of graphic novels as a separate distinct collection. This year includes data from both our previous library system (Sierra) as well as WMS, and these systems have different reporting capabilities. Therefore, we have divided the data to reflect pre and post-migration activity. I have started separately reporting added and updated items beginning in the January-July 2021 period because WMS provides more robust data on those categories than our previous system. I also feel reporting these numbers separately provides a clearer picture of the department's activity and impact.

Goals for 2021-2022:

To continue providing accurate and efficient copy and/or original cataloging of a variety of library materials using established cataloging guidelines.

To continue preserving library materials through repair and rebinding as needed.

To continue to undertake projects that will facilitate and enhance discovery of the library's collections.

CATALOGING STATISTICS OVERVIEW

<u>Collection:</u>	<u>2018-2019 (titles added or updated)</u>	<u>2019-2020 (titles added or updated)</u>	<u>July-December 2020 (titles added or updated)</u>	<u>January-July 2021 (titles added)</u>	<u>January-July 2021 (Items updated)</u>	
Archives	183	172	1,606	36	1,787	
Audiobooks	54	49	15	17	13	
Children's Collection	459	447	100	125	499	
DVD's	168	104	7	41	37	
Faculty Audiovisual	20	13	0	1	10	
Feature Books	273	308	70	115	76	
Graphic Novels	638	18	2	14	23	
Main Collection	12,104	5,640	3,066	533	8,476	
Music	1,808	1,748	487	827	966	*Includes items cataloged by Music Library staff
Puzzles	2	63	35	47	1	
Reference	36	18	21	4	63	
Textbook Reserve	586	368	116	14	0	
Thesis	34	31	5	10	1	
TOTAL	16,365	8,979	5,530	1,784	11,952	
<u>Titles Withdrawn</u>	<u>2018-2019</u>	<u>2019-2020</u>	<u>July-December 2020</u>	<u>January-July 2021</u>		
Non-Children's	13,055	4,885	9,569	9,241		
Children's	1,069	288	349	375		
TOTAL	14,124	5,173	9,918	9,616		
<u>Original Cataloging</u>	<u>2018-2019</u>	<u>2019-2020</u>	<u>2020-2021</u>			
	121	118	283			*Includes UCA Recital CD's not previously counted in this category

PRESERVATION STATISTICS OVERVIEW

	<u>2018-2019</u>	<u>2019-2020</u>	<u>2020-2021</u>
Repaired	201	94	197
Relabeled	4,015	1,544	2,692
Bound	87	48	102

*Relabeled totals do not include items relabeled by cataloging staff.

Collection Development/Acquisitions Report

Submitted by Renee Le Beau-Ford, Head of Collection Development

The mission of the Collection Development and Acquisitions departments is to support the University's multidisciplinary and diverse curriculum through the selection, acquisition and deselection of informational resources. This administrative and scholarly process is an ongoing and continually evolving responsibility. Working collaboratively with faculty, students and other librarians it is the responsibility of this department to develop strong collections, overseeing the growth and maintenance of the collections and ensure that new acquisitions reflect the needs of not just faculty research, but student research, curriculum support, life-long learning, recreational reading and enjoyment.

This year with the onset of the Coronavirus "how" library patrons access collections become the center of our attention, as we strived for online access over print access. The decision to decrease the library's budget for all holdings was the on-going theme for the year. Significantly reducing the number of items ordered, received and processed had a trickle down affect in Technical Services. Those staff affected were now part of a massive undertaking to review the contents, access, and organization of the Library's Archives.

Collections Personnel:

Lee Brewer, Acquisitions Assistant since 1993

Elizabeth Gayfield, Music Assistant December 2017 -August 2021(32 hours)

Eric Fulton, Special Projects Assistant since October 2018

Daniel Klotz, Archives Supervisor

Shelbea Gentry, Archives Technician

Acquisitions of Books and DVDs:

The following table details the items added into each of the library's major collection locations and their corresponding expense. This does not include items donated to the library. This year's budget for books was reduced dramatically. Textbooks and books requested by faculty were given first priority.

	Total Expenses					Total Items Added				
	2020 2021	2019 2020	2018 2019	2017 2018	2016 2017	2020 2021	2019 2020	2018 2019	2017 2018	2016 2017
Faculty DVD	\$ 78	\$ 107	\$ 637	\$ 663	\$ 2,908	2	1	14	11	82
DVDs	\$ 624	\$ 1,721	\$ 1,775	\$ 1,812	\$ 2,307	26	71	96	101	138
Archives	\$ 829	\$ 1,100	\$ 1,286	\$ 1,866	\$ 1,576	31	30	43	60	101
Audiobooks	\$ 15	\$ 93	\$ 674	\$ 533	\$ 522	1	4	14	18	24
Children's	\$ 4,589	\$ 5,537	\$ 6,018	\$ 7,163	\$ 5,340	191	327	325	473	252
Main	\$18,064	\$126,135	\$114,998	\$116,599	\$113,600	576	3,055	3,043	2,999	3,074
Music Scores	0	\$ 1,491	\$ 1,356	\$ 2,535	\$ 1,130	0	19	3	11	n/a
Fiction/Feature	\$ 2,166	\$ 2,243	\$ 5,713	\$ 1,699	\$ 6,400	90	75	229	93	295
Textbooks	\$10,062	\$ 12,080	\$ 24,956	\$ 36,862	\$ 26,000	124	157	335	382	317
eBooks	\$ 3,872	\$ 39,000	\$ 20,065	\$ 10,000	\$ 9,891	49	432	225	181	143
Reference/SO's	\$ 2,100	\$ 2,304	\$ 3,151	\$ 2,618	\$ 7,576	17	20	22	20	25
Graphic Novels	\$ 45	\$ 456	\$ 263	na	na	2	212	30	na	na
Totals	\$42,444	\$192,267	\$180,883	\$182,350	\$177,250	1,109	4,403	4,179	4,349	4,451

The following table details the items purchased from each of our major library vendors and the corresponding expense.

	Total Expenses by Vendor				
	2020 2021	2019 2020	2018 2019	2017 2018	2016 2017
Alibris	\$ 5,000	\$ 49,999	\$ 41,111	\$ 50,602	\$ 49,562
Amazon	\$ 2,080	\$ 34,616	\$ 43,565	\$ 38,580	\$ 37,077
Barnes and Noble	\$ 6,422				
JLG	\$ 3,026	\$ 4,584	\$ 4,722	\$ 4,902	\$ 4,508
Midwest	\$10,000	\$ 49,999	\$ 54,998	\$ 60,000	\$ 62,392
Campus Bookstore	\$ 5,000	\$ 12,166	\$ 10,945	\$ 11,642	\$ 4,403
EBSCO eBooks	\$ 5,000	\$ 39,000	\$ 18,020	\$ 10,000	\$ 9,218
Other (Gobi, Salem, Bernan, etc.)	\$ 5,916	\$ 1,902	\$ 7,477	\$ 6,624	\$ 10,090
Totals	\$42,444	\$192,267	\$180,883	\$183,251	\$177,250

The following table illustrates how purchases were allocated to the various departments. Purchasing decisions were made through Collection Development, faculty request, student request, and interlibrary loan usage. Additional copies of books were purchased on Arkansas history topics where only one copy was available in the Archives. Additional copies were added to the Main collection. Books were also purchased on contemporary issues such as viruses, vaccinations, race theory, Black Lives Matter, and presidential elections.

	Expense by Department					Items Purchased by Department				
	2020 2021	2019 2020	2018 2019	2017 2018	2016 2017	2020 2021	2019 2020	2018 2019	2017 2018	2016 2017
Accounting	\$ 190	\$ 241	\$ 558	\$ 736	\$ 1,600	3	6	5	5	11
Anthropology*	\$ 110	\$ 1,762	\$ 2,551	\$ 1,968	*	4	44	52	43	*
Art	\$ 1,115	\$ 7,399	\$ 6,543	\$ 6,663	\$ 8,440	31	191	200	179	253
Biology	\$ 1,372	\$ 8,881	\$ 7,257	\$ 8,214	\$11,615	63	208	146	177	234
Chemistry	\$ 1,048	\$ 1,107	\$ 1,450	\$ 2,422	\$ 3,075	11	17	17	19	22
Comm/Jrnl/Wrtg*	\$ 416	\$ 3,065	\$ 3,735	\$ 3,230	*	8	65	75	70	*
Computer Science	\$ 517	\$ 2,662	\$ 5,001	\$ 5,186	\$ 1,942	14	51	72	102	23
Economic/Finance	\$ 963	\$ 2,965	\$ 4,082	\$ 3,989	\$ 3,950	19	59	85	47	64
Education	\$ 1,245	\$ 2,947	\$ 2,323	\$ 2,162	\$ 4,532	27	60	56	55	152
English	\$ 1,280	\$ 4,404	\$ 8,960	\$10,437	\$12,818	38	172	216	243	317
Exercise Sci/Athl Training	\$ 563	\$ 1,956	\$ 4,597	\$ 3,863	\$ 4,263	9	36	64	64	82
Family Cons. Science	\$ 1,513	\$ 4,324	\$ 5,739	\$ 5,739	\$ 4,417	11	104	42	88	70
Film/Theatre/Cr Wtg*	\$ 611	\$ 3,330	\$ 3,345	\$ 4,117	*	21	80	106	176	*
Languages/Literature	\$ 834	\$ 1,718	\$ 3,360	\$ 2,293	\$ 1,952	10	37	98	70	32
General*	\$ 2,356	\$ 5,342	\$ 2,987	\$ 7,031	\$27,140	28	146	161	243	843
Geography	\$ 536	\$ 1,180	\$ 1,159	\$ 1,638	\$ 1,635	5	24	13	29	37
Health Sciences	\$ 2,086	\$ 4,808	\$ 7,142	\$ 6,269	\$ 4,246	23	83	154	110	65
History	\$ 5,062	\$14,059	\$15,039	\$ 8,042	\$15,202	175	462	494	463	626
Interior Design	\$ 505	\$ 700	\$ 2,064	*	*	11	21	46	*	*
Leadership/Higher Ed	\$ 1,080	\$ 4,604	\$ 5,671	*	\$ 7,284		73	101	*	137
Man/Marketing	\$ 1,419	\$ 5,098	\$ 2,616	\$ 5,972	\$ 3,684	39	130	56	95	90
Mathematics	\$ 51	\$ 2,534	\$ 2,666	\$ 3,142	\$ 3,026	2	34	36	52	40
Military Science	\$ 133	\$ 1,285	\$ 1,197	\$ 1,433	\$ 1,228	8	48	47	56	43
Mass Media and Journalism	*	*	*	\$ 7,865	\$ 5,925	*	*	*	258	162
Replacements	\$ 114	\$ 356	\$ 2,317	*	\$ 1,150	6	20	107	*	82
Music	\$ 589	\$ 6,540	\$ 4,872	\$ 7,003	\$ 4,137	16	171	82	99	51
Nursing	\$ 323	\$ 3,155	\$ 4,020	\$ 4,307	\$ 4,353	4	34	56	62	49
Occ Therapy	\$ 378	\$ 3,033	\$ 3,411	\$ 6,400	\$ 1,641	6	32	49	93	39
Phil/Religion	\$ 723	\$ 4,480	\$ 4,848	\$ 7,672	\$ 4,780	17	136	142	185	153
Physics	\$ 624	\$ 2,487	\$ 1,984	\$ 3,145	\$ 1,730	8	72	55	74	33
Political Science	\$ 1,198	\$ 5,542	\$ 5,531	\$ 4,550	\$ 4,965	71	164	125	113	118

Physical Therapy	\$ 222	\$ 3,322	\$ 2,207	\$ 842	\$ 920	2	30	22	10	9
Psychology	\$ 675	\$ 5,689	\$11,853	\$ 8,502	\$ 7,175	14	91	183	126	161
Sociology	\$ 4,179	\$10,055	\$11,137	\$ 8,099	\$11,636	115	262	288	201	285
Speech /Comm Dis	\$ 931	\$ 2,907	\$ 4,134	\$ 3,661	\$ 1,751	6	24	36	33	23
Speech/Pub Rel*	*	*	*	*	\$ 223	*	*	*	*	15
Writing*	*	*	*	*	\$ 3,748	*	*	*	*	39
Examination Prep*	\$ 44	\$ 875	\$ 1,521	\$ 672	*	2	26	41	25	*
Fiction*	\$ 891	\$ 2,031	\$ 1,972	\$ 1,699	*	42	118	91	93	18
Audio*	0	\$ 230	\$ 477	\$ 475	*	0	10	16	19	25
EBSCO ebooks	\$ 5,000	\$38,019	\$18,020	\$28,603	\$ 9,218	49	422	242	181	142
Video*	\$ 1,206	\$ 2,003	\$ 1,933	\$ 1,902	*	27	76	83	106	18
Childrens*	\$ 3,026	\$ 5,537	\$ 6,018	\$ 7,163	*	137	251	323	475	15

In fiscal year 2018-19, changes were made to some of the fund codes to better align funds with campus departments, and to streamline departmental requests of annual data specific to their discipline.

- Communications/Journalism/Public Relations/Writing – both public relations and writing were previously individual funds.
- Film, Theatre and Creative Writing – creative writing was removed from writing and added to film and theatre.
- Mass Media, Communications, Journalism – film and theatre were previously part of this fund.

Individual funds were created for these areas.

- Anthropology – previously part of Sociology
- Audio Books – previously part of General
- Children's – previously part of General
- Examination Prep – previously part of General
- Fiction – previously part of General (not literature)
- Higher Education – previously part of Education
- Leadership – previously part of Education
- Video/DVDs-- previously part of General

Streaming Media Services—Kanopy:

In October of 2017, the library began a PDA streaming service. The PDA model (or patron-driven acquisition) provides access to thousands of films with no upfront cost or subscription fee. Instead, the library is invoiced when a film is triggered or viewed four times. At mid-point during fiscal year 2019 2020 our budget allocation for Kanopy had been depleted. Torreyson Library can no longer sustain this type of model.

Titles are now purchased only at the request of a faculty member. Thus, overall unique title viewing is significantly less. Instead, we now have more views of those titles individually purchased.

	2020 21	2019 2020	2018 2019	Oct 2017-2018
Films Titles Viewed	159	1,080	930	610
Number of Views	4,965	6,288	4,185	1,391
Hours of Viewing	2,542	3,017	2,536	235
Titles Triggered for lease	na	126	116	46
Number of Titles Viewed one, two or three times	54	858	757	535
Number of Titles viewed 4-19 times	40	165	131	68
Number of Titles viewed over 20 times	63	58	33	4
Total Cost	\$10,000	\$33,370	\$17,500	\$6,900

The Top Ten Kanopy Titles Viewed during 2020-2021:

It's Elementary, Talking about gay issues in schools--336 times
Rules of the Game--332 times
Trans--280 times
Slavery by Another Name--236 times
It's Still Elementary--185 times
Challenge of Freedom--164 times
Morning Sun--158 times
Rashomon--152 times
How Difficult Can this be--120 times

How UCA Viewers Accessed Kanopy:

Direct Access via Bookmarking or Direct URL -- 2,096 times
Blackboard--1,546 times
Google classroom --744 times
Directly from Kanopy --290 times
Library LibGuides --34 times

Devices Used to Access Kanopy:

Desktop--4082 times—2090 hours
Phone --516 times--199 hours
Tablet--582 times-229 hours
Television--235 times--165 hours
Gaming Device --8 times--2 hours

E Books – EBSCO usage:

The Library's collection of close to 200,000 EBSCO eBooks are acquired by four different purchasing options:

1. Items in the Public Domain
2. Titles obtained through subscription packages
3. Titles obtained from past consortial packages (NetLibrary—approximately 10,000)
4. Titles individually purchased by UCA (3,049)

	Unique Titles Used					Total Uses				
	2020 2021	2019 2020	2018 2019	2017 2018	2016 2017	2020 2021	2019 2020	2018 2019	2017 2018	2016 2017
Used once	2,194	2,402	4,136	3,630	3,197	2,194	2,402	4,136	2,042	3,197
Used twice	960	839	396	638	970	1,920	1,678	1,392	1,276	1,940
Used three times	366	421	340	308	222	1,098	1,263	1,020	924	666
Used four times	219	237	208	174	120	876	948	836	696	480
Used five times	137	228	137	128	68	685	1,140	690	640	340
Used 6-10 times	260	249	245	277	93	1,608	1,838	1,847	2,047	791
Used 11-20 times	77	101	80	89	53	1,105	1,412	1,128	1,134	858
Used more than 20 times	71	59	74	49	14	4,007	4,158	2,861	2,918	1,040
Totals	4,249	4,536	5,616	5,293	4,737	13,359	14,839	13,910	11,677	9,312

LC Class	2020 2021 Unique Titles Used	2019 2020 Unique Titles Used	2020 2021 Total Uses	2019 2020 Total Uses	Most Used EBook Title by Library of Congress Classification Those highlighted in yellow have been textbooks
A	5	5	7	6	Humanities, Culture, and Interdisciplinarity /subscription with unlimited use
B	544	661	880	1049	Immanuel Kant Groundwork for the Metaphysics of Morals/subscription with unlimited use
C	23	25	34	42	Chivalry in Medieval England/subscription with unlimited use
D	254	275	22	439	Nothing Ever Dies: Vietnam and the Memory of War/subscription with unlimited
E	271	307	482	625	Racial Cleansing in Arkansas/purchased title with one user
F	104	128	240	335	Rebellion and Realignment: Arkansas's Road to Secession/subscription with unlimited use
G	155	216	2387	992	Invitation to Anthropology/purchased with 3 users
H	1164	1354	2305	2351	Hey Whipple, Squeeze This/ purchased with 3 users
J	106	172	130	425	Land of Open Graves: living and dying on the migrant trail /subscription with unlimited use
K	111	132	182	200	Principles of International Law/purchased with one user
L	446	525	1041	1258	Local Contextual Influences on Teaching/subscription with unlimited use
M	131	151	204	276	Music Education and Multiculturalism/subscription with unlimited use
N	153	114	275	215	Paul Signac/subscription with unlimited use
P	922	1023	3548	2487	Language and Gender/subscription with unlimited use

Q	311	291	448	380	Anatomy and Physiology for Speech language and hearing/purchased with one user
R	737	898	1868	2260	Occupational Therapy in Mental Health/purchased with 6 users
S	32	43	58	82	Emergent Agriculture: farming,subscription with unlimited use
T	156	146	321	179	Ethics of Information/subscription with unlimited use
U,V	45	38	76	68	Nuclear Weapons: a very short introduction/subscription with unlimited use
Z	70	??	468	214	Empowering Learners/purchased with one user

Databases (see attached spreadsheet):

Evaluating the effectiveness and use of databases is extremely complicated and cumbersome. While one database may be used to discover citations or just find a financial ratio, another product is used for the specific purpose of finding the complete article. Thus, one cannot look at cost per use across all products without knowing the objective of the user, what type of content is in each product, what type of statistics a vendor will provide, and how it was searched.

- Sessions—how many users actually clicked the database link from our website
- Searches – how many times users typed in something and hit SEARCH.
- Records Viewed – how many results did the user actually click on
- Full-Text Retrieved – how many articles were actually printed or emailed. This would not include those that were read online (which cannot be determined).
- Unique Usage – how many titles have been used
- Investigations – how many times someone looks at a record
- Cost per View –The annual subscription cost divided by the number of viewed results
- Cost per Article –The annual subscription cost divided by the number of articles retrieved (printed or emailed).

Database Statistics

ACM		Sessions	Searches	Page Views	Article Requests	Abstract Views
ACM Digital Library						
	2020 2021					
	2019 2020					
	2018 2019	676	312	1554	266	976
	2017 2018	628	224	1199	206	769
	2016 2017	649	224	1102	113	765
	2015 2016	324	109	639	168	362
	2014 2015	99	2	135	104	29

ACS		Sessions	Searches	Outputs
SciFinder Scholar				email, saving
	2020 2021	na	838	358
	2019 2020	140	885	225
	2018 2019	150	1043	

Academy of Nutrition and Dietetics		Sessions	Page Views
NutritionCare Manual			
	2020 2021		
	2019 2020		
	2018 2019	121	647

	2017 2018	169	814
Pediatric Care Manual	2020 2021		
	2019 2020		
	2018 2019	13	43
	2017 2018	22	99
Sports Nutrition Care Manual	2020 2021		
	2019 2020		
	2018 2019	24	60
	2017 2018	19	73

Alexander Street Press (Proquest)		Sessions	Searches	Page Views	Item Investigations
American Civil War Research	2020 2021	na	na	na	cancelled
	2019 2020	na	3	0	
	2018 2019	13	42	27	
	2017 2018	36	176	132	
	2016 2017	31	62	23	
	2015 2016	16	88	55	
	2014 2015	52	432	221	
American Civil War Letters/Diaries	2020 2021	na	396	162	394
	2019 2020	na	24	2	
	2018 2019	7	14	14	
	2017 2018	6	25	20	
	2016 2017	7	80	37	
	2015 2016	0	0	0	
	2014 2015	31	229	388	

Early Encounters in NA	2020 2021	na	13	5	7
	2019 2020	na	12	0	
	2018 2019	24	42	104	
	2017 2018	10	1825	94	
	2016 2017	16	25	85	
	2015 2016	24	1816	99	
	2014 2015	22	32	91	
Images of America	2020 2021	na	na	na	cancelled
	2019 2020	na	10	4	
	2018 2019	1	0	0	
	2017 2018	2	31	7	
	2016 2017	5	130	14	
	2015 2016	1	13	1	
	2014 2015	8	276	31	
Women and Social Movements	2020 2021	na	271	55	71
	2019 2020	na	240	55	
	2018 2019	18	45	94	
	2017 2018	30	67	98	
	2016 2017	45	100	295	
	2015 2016	44	200	232	
	2014 2015	49	189	164	
American Mathematical Society					
			Searches	Total Item Requests	Total Item Investigations
MathSciNet					
	2020 2021		261	88	88

2019 2020	148	55	55
2018 2019	154	34	34
2017 2018	303	105	105
2016 2017	355	72	72
2015 2016	157	42	42
2014 2015	382	98	98
2013 2014	445	98	98
2012 2013	381	112	112
2011 2012	386	72	72

BioOne		Searches	Total Item Investigations	Total Item Requests
BioOne	2020 2021	402	503	414
	2019 2020	386	609	448
	2018 2019	631	133	51
	2017 2018	736	82	na

Cabells		Searches	Total Item Requests	Total Unique Item Requests
Journalytics	2020 2021	1954	2267	2031
	2019 2020	1544	1142	2016

Clarivate		Sessions	Searches	Item Investigations	Record Views
Web of Knowledge (not full-text)					
	2020 2021	683	1023	3097	833
	2019 2020	1082	1899	1742	1233
	2018 2019	766	2503	2269	1714
	2017 2018	766	2482	2445	1720
	2016 2017	899	2048	1968	1443

undergoing audit
rerun statistics
at a later date
10/1/2021

2015 2016	1748	2307	na	na
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		Logins	Ref. Added	Bibl. Created	Pages Used	Accounts
Endnote Accounts	2020 2021	6	42	4	311	na
	2019 2020	23	71	68	386	na
	2018-2019	49	204	90	721	262
	2017-2018	59	182	162	780	
	2016-2017	62	1219	322	1070	

EBSCO		Item	Item	Unique Item	Unique Item
	Platform	Investigations	Requests	Invests.	Request

Overall EBSCO - Counter 5	2020 2021	368,683	327,916	162,643	260,574	128,644
	2019 2020	351,189	398,069	194,384	317,414	154,677
	2018 2019	391,540	500,483	290,646	353,872	151,374

EDS - Discovery Service	2020 2021		152,638	162,416
	2019 2020	395,200		
	2018 2019	272,000		

		Searches	FT Item Requests	Linked Requests	Abstracts	Unique Item Requests
Academic Search Complete	2020 2021	67999	51878	9424	17717	41750

	2019 2020	84,928	53,995	10,692	20,241	
	2018 2019	62131	48,390	12,742	58,595	
AASHPC Series 1-5	2020 2021	6776	137	na	128	92
	2019 2020	384	221	0	32	
	2018 2019	223	136	0	87	
American Civil War	2020 2021	6718	25	na	21	19
	2019 2020	61	29	0	32	
	2018 2019	18	38	0	15	
America: History and Life	2020 2021	9836	1693	954	1414	1440
	2019 2020	3525	1447	844	1234	
	2018 2019	3383	968	823	2461	
American Political Periodicals	2020 2021	6669	3	0	5	3
	2019 2020	29	18	0	11	
	2018 2019	88	48	0	40	
Art Full-Text	2020 2021	6800	293	232	44	186
	2019 2020	372	261	50	61	
	2018 2019	56			11	
Art Index Retrospective (no full-text)	2020 2021	6748	na	15	18	na
	2019 2020	38	0	20	18	na
	2018 2019	91	0	41	50	na
Art Source	2020 2021	7525	1653	240	859	8
	2019 2020	2310	1542	224	544	
	2018 2019	1899	670	247	982	
Book Review Digest Retro	2020 2021	6706	35	10	25	6
	2019 2020	65	0	24	41	
	2018 2019	35	0	4	31	

Business Abstracts with Full-Text	2020 2021		177	67	40	156
	2019 2020	390	209	80	101	
	2018 2019	91	37	14	40	
Business Source complete	2020 2021	8909	8245	806	1458	6807
	2019 2020	12884	9674	1051	2159	
	2018 2019	5345	2643	249	2453	
CINAHL Complete	2020 2021	24131	12325	5252	6724	10213
	2019 2020	26445	12810	5697	7938	
	2018 2019	25924	8814	4382	12278	
CINAHL Plus with Full-Text	2020 2021	4576	2060	1337	1179	1752
	2019 2020	5949	2905	1497	1547	
	2018 2019	298	95	68	135	
Cochrane	2020 2021	2634	65	0	0	cancelled
	2019 2020	1440	399	190	851	
	2018 2019	1371	412	121	31	
Communication & Mass Media Complete	2020 2021	8649	1948	126	347	1581
	2019 2020	3869	3272	101	496	
	2018 2019	3596	2470	89	1037	
Communication Abstracts (not full text)	2020 2021	8594	668	413	255	583
	2019 2020	784	0	492	292	
	2018 2019	340	0	121	219	
Communication Source	2020 2021	8855	1799	37	165	1448
	2019 2020	1634	1490	31	113	
	2018 2019	4813	1854	258	2701	

Consumer Health Complete	2020 2021	7451	1381	178	317	1132
	2019 2020	2423	1895	169	359	
	2018 2019	232	171	5	56	
Education Source	2020 2021	9345	10866	1718	2876	8709
	2019 2020	15883	10707	1930	3246	
	2018 2019	4193	2146	295	1752	
Education Research Complete	2020 2021	7777	2674	38	187	2214
	2019 2020	3571	3343	66	162	
	2018 2019	1866	1494	61	311	
Education Full-Text	2020 2021	7410	154	93	277	122
	2019 2020	1754	1528	60	166	
	2018 2019	881	85	339	0	
ERIC (not full-text)	2020 2021	9438	12109	5628	67	16
	2019 2020	11087	24	5252	5811	
	2018 2019	3814	0	1330	2484	
Funk and Wagnell's	2020 2021	6676	16	0	4	8
	2019 2020	25	23	0	2	
	2018 2019	64	44	0	18	
General Science Full-Text	2020 2021	6981	411	506	767	341
	2019 2020	1964	598	557	809	
	2018 2019	186	59	39	88	
Health Source - Consumer	2020 2021	9488	283	29	75	240
	2019 2020	448	302	58	88	
	2018 2019	361	165	20	176	
Health Source - Nursing	2020 2021	10140	206	262	201	157
	2019 2020	673	220	223	230	

	2018 2019	513	152	100	261	
Historical Abstracts	2020 2021	7442	1233	306	357	1058
	2019 2020	1856	1220	293	343	
	2018 2019	1323	542	183	598	
Humanities Full-Text	2020 2021	7334	1290	399	399	1008
	2019 2020	2511	1705	393	413	
	2018 2019	3358	2087	387	884	
Learning Express/PrepStep	2020 2021					
	2019 2020	0	0	0	0	
	2018 2019	2	0	1	0	
Legal Collection	2020 2021	6907	2408	80	115	482
	2019 2020	852	659	78	115	
	2018 2019	199	101	12	86	
Library & Information Science Source	2020 2021	6834	560	64	223	560
	2019 2020	1182	891	78	213	
	2018 2019	477	265	18	194	
Library Literature & Information Science Full Text (H.W. Wilson)	2020 2021	6750	61	4	11	44
	2019 2020	184	96	31	57	
	2018 2019	8	4	0	4	
Library Literature & Information Science Retrospective: 1905-1983 (H.W. Wilson)	2020 2021	6679	0	0	0	0
	2019 2020	0	0	0	0	
	2018 2019	11	0	0	11	

MEDLINE (not full-text)	2020 2021	10119	1808	721	1086	1480
	2019 2020	1053	0	485	568	
	2018 2019	1302	1	483	836	
MEDLINE Complete	2020 2021	16673	13872	4065	5845	19016
	2019 2020	23078	13239	4072	5767	
	2018 2019	10292	4587	1275	4430	
MLA International Bibliography	2020 2021	8958	3112	1866	1229	2804
	2019 2020	4385	10	2428	1947	
	2018 2019	4446	1963	2480	0	
Mental Measurements Yearbook	2020 2021	4507	112	0	13	cancelled 12/2020
	2019 2020	153	132	0	21	
	2018 2019	226	0	93	0	
New Scientist Archive	2020 2021	3886	7	6	1	6
	2019 2020	41	38	0	3	
	2018 2019	10	0	3	0	
Newspaper Source	2020 2021	6933	494	23	61	412
	2019 2020	1219	963	75	181	
	2018 2019	277	12	102	0	
OmniFile Full Text Mega (H.W. Wilson)	2020 2021	6947	2515	344	394	1486
	2019 2020	3404	2422	467	515	
	2018 2019	1026	32	172	0	
OpenDissertations (not full-text)	2020 2021	6696	17	4	13	na
	2019 2020	17	0	5	12	
	2018 2019	21	2	19	0	

Periodicals of the British Empire and Its Colonies, 1702-1879	2020 2021	6664	29	0	34	21
	2019 2020	93	46	0	47	
	2018 2019	0	0	0	0	
Philosopher's Index (not full-text)	2020 2021	6952	424	228	195	389
	2019 2020	715	1	411	303	
	2018 2019	573	253	319	0	
Points of View Reference Center	2020 2021	6757	287	0	14	261
	2019 2020	426	407	0	19	
	na	na	na	na	na	
Professional Development Collection	2020 2021	6839	865	241	270	660
	2019 2020	2108	1222	410	476	
	2018 2019	221	19	65	0	
PsycARTICLES	2020 2021	14041	10733	3	445	7456
	2019 2020	13139	12723	0	416	
	2018 2019	23335	0	6554	0	
PsycINFO (not full-text)	2020 2021	25900	na	12484	11579	na
	2019 2020	24842	na	12873	11953	
	2018 2019	32958	na	18955	0	
RILM Abstracts of Music Literature	2020 2021	6794	774	302	467	42
	2019 2020	1506	2	519	985	
	2018 2019	1953	527	1426	0	
Readers' Guide Full Text Mega	2020 2021	7033	669	212	176	226
	2019 2020	830	408	207	215	

	2018 2019	319	73	109	0	
Readers' Guide Retrospective: 1890- 1982	2020 2021	6791	280	124	155	1
	2019 2020	253	0	118	135	
	2018 2019	270	94	176	0	
Research Starters	2020 2021	190877	1625	0	485	1326
	2019 2020	3038	2479	0	559	
	2018 2019	3	0	1	0	
SPORTDiscus with Full Text	2020 2021	12399	7199	1319	2282	5848
	2019 2020	11922	8297	1206	2419	
	2018 2019	5656	410	2083	0	
Slavery & Abolition, 1789-1887 (full-text)	2020 2021	6790	59	0	22	31
	2019 2020	145	72	0	73	
	2018 2019	38	0	20	0	
SocINDEX with Full Text (some full-text)	2020 2021	11736	9968	774	1536	6020
	2019 2020	13151	9817	1180	2154	
	2018 2019	10485	806	4200	0	
Social Sciences Full Text	2020 2021	7776	1311	341	562	1053
	2019 2020	2261	906	595	760	
	2018 2019	1243	251	612	0	
Teacher Reference Center	2020 2021	7129	581	162	395	507
	2019 2020	651	14	446	191	
	2018 2019	205	119	86	0	
Women's Periodicals of the Eighteenth	2020 2021	6684	32	0	24	24

and Nineteenth Century, 1733-1844	2019 2020	38	17	0	21
	2018 2019	25	0	12	0
		Searches	Total Item Requests	Abstract Requests	Unique Item Requests
EBSCO ebook Collectionm - Academic	2020 2021	9732	6959	3993	4886
	2019 2020	9121	5315		
EBSCO ebook Collection - Business	2020 2021	9484	325	137	182
	2019 2020	264	136		
EBSCO ebook Collection - Clinical	2020 2021	9577	300	126	117
	2019 2020	254	130		
EBSCO ebook Collection - owned	2020 2021	10439	7784	4682	5642
	2019 2020	10773	6324		
EBSCO ebook Collection - Education	2020 2021	9591	405	236	297
	2019 2020	534	309		
EBSCO ebook Collection - History	2020 2021	9495	147	173	112
	2019 2020	275	118		
EBSCO ebook Collection - Religion	2020 2021	9420	146	99	114
	2019 2020	200	109		
Gale/Cengage	Sessions	Searches	Record Views	Full-Text	Hours Viewed

Gale In Context: Opposing Viewpoints	2020 2021	3,010	6,436	6,847	6866	790
	2019 2020	4,042	12,095	8,411	8411	
	2018 2019	2,431	6,834	4,321	18	
Gale Virtual Reference Library	2020 2021	39	61	66	66	360
	2019 2020	89	151	252		see below for
	2018 2019	128	165	197	0	actual title usage

IEEE Xplore Digital Library		Sessions	Searches	Total Item Requests	Unique Item Requests
	July-August 2021		10	35	27
	2020 2021		80	220	198
	2019 2020	1290	129	390	362
	2018 2019	1727	401	325	
	2017 2018	936	66	93	

International Clinical Educators		Films Views
ICE	2020 2021	3
	2019-2020	113

JSTOR	Searches	Item Invests.	Item Requests	Unique Item Invest.	Unique Item Requests
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2020 2021	35212	48969	48704	38983	38772
2019 2020	47,651	59,013	57,584	46,967	45,762
2018 2019	34,229	31,889	895		
2017 2018	26,181	25,603	1,312		

Mergent		Activities	Pages Viewed	Downloaded	Data Module Used
July-September 28, 2021		274	264	6	155
2020 2021		180	150	28	80
2019 2020		623	540	83	260
2018 2019		162	154	47	23
2017 2018		255	236	88	61

NewsBank/Readex		Searches	Total Item Investigations	Total Title Investigations	Unique Item Investigations	Unique Title Investigations
Historical Newspapers						23
2020 2021		352	276	28	223	
Full-Text News						
2020 2021		10,621	17,232	16996	13371	767

Oxford		Searches	Total Item Investigations	Unique Item Investigations	Denied Access User Limited
American National Biography (1 user limit)					
2020 2021		28		44	26
2019 2020		49		45	37
2018 2019		80		20	

	2017 2018	59	81		
Grove Art Online (3 user limit)	2020 2021	50	62	33	0
	2019 2020	84	105	80	1
	2018 2019	424	217		
	2017 2018	109	244		
	2016 2017	29			
	2015 2016	21			
Grove Music Online (8 user limit)	2020 2021	1217	1067	589	0
	2019 2020	1341	982	506	3
	2018 2019	1867	1240		
	2017 2018	761	1916		
	2016 2017	148			
	2015 2016	31			
Oxford English Dictionary (1 user limit)	2020 2021	1027	1120	851	0
	2019 2020	336	870	629	0
	2018 2019	1505	827		
	2017 2018	596	2118		
	2016 2017	202			
	2015 2016	555			
Oxford Reference	2020 2021	213	212	180	
	2019 2020	336	352	285	
	2018 2019	347			
	2017 2018	363	526		
	2016 2017	150			
	2015 2016	198			
Very Short Introductions	2020 2021	21	184	158	see below
	2019 2020	498	471	338	for specific
since May 2019	2018 2019	8	31		title usage

Project Muse		Searches	Total Item Investigation	Unique Item Investigations
Standard	July-Aug 2021	34	192	136
	2020 2021	280	2902	2061
	2019 2020	497	7767	6795
	2018 2019	1020	700	
	2017 2018	1629	626	
	2016 2017	3173	1044	
	2015 2016	2919	1611	
	2014 2015	1930	1199	

Proquest		Searches	Result Clicks	Record Views	Searching Basic	Searching Advanced
Overall Proquest Searches	2020 2021	20,756	14,649	6679		
	2019 2020	30,281	24,440	11,012		
	2018 2019	31,674	28,024	10,253	3,017	18,200
	2017 2018	40,579	30,545	12,136	3,161	21,338

		Searches Direct to DB	Total Item Investigations	Total Item Requests
Agricultural & Envirn Collectrion	2020 2021	2,379	377	307
	2019 2020		191	13
	2018 2019		330	236
	2017 2018		120	298
American Periodicals	2020 2021	2465	262	258

	2019 2020		247	52
	2018 2019		44	1274
	2017 2018		17	948
Ethnic NewsWatch	2020 2021	2281	120	109
	2019 2020		67	21
	2018 2019		29	163
	2017 2018		60	240
Literature Online	2020 2021	305	99	95
	2019 2020		107	70
	2018 2019		39	187
	2017 2018		na	na
Periodical Archive	2020 2021	2291	442	430
	2019 2020		63	12
	2018 2019		17	145
	2017 2018		7557	631
Proquest Central	2020 2021	11983	na	na
	2019 2020		8498	32198
	2018 2019		8697	34139
	2017 2018		1782	43261
ABI/Inform	2020 2021	1009	5958	4785
	2019 2020		2438	1751
	2018 2019		2335	7344
	2017 2018		49	8809
Accounting and Tax	2020 2021	0	77	67
	2019 2020		157	41
	2018 2019		88	220
	2017 2018		31	316
Advanced Technologies and Aerospace	2020 2021	1	248	174
	2019 2020		172	106
	2018 2019		32	24

African American Poetry	2020 2021	2293		
Biological Science	2020 2021		600	683
	2019 2020		1157	465
	2018 2019		557	169
	2017 2018			
Health & Medical	2020 2021	1	4056	3243
	2019 2020		3455	1040
	2018 2019		1314	5428
	2017 2018		173	5500
Research Library	2020 2021	178	83	74
	2019 2020		1033	419
	2018 2019		659	1639
	2017 2018		893	2016
EconLit	2020 2021	2506	604	2
	2019 2020		290	1030
	2018 2019		246	12
	2017 2018		3	20
Entrepreneurship Databse	2019 2020		5	4
	2018 2019		7	57
	2017 2018		39	36
Library & Infor Science Abstracts	2020 2021	2277	36	na
	2019 2020		53	38
	2018 2019		86	5
	2017 2018		411	3
Linguistics and Language	2020 2021	2916	962	na
	2019 2020		197	153
	2018 2019		160	41
	2017 2018		453	6

Medline	2020 2021	2246	470	na	
	2019 2020		218	421	
	2018 2019		536	8	
	2017 2018		287	8	
Medical Database	2020 2021	2335	4034	3622	
	2019 2020		240	220	
	2018 2019		333	4413	
	2017 2018		220	4708	
Music Periodicals Database	2020 2021	985	33	21	canceled 07/20
	2019 2022		211	121	
	2018 2019		246	424	
	2017 2018		40	410	
NYT	2020 2021				
	2020 2021		1377	1316	
NYT Historical	2020 2021	3250	1881	1698	
	2019 2020		678	38	
	2018 2019		20	1222	
	2017 2018		0	2538	
Statistical Abstracts	2020 2021		35	4	
	2019 2020		49	0	
	2018 2019		35	73	
	2017 2018		283	4	
Sports Medicine and Education Index	2020 2021	2264	24	0	canceled 07/20
	2019 2020		367	144	
	2018 2019		161	22	
ERIC	2020 2021	2239	215	na	
	2019 2020		121	199	
	2018 2019		241	15	
	2017 2018		544		

Dissertations and Theses	2020 2021	3425	2296	1885
	2019 2020		1356	421
	2018 2019		976	2472
	2017 2018		5	2065
eLibrary/Ebook Central	2020 2021	3116	170	0
	2019 2020		211	0
	2018 2019		98	5
	2017 2018			

SIL International		Sessions	Searches	Views/Actions
Ethnologue	Jul-Aug 2021	35	188	466
\$550/year, 9/1 renewal	2020 2021	67	198	748
	2019 2020	236	578	1846
	2018 2019	266	541	2423

GALE EBooks - Top Five 2019 2020	Views
Encyclopedia of Social theory	47
Eating Disorders Sourcebook	42
Many Faces of School Library Leadership	10
Library Reference Services and Information Literacy	7

Encyclopedia of World Cultures	8
Total of 65 unique titles used	252

Gale EBooks - Top Five 2020 2021	Views
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Encyclopedia of Food and Culture	17
Dictionary of American History	6
Macmillan Encyclopedia of Death and Dying	5
Sports Injuries Sourcebook	4
ST. James Encyclopedia of Popular Culture	4
Total of 29 unique titles used	58

Oxford Ebooks - 2020 2021	Views
----------------------------------	--------------

Oxford Encyclopedia of the Renaissance	24
Dictionary of Chemistry	8
Dictionary of Critical Theory	7
Total of 85 unique titles used	

Oxford Ebooks 2019-2020	Views
--------------------------------	--------------

Oxford Dictionary of the Christian church	34
Encyclopedia of African American History	31
Oxford Companion to the English Language	12
Total of 99 different titles used	

Very Short Introductions eBooks 2020 2021	Views
Sociolinguistics 133	
Stoicism	12
African History	7
Total of 23 unique titles used	

Very Short Introductions eBooks 2019 2020	Views
Sociolinguistics	256
Foucault	47
Feminism	26

**Databases -
Statistics Not
Available from
Publisher
CCH**

Chronicle of Higher
Education

**Databases -
Statistics unable
to retrieve-
working with
publishers**

ACM

CRC Handbook of
Chemistry and Physics

Data Planet (new
product)

Digital Theatre Plus

HeinOnline

Naxos

Psychotherapy Plus

Sage Online Video
(New Product)

UpToDate

Accomplishments and Activities:

- As a member of the Library's Implementation Committee, considerable time was allocated to learning how the new system functions, establishing some usage procedures, and correcting records that migrated incorrectly.
- The most significant adjustment for the Acquisitions department this year was the dramatic reduction in book funds. With no new items requiring orders or processing Joanna Warren and I created a plan to make sure all of our staff had other projects to work on.
- In August of 2020, I began reviewing the book collection within the Library's Archives. The Library's Implementation Committee had already recognized that book processing/organization in Archives needed review. Daniel Klotz, Joanna Warren and I worked through a procedure to address various issues, correct problems and ensure that everything was properly handled.
 - Appropriateness/Meets the Archives mission -Was the book appropriate for the Archives? Or, should it be in main or the pamphlet file? Do we need six copies of this book? Is it rare and should be handled differently? How is this title connected to Arkansas?
 - Cataloging – Every book was then passed to the Cataloging Department where Joanna and her team checked to make sure the item was on the correct OCLC record, copy numbers were correct, and shelf labels were readable. Most importantly, they added the additional content as it was determined by Susan Burks, Daniel Klotz and myself to the book record for improved access.
 - UCA faculty or affiliated author
 - Arkansas author
 - Arkansas published
 - Signed by Author
 - Reshelving/Shifting -Before items were reshelved, Daniel and I determined that separating the books from the journals in this collection would be a great benefit. Daniel and Eric Fulton completed this aspect of the project as items were returned to Archives. Daniel also pulled out items published by UCA to create a separate UCA collection of books.

At the end of June, this project was about 75% completed.

- Reports were prepared for Art, English, History, and Psychology departments.
- I reviewed and purchased over 1,000 titles as additions to the collection. This was approximately 25% of our past yearly purchases.
- I coordinated a large donation of jazz books, framed pictures, and 1,000 LPs.
- I reviewed several small gift donations, selecting several hundred titles as additions to our collection.
- I successfully reviewed and purchased textbooks for the Textbook Reserve Program. I emailed 70 departments each semester to inform them of which titles were specifically purchased and available for their students.
- I participated in the Library's Shared Governance Process. I served on the Executive Committee, and chair of the Faculty Advisory Committee. In addition, I was a member of the Building Committee and the Planning Committee.
- With the assistance of Eric Fulton, inventory and weeding continued on the top floor covering the H, J, K, L and N sections. I scanned approximately 50,000 items, Eric Fulton

inventoried these items, pulled approximately 9,000 for withdrawal and 2,000 to be relabeled.

- Elizabeth Gayfield completed the cataloging of gift music CDs. This is a major accomplishment as most of these CDs had been unavailable and in boxes.
- Throughout the year I coordinated the plan to:
 - Shift and compact bound journals creating a new space for the Children's Collection
 - Relocate shelving for Music Scores
 - Move Children's books in the new space
 - Flooring is installed
 - Move shelving back onto new floor for Music scores.
 - Reconfiguration created addition student seating in this area
- I continue to work on the Library's Collection Development Plan.
- I began working with Susan Burks and Neco Valley assisting them with the inventory, cleanup and deselection of Arkansas and U.S. Government Documents.

Goals:

- Continue working with the WMS Implementation Committee to better understand the capabilities of the WMS system. Create new procedures, training and documentation for collection's staff.
- Completion of the Library's Collection Development Plan.
- Continue the review of books in Archives. Work with Daniel to formalize the new procedures, policies and handling of the book collection. Begin working with Daniel on how the Pamphlet collection is processed, cataloging and accessed.
- Continue to assist Susan Burks and Neco Valley with Government Documents, reviewing the selection and deselection policies and procedures. Additionally, we will weed items that have been digitized and are readily available online.
- Continue working to better record and evaluate the statistics necessary to make informed decisions involving database and book acquisitions. Continue to analysis eBook and textbook reserves as a measurement of student success via financial assistance.
- Continue all aspects of inventory and weeding.

Education and Outreach

Submitted by Amber Wilson, Faculty Librarian-Education and Outreach

The Education and Outreach Department fosters the mission of the university through the development of students into academic researchers. The department accomplishes this goal by providing students with the information literacy skills that they need to be productive citizens of the global community. The Association of College and Research Libraries (ACRL-a major division of the American Library Association) succinctly defines information literacy as “a set of abilities requiring individuals to recognize when information is needed and have the ability to locate, evaluate, and use effectively the needed information.” Education and Outreach addresses these skill sets by working with faculty members across campus to offer their students a wide variety of diverse instruction sessions tailored to the needs of particular classes. Working with faculty to determine what the students specifically require for success ensures that students have the skills and tools to complete all projects and assignments. It is our mission to provide all of these services to students, faculty, and staff, whether on-campus or online. We also diligently promote the library and its resources and services through various forms of campus outreach and marketing, thus ensuring students, faculty, and staff are aware that the UCA library is here to help them succeed.

Library Instruction:

Library instruction sessions involve presentations and lectures which are customized to each specific class and consist of various information literacy skills including: an overview of resources offered by the library, how to select and narrow a topic (keyword concept brainstorming), discussion of the different types of information available (primary vs. secondary, scholarly vs. peer-reviewed), an examination of different information sources (books, journals, archives, databases, etc.), discussion of plagiarism and the importance of citing sources, and suggestions on which sources will work best for a particular assignment. Sessions also include a live demonstration of various research tools as well as a specifically designated question and answer period at the end. Recognizing that students may be reluctant to ask questions in class, we also provide a handout that outlines the information covered in the lesson for the students to use as a guide while researching on their own. Throughout each session we touch briefly on all six of the Frames set forth in the ACRL Framework for Information Literacy for Higher Education, though each session is usually geared toward a particular frame/focus as the professors learning outcomes requires. The Frames are as follows:

- Authority Is Constructed and Contextual
- Information Creation as a Process
- Information Has Value
- Research as Inquiry
- Scholarship as Conversation
- Searching as Strategic Exploration

Starting in Fall 2019 we piloted a new information literacy module with the ACAD 1300 Journeys to Success classes from the Department of Student Transitions. We worked closely with chair, Amy Baldwin, to create a two-part hands-on experience for almost all sections of this

class. Since ACAD 1300 is a first-year seminar (FYS), we wanted to start building a solid base of evaluation skills that the students can implement in their future classes. Thus, we focused on two Frames: Authority is Constructed and Contextual and Information Creation as a Process. We designed our instruction session to focus on the Opposing Viewpoints database and created specific handouts to walk students through the different types of sources available, as well as the RADAR source evaluation method. Additionally, we created in-class scaffolded activities to help students practice their newly learned skills, and we created a graded assignment along with a rubric to help the ACAD 1300 faculty assess the work their students had done. For the Fall of 2020, we expanded on this module, to include specific readings about being an informed citizen and provided the faculty members with a list of discussion questions and prompts/guidance for student answers. Since all classes were online in Fall 2020, I recorded three video tutorials for the students to complete as part of the larger information literacy module in Blackboard. I also created a video tutorial for the instructors that broke down the process of deploying the module step by step, as well as provided rubrics and detailed examples of completed assignments.

The student library fee continues to be very beneficial for the Education and Outreach Department. This infusion of funds has allowed for the purchase of new databases and other research materials. These tools give us the opportunity to teach new and additional classes to both faculty and students and to initiate new points of contact with the campus community. Sometimes, if we constantly repeat the same instruction in the same databases, then faculty members may decide to skip library instruction sessions, instead showing databases themselves during class time. While faculty members are most certainly experts in their individual subject areas, they may be unable to fully cover all of the library's resources or may simply be unaware of everything that is available to students. This may create gaps in the students' knowledge of the library and their ability to use its resources. Our library instructors, as they teach information literacy skills, emphasize the use of resources specific to UCA and to the students' immediate research needs. If we can demonstrate to faculty members that we have new material which may better serve their needs, we can reinforce the value and necessity of the library and library instruction. It is our hope that the library will continue to acquire new databases and resources, so that our class offerings to the campus can increase and be more productive in the future.

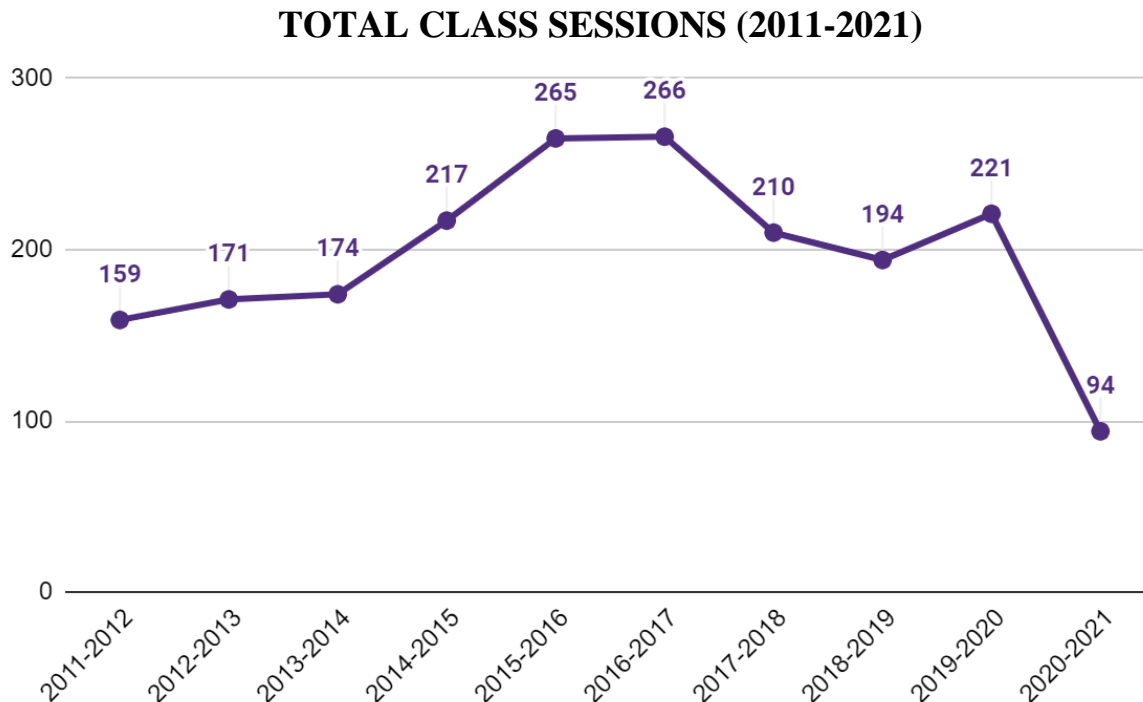
The student library fee also provides technology and resource support for our physical instruction space. Fall 2018 was our first semester to implement the new Library Instruction Lab, and it continues to be very well received by both faculty and students. Previously, we had a small room that was not originally designed to be a classroom and only had space for 16 computers (most of our classes have at least 20 students). Additionally, it was not very accessible. Thanks to funding from the library fee and a commitment from the library director, we completely renovated a new instruction space that now holds 30 student computers with seating for up to 38 students and has plenty of accessible space. We designed the room to maximize student collaboration with pre-formed computer pods that break the students up into groups. In addition to the individual computers, each pod has a large computer screen where students can share content and work together to improve their information literacy skills. We also installed large whiteboards throughout the room which the students use to collaboratively brainstorm search topics and key word terms.

We aim to teach most of our classes in the lab. (some classes are still too large for it and some professors simply prefer for us to come to them), but due to COVID -19 we wound up with a mixture of virtual and face to face classes. The lab's interactive technology specifically supports student success. Each class taught in the instruction classroom (LIB 200) now affords the opportunity for a hands-on experience with the tools and skills that are the cornerstone of our information literacy program. This hands-on session gives students the chance to start researching on their own topics right away, in an environment where the librarian and the course instructor can offer immediate assistance.

As a result of our classes, students become critical thinkers who are able to find and process information efficiently not only in their academic studies, but also in their everyday lives where they encounter a plethora of information in the various digital and print formats that dominate the global environment. By employing the information literacy skills achieved in our classes, students will more effectively process this overabundance of information and become better, more informed global citizens. For this academic year, we taught a total of 94 class sessions for undergraduates and graduates. While this is a significant drop from the previous years, it is important to note that while many professors did not have us come to their regular classes due to the disruptions brought on by COVID-19, they did extensively use the LibGuides that we created to provide asynchronous library instruction to their students. The LibGuides that we built for WRTG 1310 Introduction to Academic Writing and WRTG 1320 Academic Writing and Research saw dramatically increased page views during this time. Additionally, we normally teach around 50 classes for ACAD 1300 Journeys to Success, which were all replaced by the Blackboard information literacy module detailed above. Hopefully, this provides some context for the decrease in numbers.

Class Breakdown by College (Only Classes that have CRNs) 2020-2021

College of Business	0
College of Education	1
College of Arts, Humanities, and Social Sciences	57
College of Health and Behavioral Sciences	14
College of Natural Sciences and Mathematics	4
Honors College	4
Department of Student Transitions	11
TOTAL	91



Asynchronous and Online Learning:

Online Learning, also referred to as Distance Education, has continued to be a major focus of the Education and Outreach program. The Association of College and Research Libraries mandates that, “Every student, faculty member, administrator, staff member, or any other member of an institution of higher education is entitled to the library services and resources of that institution, including direct communication with the appropriate library personnel, regardless of where enrolled or where located in affiliation with the institution”

(<<http://www.ala.org/acrl/standards/guidelinesdistancelearning>>). Torreyson Library has made every effort to ensure that our online learning students receive the exact same services and opportunities as our on-campus students.

Asynchronous distance learning means the instruction takes place at different times and different locations with little or no live interaction between the instructor and the learner. For programs that offer classes like this, a member of our team is invited to be a guest speaker during their required on-campus orientations. This allows us to present the same type of instructional session that we do for traditional on-campus classes. This is a nice option because we get to physically meet the students allowing us to make a personal connection. We use this opportunity to distribute handouts and contact information and make sure the students know who to contact in the library if they need help. Other asynchronous classes prefer that we provide various learning tools that their students can access whenever it is convenient, so we have created LibGuides, handouts, videos, and other customized content that professors upload to their Blackboard course shell.

We also work with synchronous online classes, which are classes that users can access from any location but only at a specific time, such as during a regularly scheduled class meeting. UCA

recently began implementing BlackBoard's conferencing software for distance education classes, which we have used to teach online instruction classes in a virtual environment. Using a screen-share application and voice chat, we can show the students how to manipulate the various aspects of databases and the library's website so that they can find the information they need. We also have the capability to screen-share using Google Hangouts, providing students with one-on-one research interactions. We will continue to offer these resources, plus explore new options so that our distance education students will receive first-class access to and instruction on Torreyson Library's research resources.

Outreach:

Our outreach attempts are widespread across the campus, going beyond the regular classroom and reaching out to different programs such as: the Office of Student Success, the Office of Student Orientation, UCAN, Center for Teaching Excellence/New Faculty Orientation, International Engagement, Concurrent Enrollment Instructors, Peer Coaches, Student Supplemental Instructors, the Intensive English Program, Learning Communities Mentors, and the UCA Ambassador Program. In the future, we want to strengthen these relationships, as well as build new ones with a wide variety of departments and organizations across campus.

Tours and orientations comprise the bulk of our outreach programs. In addition to any individually requested tours, we formally provide tours for the Student Orientation and Academic Registration (SOAR) program. On the tours we have the opportunity to meet and make crucial connections with incoming First-year students before they begin their first day of classes. While they may not remember everything that is covered on their SOAR tour, the First-year students will at least know that the library has friendly faculty and staff who will answer their questions and are eager to help them succeed. We also have a great working relationship with International Engagement, which allows us to lead tours for our International Students at the beginning of each semester as part of the Global Welcome experience. These interactions are a good opportunity to not only introduce the new international students to the basic library services and resources, but to also address cultural differences about libraries, familiarize the students with library terminology, and discuss the logistics of the building.

Over the past few years, we have focused on building a partnership with the Office of Student Success. The Summer Start program that focuses on first year students is one of our longest running collaborations and has taken on several different forms as the formats and offerings provided by Student Success are adjusted each summer to best fit students' needs. We have juggled several different responsibilities ranging from full, library-instruction sessions for boot camps to tours for "bridge students" to implementing the library escape room for the "Read for Success" and "Chem4Success" programs. We work closely with Dr. Julia Winden Fey, Director of Student Success, to determine the desired learning outcomes and level of instruction required. Another joint venture that we have explored together involves providing library training and resources for supplemental instructors, peer coaches, and peer tutors who are employed by the Office of Student Success. It is important for these various Student Success mentors to understand what the library has to offer and how they can connect their struggling peers to these resources. We created a LibGuide to assist with determining when a librarian is needed, along with specialized research content and tools to get the students started.

We also engage with our patrons on a broad level through campus-wide library orientations as well as on a departmental level through discipline-specific library introductions. The campus-wide programs include the New Faculty Orientation and Adjunct Academy hosted by the Center for Teaching Excellence and the Conway Daze and Transfer Student fairs hosted by the Office of Student Orientation. At the departmental level, we have established relationships with Leadership Studies and Teaching and Learning in the College of Education, and with Nutrition and Occupational Therapy in the College of Health and Behavioral Sciences.

In addition to our on-campus outreach, we have extended the library's influence to school groups from districts throughout the state. In the summer we work with the Upward Bound program at UCA, teaching the high school students many of the information literacy and research skills that our First-year students learn. During the school year, we offer a variety of tours for junior high and high school students, and we host full-day research sessions similar to our two-day instruction sessions. We also engage with the students and teachers who participate in Arkansas History Day. This community outreach is important both to the library's mission and to the larger UCA campus as a potential recruiting tool. By instilling proper research skills early in students, they may be more prepared for academic life.

Educational Outreach and Orientation 2020-2021	Sessions	Participants
Community/School Outreach	1	20
Honors College Tours	0	0
International Student Tours	10	80
SOAR Tours	9	45
New Faculty Orientation (CTE)	0	0
Other Faculty Outreach/Orientation	11	11
Other Undergraduate Outreach/Orientation	13	130
Other Graduate Outreach/Orientation	7	7
Other Online Learning Outreach/Orientation	0	0
TOTAL	51	293

COVID-19:

In addition to the regular annual report content that is listed above, we've been asked to include how COVID-19 impacted our department. With the pivot to online instruction in mid-March 2020, we swiftly adapted to providing all of our content in an online format. We taught library instruction classes via Zoom, Blackboard Collaborate Ultra, and Google Meet. We provided digital copies of our handouts to faculty members to embed in their Blackboard course shells. We created LibGuides for classes that included video tutorials and screenshot demonstrations of different aspects of the research process. Throughout this process, we collaborated with faculty to deliver excellent online library instruction to both graduate and undergraduate students.

For Outreach, we focused on spreading the word about the library's new services, such as the virtual reference desk, contactless book pick-up, online FAQ, and chat reference. Our main method of delivery was the library's social media channels, Facebook, Twitter, and Instagram. Whenever some aspect of the library's services changed, we worked quickly to disseminate the information on these platforms which reach faculty, staff and students.

Government Information

Submitted by Susan Burks, Government Information Librarian and Neco Valley, Library Technician for Government Information

The Government Information Department houses and maintains both Federal and Arkansas Government Publications. Torreyson Library is a partial depository for Federal Documents concentrating on health, education and business publications and is a full depository for Arkansas documents within the past five years.

According to the Federal Depository Library Council being a Federal Depository Library “enhances the status of the institution through:

- Greater service to & resources for the entire community
- Political good will of the Congressional delegation
- A public collection of government information, employing knowledgeable people to serve that collection”

Personnel:

Susan Burks is the Government Information Librarian and Neco Valley is the Library Technician who manages the day-to-day activities.

Accomplishments:

The pandemic has continued to limit what Ms. Valley and Miss Burks were able to accomplish in the department. Both of the women were able to participate in many webinars and other virtual presentations courtesy of zoom.

Miss Burks and Ms. Valley both viewed the spring Virtual Depository Library Conference. The department statistics were due to several reasons, among which continues to be the pandemic.

- Federal Depository Library Program delayed shipping books to the libraries.
- The Collection Development Librarian asked that no new books be added to the collection.
- The library changed operating systems from Sierra to WMS.

Department Projects Completed for the Department:

More items are being retired because many are available online. Ms. Valley is efficient in keeping the Arkansas and Federal Documents organized and managed for the patrons to easily locate them.

Both Miss Burks and Ms. Valley have learned how to utilize Zoom and other media in order to view different types of professional development. They know there will be more opportunities available for professional growth through various types of media.

Current/Ongoing Projects:

- Providing reference services for patrons with Government Information-related questions in the Government Information Department.

- Weeding will continue in the department.
- Discarding DVDs and CDs will continue.
- Learning the new management system, WMS, will continue.

Goals:

Torreyson Library is embarking upon a new management system, WMS.

- Both Miss Burks and Ms. Valley will continue to train on the WMS system.
- The collection will continue to be evaluated.
- Selections will continue to be made by the governmental agency.
- Deselection is continuously made in the Government Information area. As new government information is made available, space on the shelves must be found. Therefore, deselection is necessary. The deselected items are made available to other libraries in the Federal Depository System.
- Notice of the availability of Federal Tax Forms will continue to be made public per social media.
- More Government Information Items are being digitized and, thus, more accessible to the public.
- Miss Burks and Ms. Valley will continue to apprise themselves of the new trends and resources of Government Information.
- The new library operating system, WMS, will continue to make work in the Government Information more efficient and current.

GOVERNMENT DOCUMENTS	Annual 2021	July 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021
<u>Documents Received:</u>													
Federal Documents	490	19	36	67	33	0	0	13	63	60	39	24	136
Arkansas Documents	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Received:	490	19	36	67	33	0	0	13	63	60	39	24	136
<u>Withdrawn:</u>													
Withdrawn Federal Documents	3847	1786	26	22	487			3	31	432	192	87	781
Withdrawn Arkansas Documents	0	0	0	0	0	0	0	0	0	0	0	0	0
Total:	3847	1786	26	22	487	0	0	3	31	432	192	87	781
<u>Items Checked in:</u>													
Federal	423	18	32	57	33	0	0	8	36	48	36	24	131
Arkansas	0	0	0	0	0	0	0	0	0	0	0	0	0
Total:	423	18	32	57	33	0	0	8	36	48	36	24	131
<u>Catalog Maintenance Update:</u>	200	14	15	84	11	0	0	0	0	0	76	0	0

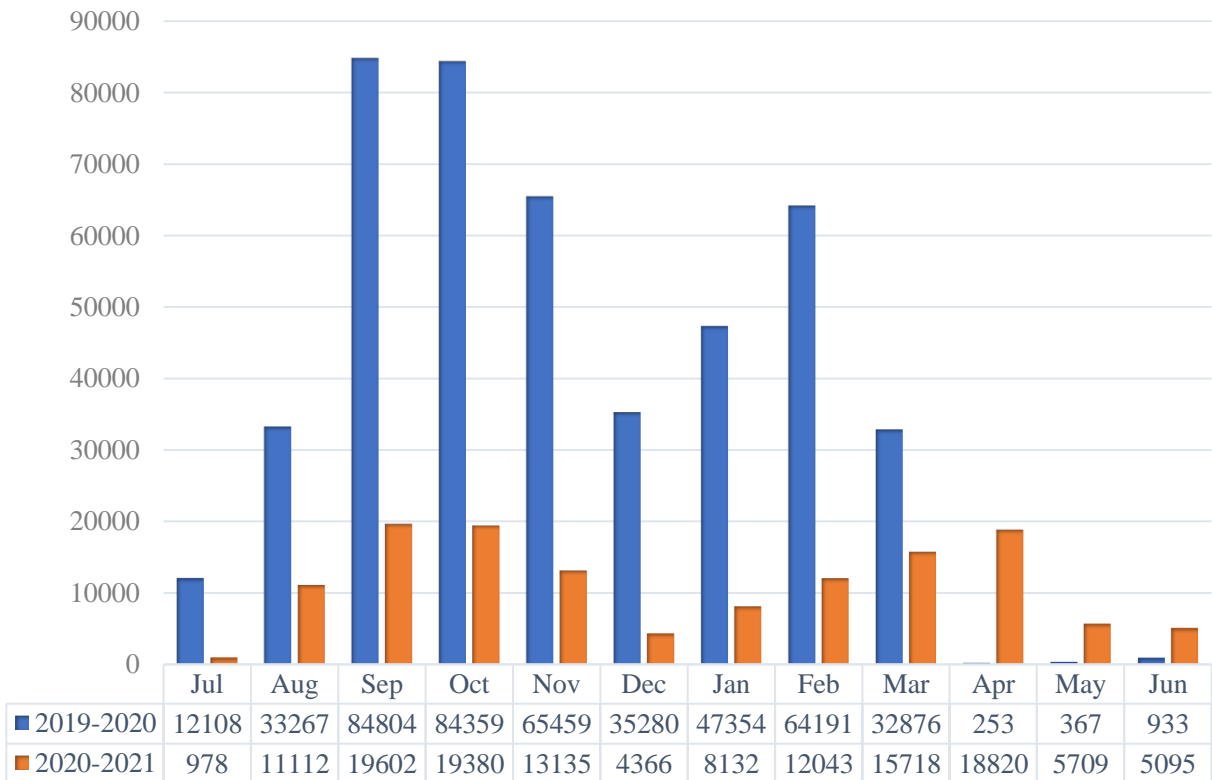
Library Public Services

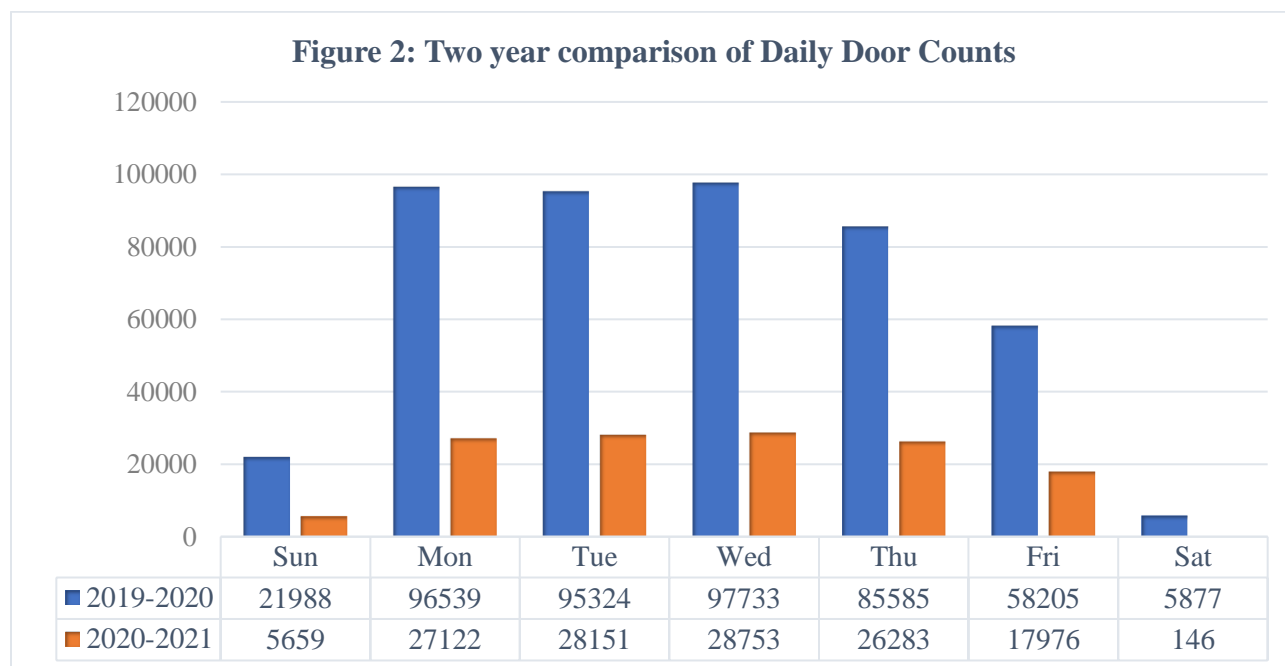
*Submitted by Elizabeth DiPrince, Public Services Librarian
and Jessica Riedmueller, Head of User Experience & Assessments*

Library public services delivers online and in-person services to the UCA community. These services include everything from checking out books, locating resources from other libraries, providing assistance with library computers, providing directional information about the library and campus, to in depth research assistance. These services are provided by members of the Access Services, Interlibrary Loan, and Computer Support departments, the library faculty, and other staff trained in reference services.

Public services were greatly impacted by the COVID-19 pandemic and the campus policies implemented to control the spread of the virus on campus. Some policies such as social distancing guidelines and masks requirements affected the day-to-day operations of public services. Other policies such as hybrid class instruction, funding allocated allowing students to acquire their own laptops and textbooks and restricting access to campus buildings to only the UCA community, reduced the number of patrons seeking in person services. Taken together with the suspension of the libraries overnight and Saturday hours, the reduction of available seating and desktop computers and closing of group study rooms, there was much lower foot traffic within the library. The monthly and daily door count trends demonstrates how the number did not rebound to previous levels once the library reopened (Figure 1 and 2).

Figure 1: Two Year Comparison of Library Door Count by Month





COVID-19 caused changes to the delivery of in-person frontline services within the library. The arrangement of service desks at the front of the library were changed to allow for a computer support service desk. Reference services was relocated to a small desk directly facing the library's front door. The service desks, including the circulation desk, were outfitted with plexiglass and all employees in public areas were required to wear masks while providing services. Adjustments were also made to staff procedures including quarantining books and disinfecting equipment before they were returned to the collections, maintaining an accessible stock of hand sanitizer, disposable masks, and disinfectant wipes, and monitoring patrons for mask wearing compliance. Furthermore, in an effort to support patrons working in an online environment and/or who had concerns receiving services in-person, online support services were expanded to include new avenues for patrons to access information and have their questions answered.

Lastly, public services were greatly affected by the implementation of the new library system, WorldShare Management Systems (WMS), in January 2021. The new system required changes to how staff performed circulation and interlibrary loan functions and necessitated changes in policies and workflows. The new system also changed the way patrons access library collections which required changes to the library website and delivery of reference services.

Included in this Public Services report are individual reports for Online Services, Reference Services, Access Services, Interlibrary Loan, and Computer Support. While the individual services and departments are reported separately, they experienced many of the same challenges and worked together throughout the year to coordinate services and communicate issues.

Online Patron Services

Submitted by Jessica Riedmueller, Head of User Experience & Assessments

Library Guides:

The library's research guides continue to provide a wealth of information to our campus community. This year a number of issue guides were frequently accessed including a guide to Anti-Racist Pedagogy created for the Education department, the Black Lives Matter issue guide, and the guide for the Human Library event. The Gender, Sex, and Sexuality guide again proves to be one of our most popular guides. One of the most interesting changes for the year is the lower position of the "How do I..." guide, which we could possibly attribute to the creation of the FAQ page. We also saw high usage of a number of our class-specific guides, which is likely due to the continuation of online classes due to COVID-19.

Table 1: Top 10 LibGuides for 2020-2021

Guide Title	Total Views
Newspapers	1259
Gender, Sex, and Sexuality Community Resources	1238
Human Library at UCA	1000
ENGL 1320: Writing for Social Change	921
Anti-Racist Pedagogy and Inclusive Classroom Resources	838
Gender Studies	706
WRTG 1320: Academic Writing and Research	641
Understanding Information Literacy (MGMT3355)	616
ENGL 1320: Interdisciplinary Writing and Research	602
How do I...	489
Black Lives Matter	453

This table does contain one anomalous guide. The "Understanding Information Literacy" guide was mistakenly included in the Student Support Guide for the 2020-2021 academic year. Despite its name, this guide is a lesson/assignment for a business management class.

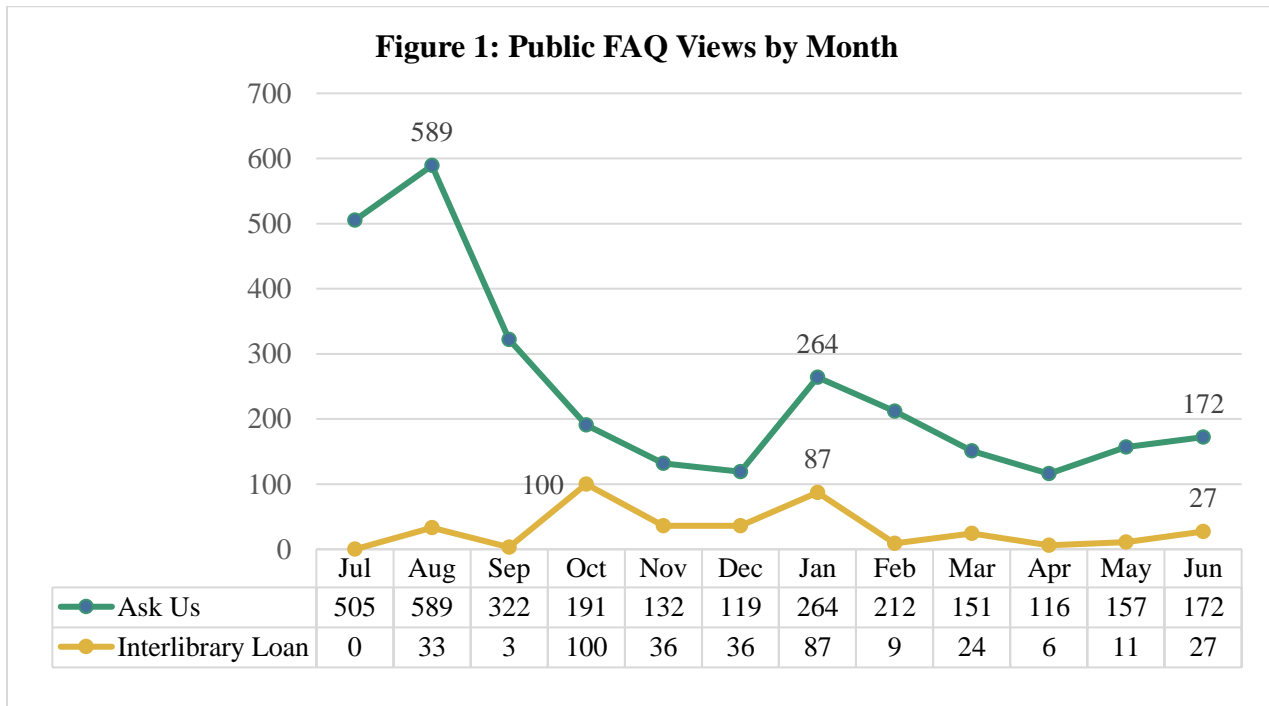
FAQs:

Since the Fall 2020 semester was mostly online, we wanted to provide students with a way to quickly find information about the library, even if they couldn't visit the reference desk. Over the summer and throughout the semester, we created a number of Frequently Asked Questions via our LibAnswers subscription. The FAQs have proven to be helpful tools for providing information about the library. The top ten FAQs for the year primarily dealt with general library information.

Table 2: Top 10 FAQs in 2020-2021

FAQ ID	Question	Total Views
329935	What is interlibrary loan (ILL)?	2513
329937	How do I use and navigate my library account, which now includes both interlibrary loan and UCA Library items?	2456
329932	How do I request books, DVDs, microfilm, articles, etc. from other libraries through interlibrary loan?	1922
304875	How do I submit a scanning request for UCA Library Resources?	1852
304624	How do I check out a Book or other UCA Library resources (DVD, Scores, CDs, etc.)?	1659
314145	How do I print a document?	1277
319066	How can I look at microfilm resources?	1157
331890	How do I use the no-contact pickup service?	993
317556	Help with Joining a Screenshare Session in Chat	560
301803	What are your hours?	266

It may be useful to note that these are not the live statistics and are not necessarily indicative of the most popular FAQs overall. This simply represents the most viewed FAQs during the 2020-2021 time period.

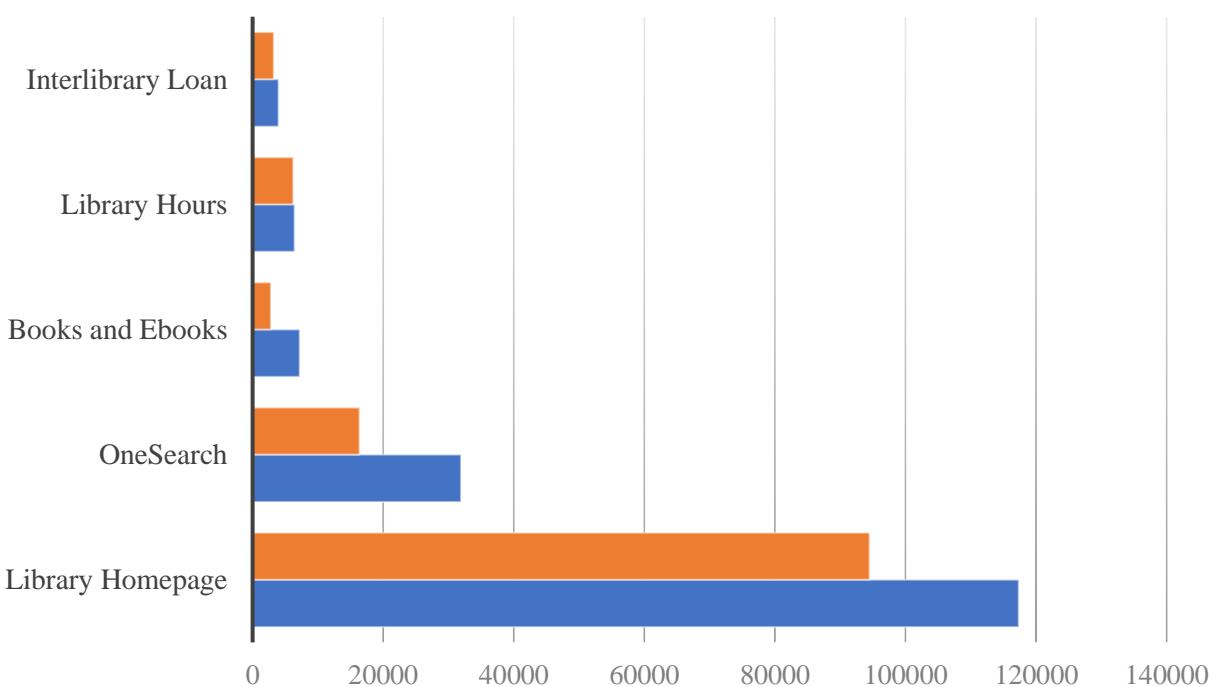


Website Redesign:

The addition of the FAQ page, chat reference, and our new question ticket system necessitated a redesign of the library website. We kept the OneSearch box at the top of the homepage and moved to a cleaner layout “beneath the fold.” We created a set of buttons with icons and text to quickly direct users to the information they need. In the interest of providing multiple avenues for access, we also repeated some information in text links under the “Get Help” banner.

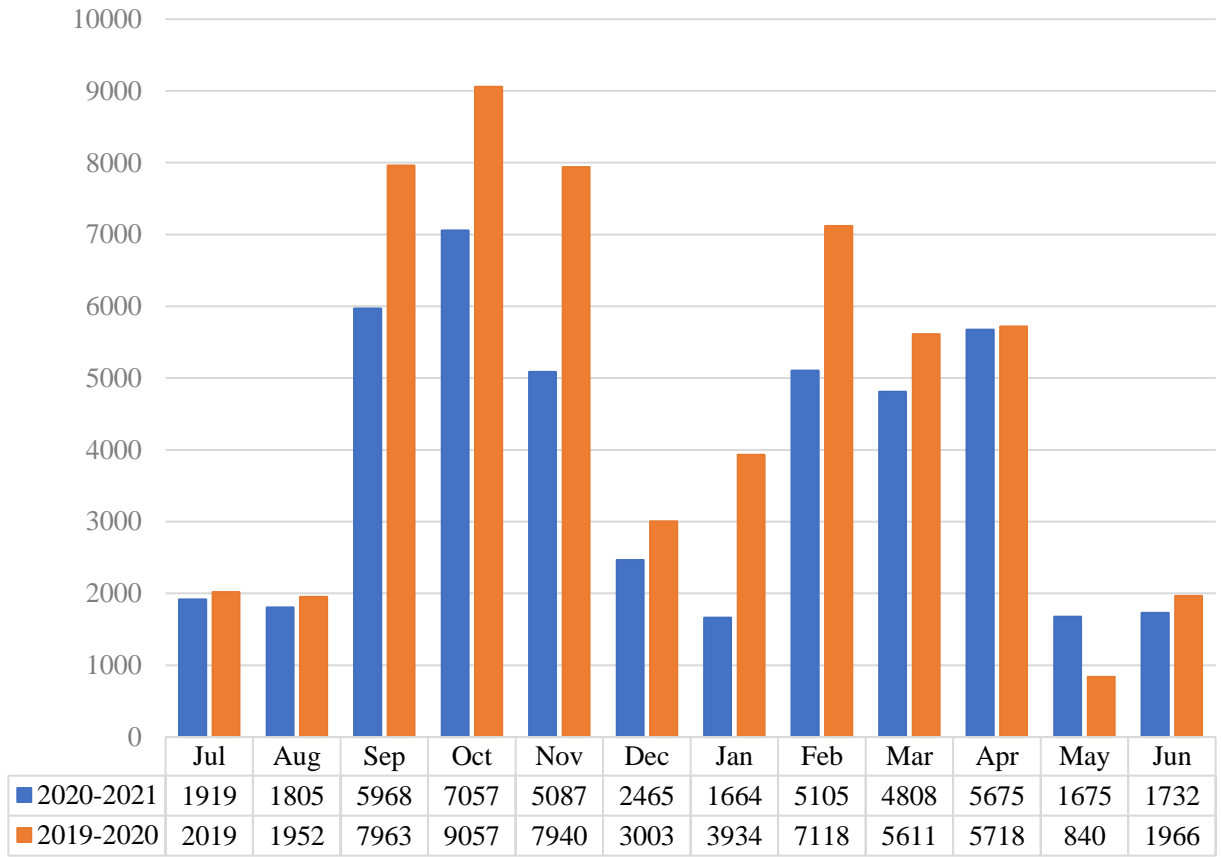
Due to these changes, comparing statistics from year-to-year is challenging since some pages have completely disappeared and others are new. However, it is interesting to note that overall website traffic and unique homepage views were significantly reduced. Views on our A-Z Database page also dropped during this time. The only page that stayed relatively stable was Interlibrary Loan.

Figure 2: Top 5 Webpage Views by Page Title



	Library Homepage	OneSearch	Books and Ebooks	Library Hours	Interlibrary Loan
2020-2021	94508	16388	2773	6250	3247
2019-2020	117358	31928	7231	6422	3960

Figure 3: A-Z Database Views



Reference Services

Submitted by Jessica Riedmueller, Head of User Experience & Assessments

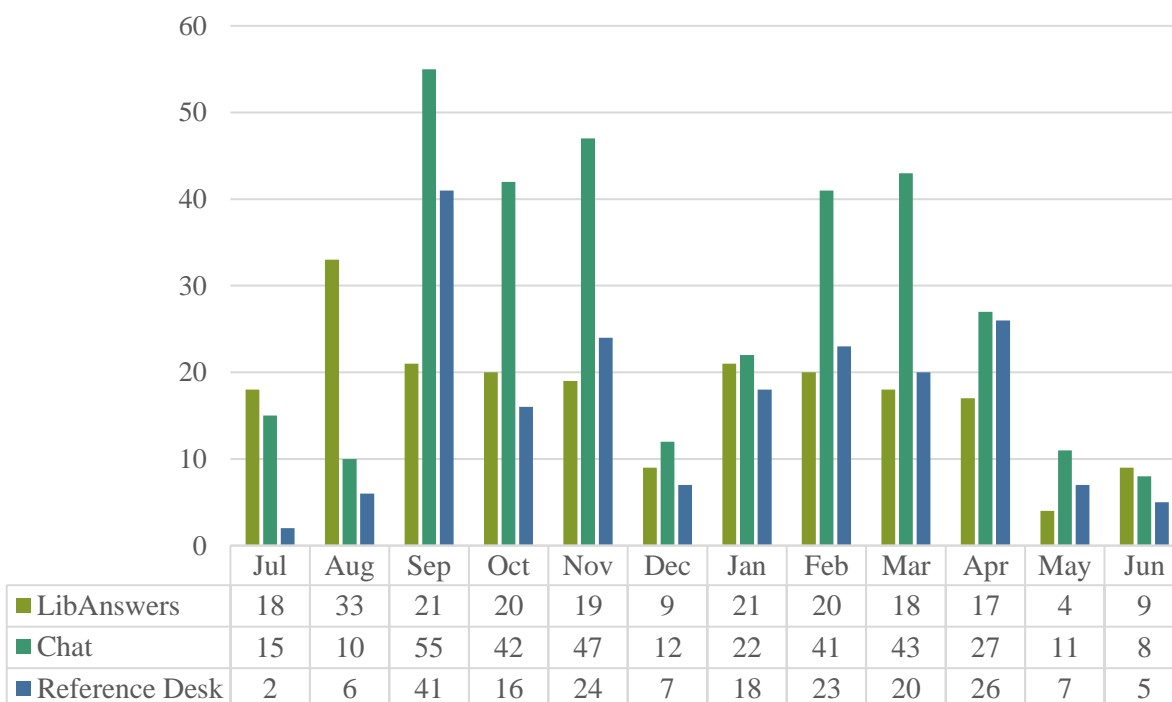
Reference Desk and Remote Reference:

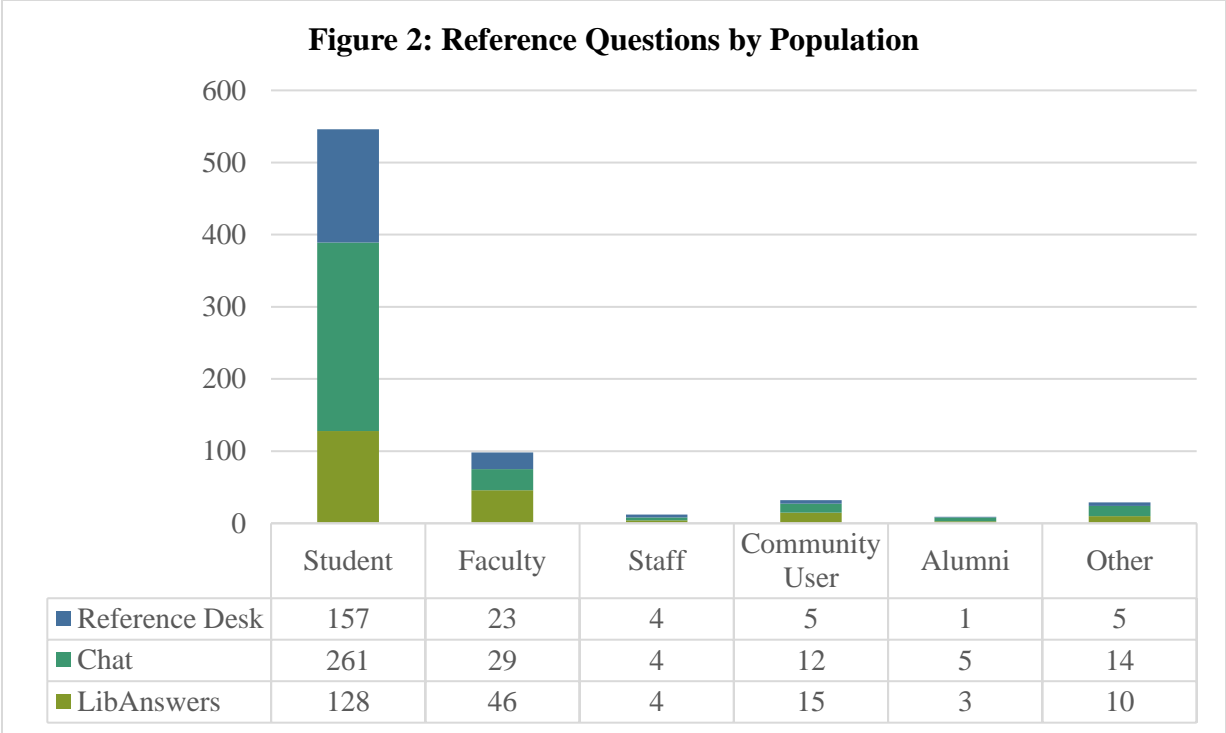
:Though COVID-19 was disruptive to our normal operations, the pandemic offered us the opportunity to add more options for the UCA community to receive reference help. In addition to our reference desk, we have added a chat feature as well as an update to our Ask Us email reference. Though overall reference stats plummeted during COVID-19, we are confident that offering more remote support options will benefit the reference program in the future.

Using our new reference management software, LibAnswers, we have been able to refresh the way we capture statistics. LibAnswers allows us to automatically capture where a question was asked (reference desk, via ticket, chat, etc.), and allows the reference librarian to designate who asked the question and categorize the question type. This has led to more nuanced statistics which should allow us to understand and analyze the value of our various reference services.

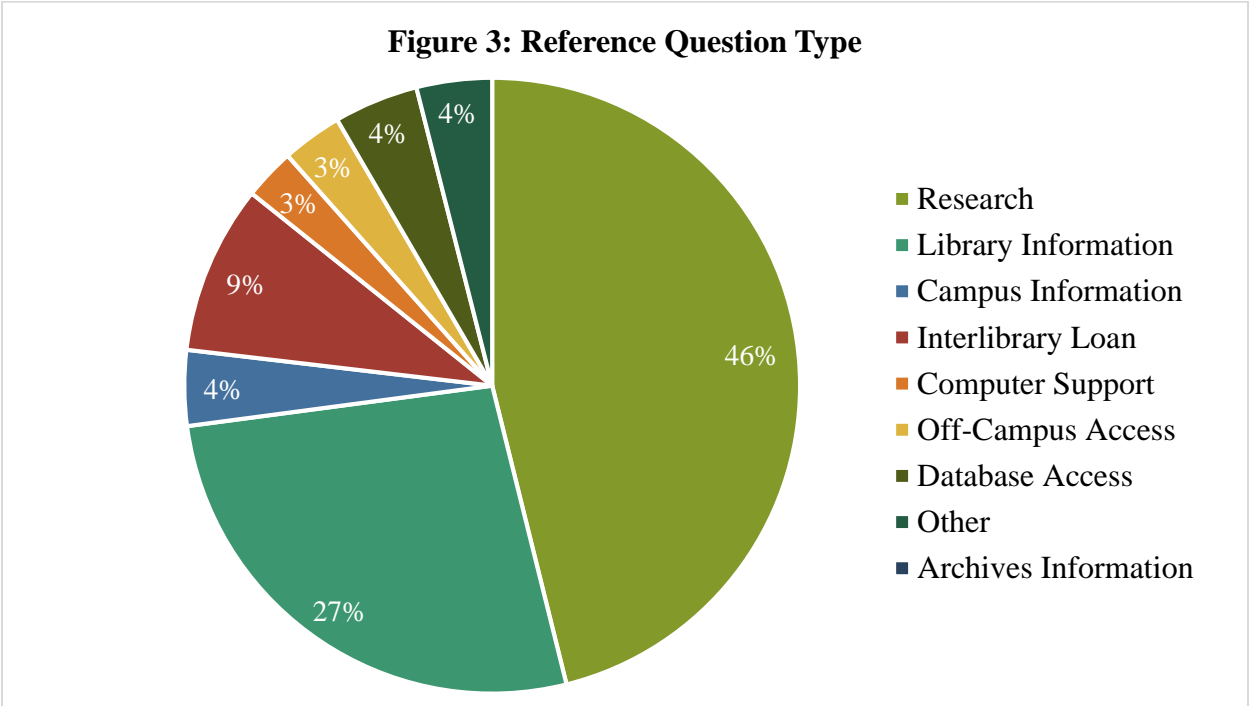
Across all channels, we answered 737 reference questions. Students asked most of the questions, and they took advantage of the chat option at a far greater rate than any other channel. Factors driving students to chat may include the fact that most instruction was delivered remotely and that we put the chat widget on our most heavily used pages.

Figure 1: Total Questions for All Reference Modes by Month



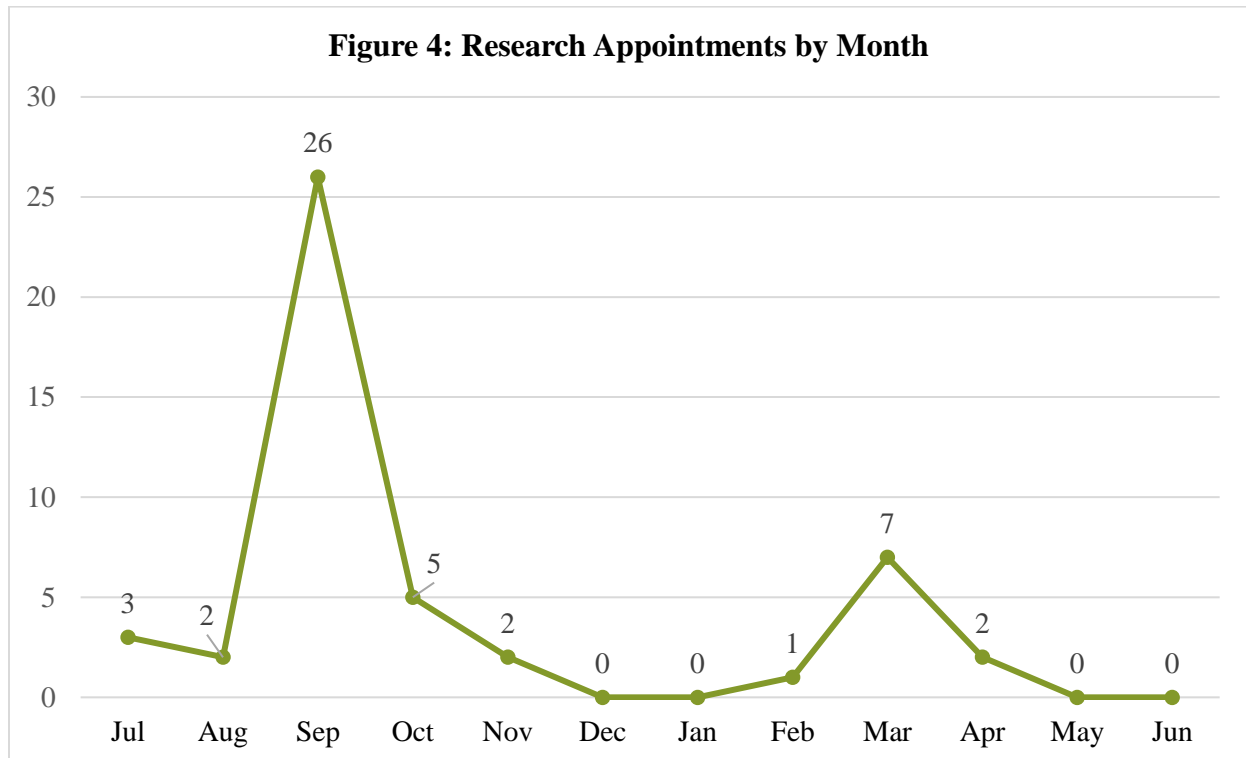


Overall, we primarily answer questions about research. However, it is interesting to look at the distribution of question types among the various channels. At the Reference Desk and via Chat, we primarily answer research questions. However, via our LibAnswers tickets, only about $\frac{1}{3}$ of our questions are research, and library information (not research) questions are asked more frequently than on any other channel.



Research Appointments:

Research appointments remained relatively unchanged between this year and last year. All of our appointments were conducted online using a combination of the chat function and Zoom. The large spikes observed in September and March are the result of compulsory requirements for classes. As with our reference services, we are hopeful that offering virtual appointments will increase our accessibility.



Access Services

*Submitted by Elizabeth DiPrince Public Services Librarian
and Sandra Hooper, Supervisor of Circulation*

The Access Services department is responsible for providing access to library resources and assistance to the University of Central Arkansas community. The department supports academics by providing access to both traditional items, such as books and other printed materials and nontraditional items such as laptops, headphones, and calculators.

This was a year of challenges and major change for the Access Services department. The largest challenge was providing service and resources access while keeping staff and patrons safe during a pandemic. New services were created to serve patrons including contactless pickup through locker delivery for library resources, interlibrary loan items, and printed documents and a new ticketing and chat system to respond to patron circulation questions. To safely serve in-person patrons, new procedures for quarantining books and disinfecting returned items were created. New procedures were also implemented so staff could provide in-person assistance to patrons while wearing a mask and working behind plexiglass at the circulation desk. In addition to changes brought on by the pandemic, the implementation of a new library system at the start of January was a major project for the department and required creating new procedures, establishing new workflows, and learning new ways to assist patrons.

Access Services Personnel:

Tamela Smith who had served as Faculty Librarian for Access Services since 2015 left in January. Elizabeth DiPrince then supervised the department on an interim basis which will last until a new access services librarian could be hired. With the suspension of overnight hours during the year and overnight staff were assigned different work duties. Daniel Klotz (former Overnight Supervisor) and Shelbea Gentry (former Overnight Technician) moved to the Archives department and Zach Orten (former Overnight Technician) left the library. The other two Overnight Technicians were reassigned to different shifts within access services. Daytime circulation continued to be supervised by Sandra Hooper with Danielle Kraus, David Jones, and Greg Willingham serving as circulation technicians. Evening circulation continued to be supervised by Kristi Romine with Amber Guyette, Adam Lunk, and Reese Paglianite as circulation technicians. During the spring semester the department was also assisted by Chelsi Benton who was hired as extra-help.

2020-2021 Statistics:

Please note: With the implementation of the new library system mid-way through the year, circulation numbers reflect a combination of statistics from both systems.

COVID-19 policies and concerns greatly impacted this year's number of circulation transactions which includes checkouts, check-ins, holds and renewals. The total transactions for the year was 32,482 and was 67% lower than the year before (Figure 1). While lower overall, the number of monthly transactions remained steady and consistent month to month (Figure 2). The undergraduates continue to have the largest percentage of checkout activity at 62% (Figure 3) but that percentage is down from the year before when they accounted for 84% of all checkouts. This is consistent with the numbers seen in the total checkouts by location where books from the main

book collection lead in the number of checkouts for the first time in many years (Figure 4). Undergraduate students are the biggest users of textbooks and laptops and checkouts were down significantly with both of those items.

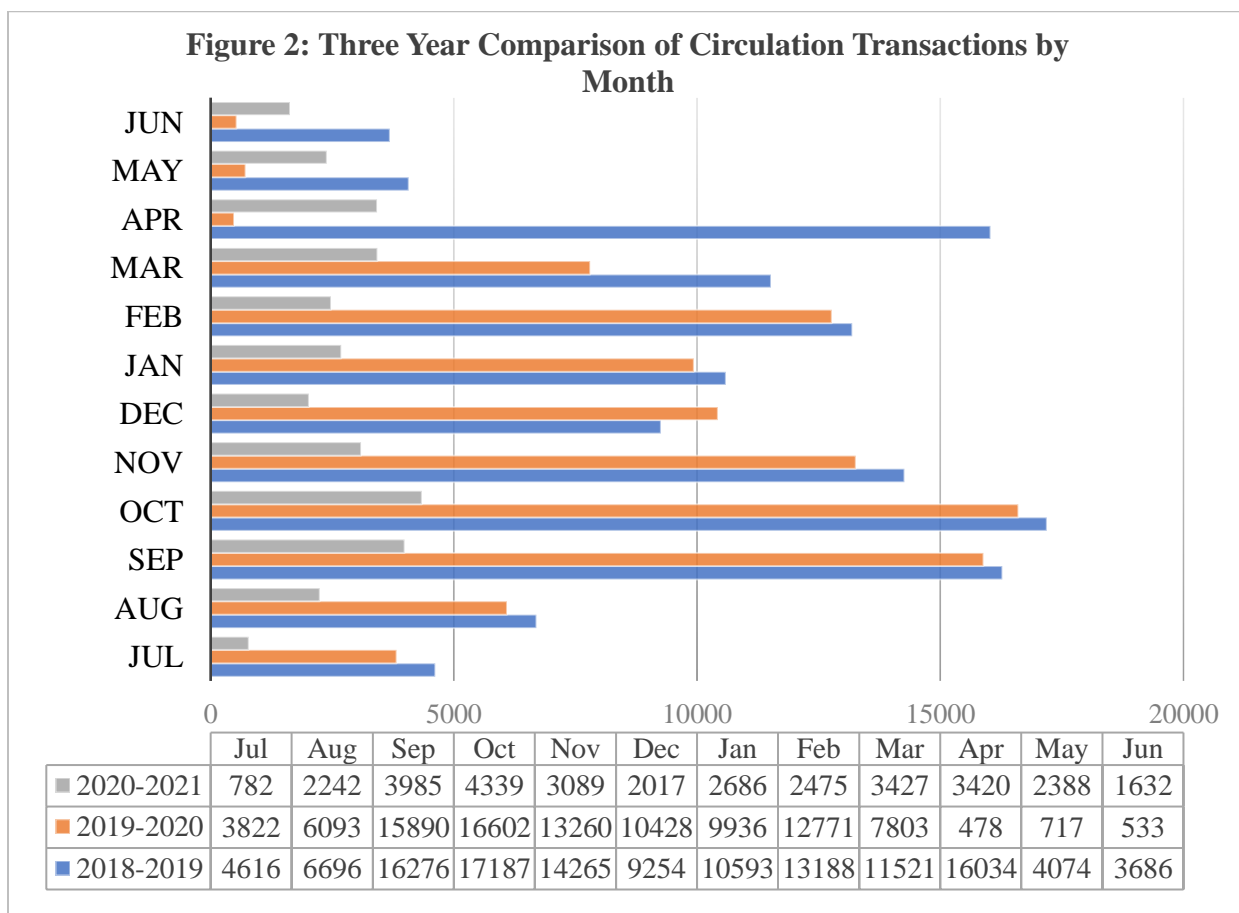
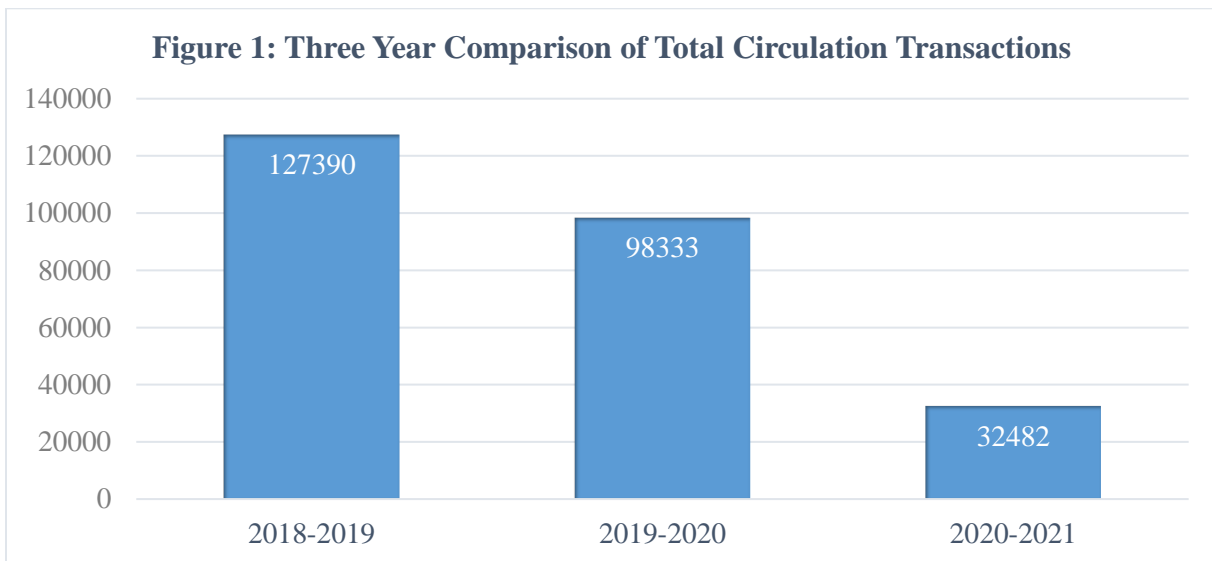


Figure 3: Checkouts by Patron Type 2020-2021

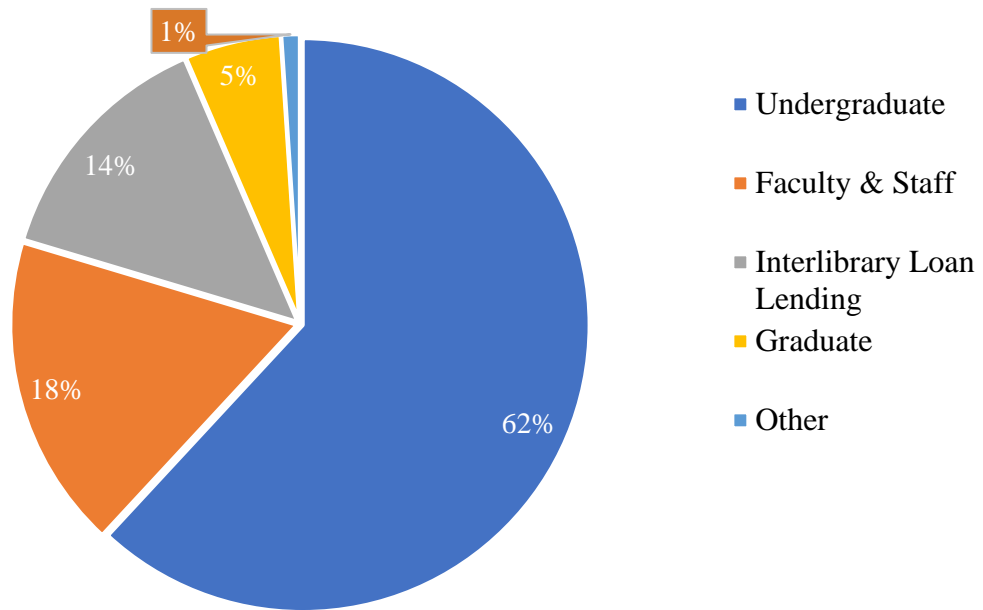
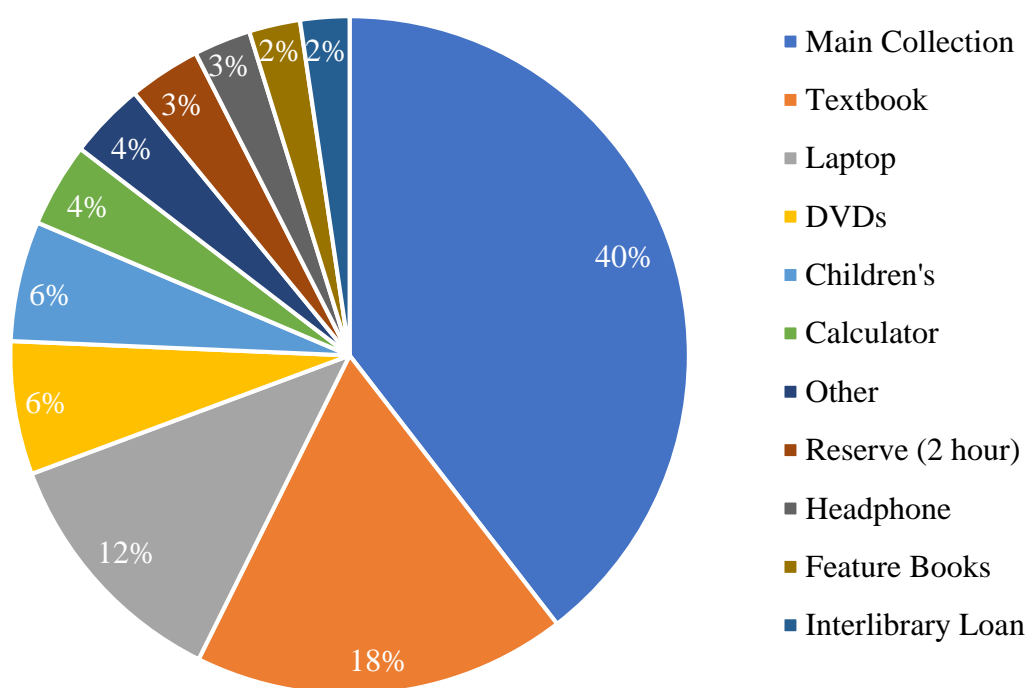
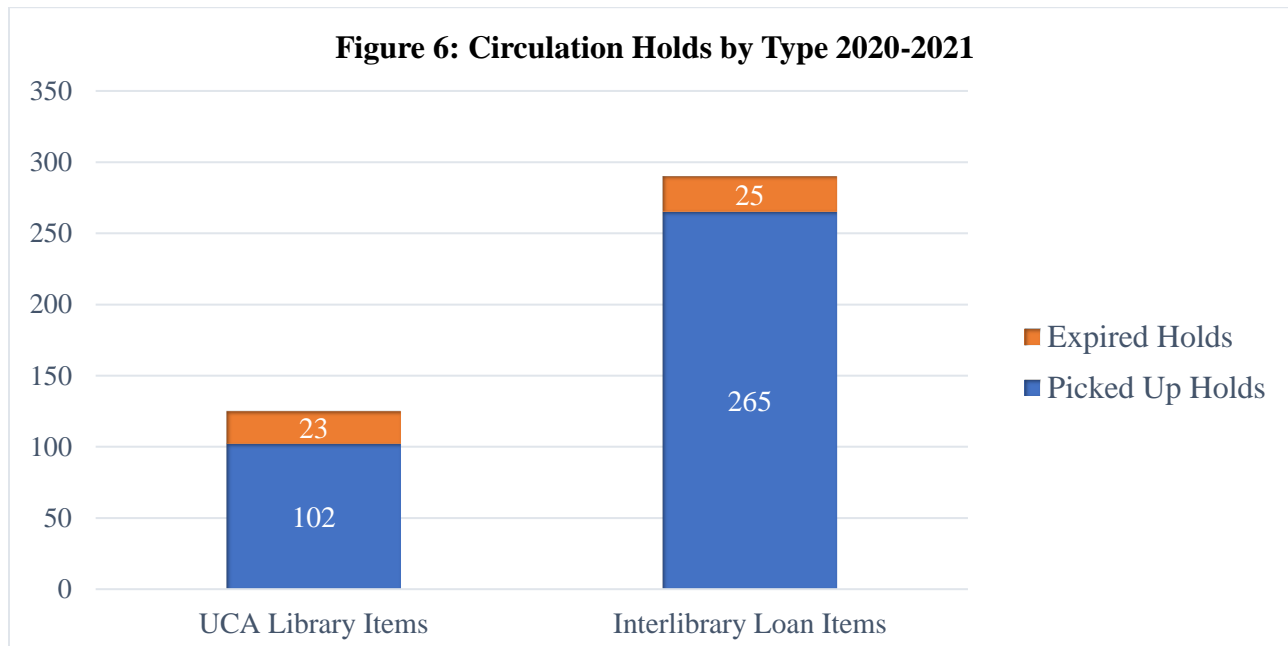
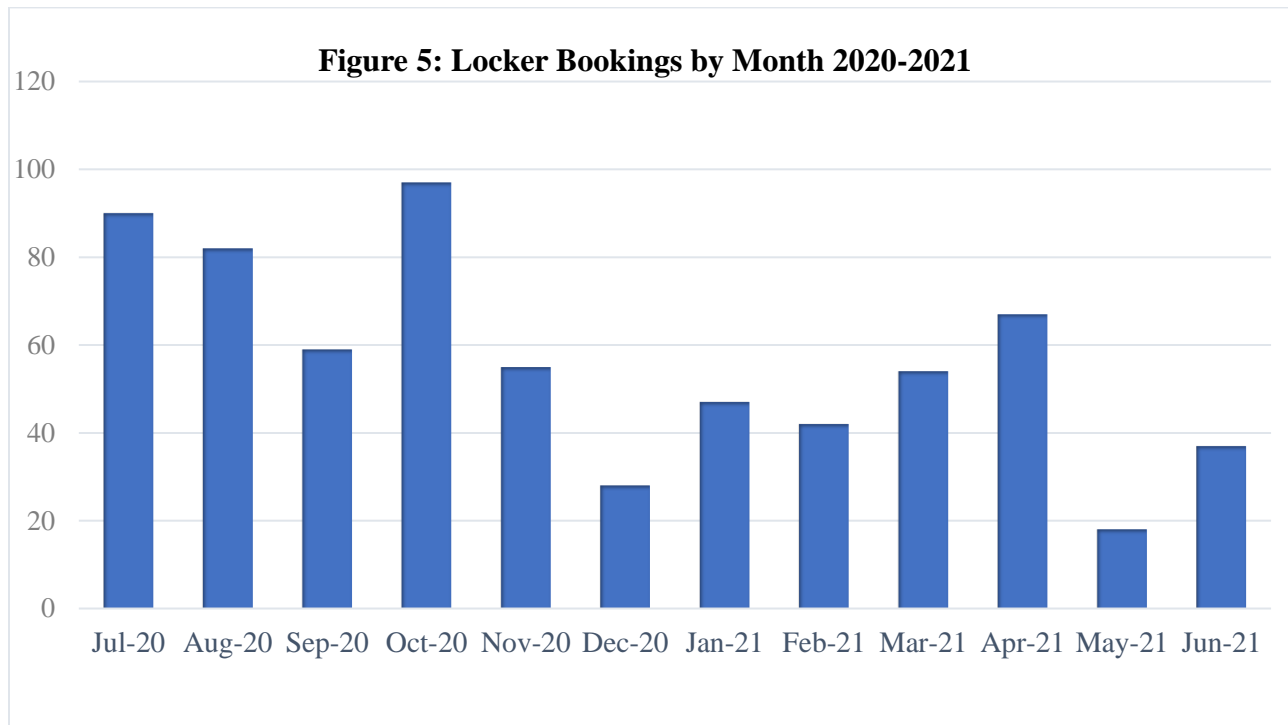


Figure 4: Checkouts by Location 2020-2021



The new services saw steady usage throughout the year. These include locker bookings for contactless pickup of library items, interlibrary loan items, and printed documents (Figure 5). Starting in January, staff responded to 130 patron question tickets and 56 patron chats.

Additionally, they processed 415 holds which included items in the library's collection and interlibrary loan items (Figure 6).



Interlibrary Loan

*Submitted by Elizabeth DiPrince, Public Services Librarian
and Karen Purneda, Supervisor of Interlibrary Loan*

Interlibrary Loan is a service dedicated to supporting the research and educational needs of UCA students, faculty, and staff by locating and connecting patrons to resources available through Torreyson Library or other libraries. This service also supports other academic and public libraries locally, throughout the United States, and internationally by providing access to Torreyson Library's resources. Requested resources by the UCA community and other libraries include books, dissertations, journal and newspaper articles, microfilm, and audio/visual materials.

During the fall semester, the ILL department continued to work closely with the Access Services Department to deliver Torreyson Library resources safely to our patrons during COVID-19. Document delivery services were expanded to provide digital copies of resources from all library collections. Tipasa was also utilized to handle requests for contactless pickup of physical books from the library collections. ILL staff worked to adjust the Tipasa system, including configurations and email notifications, to provide these new services. Interlibrary loan also expanded the avenues through which patrons could seek assistance with interlibrary loan questions. These avenues included a ticketing system and chat option, as well as the addition of specific interlibrary loan FAQs to the library webpage. The ticketing, chat, and FAQ statistics can be found under the Online Services section.

During the spring semester, management of physical loans from other libraries was integrated with the new library system. New capabilities allowed for better flexibility in displaying correct due dates for loaned interlibrary loan items within the user's online library account. In the new combined library account, users can view digital documents, as well as interlibrary loan and UCA Library checked-out materials. Additionally, new TIPASA capabilities allowed ILL staff to configure automations in the system to sort and display lenders by speed. This increased the speed of processing requests and allowed ILL Staff to send requests to libraries with the fastest fulfillment rate first. In January, the department was selected to be an OCLC Express Library based on our consistently fast and accurate fulfillment of lending requests. Selection to this group allows our library to request from other Express Libraries with fast turnaround times.

Interlibrary Loan Personnel:

All activities of the department are overseen by the Public Services and Library Systems Librarian, Elizabeth DiPrince. Karen Pruneda serves as the Interlibrary Loan Supervisor and manages the daily operations of the department. Matthew Schwartz continues as the Library Technician for Interlibrary Loan and supports ILL departmental operations with the addition of a circulation and computer support component to his job responsibilities. The department also relies on the hard work and support of our student workers. In addition to providing contactless services to patrons, the department worked to develop procedures and new workflows to protect staff and student workers from the spread of COVID-19. Strategies to reduce contact between workers and streamline workflows include additional online training materials and communications, staggered work schedules, and disinfection of shared work spaces.

2020-2021 Statistics:

Borrowing Services

Borrowing services of the interlibrary loan processes requests from the UCA community and works with participating libraries to obtain access to the requested resources. The borrowing division also serves the UCA community by scanning and delivering documents electronically to the patron from the library's collections or directing them to local or open source collections. In 2019-2020, the ILL Department received 4,324 borrowing requests from the UCA community (Table 1). While ILL requests are down from three years ago, coinciding with COVID-19, there was little change between last year and this year. Furthermore, the distribution of how requests were filled remains largely the same (Figure 1). This is the first year using Tipasa for which there is a report of requests by patron type. Faculty submitted the largest percentage of requests, with undergraduates following closely as the second largest percentage (Figure 2).

Table 1: Total Number of Borrowing Requests for 2020-2021

BORROWING	
Requests Initiated	4324
Requests Cancelled	510
Requests Filled with Resources from Other Libraries	2802
Loan	650
Copies	2152
Requests Filled with Resources Available in Local Collections	717
Filled via Document Delivery	220
Directing Users to Available Library Resources	497
Requests Filled by Alternate Sources	295
Requests Filled by Purchasing	44
Requests Filled with Open Access Resources	251

Figure 1: Three-Year Comparison of Total Borrowing Requests

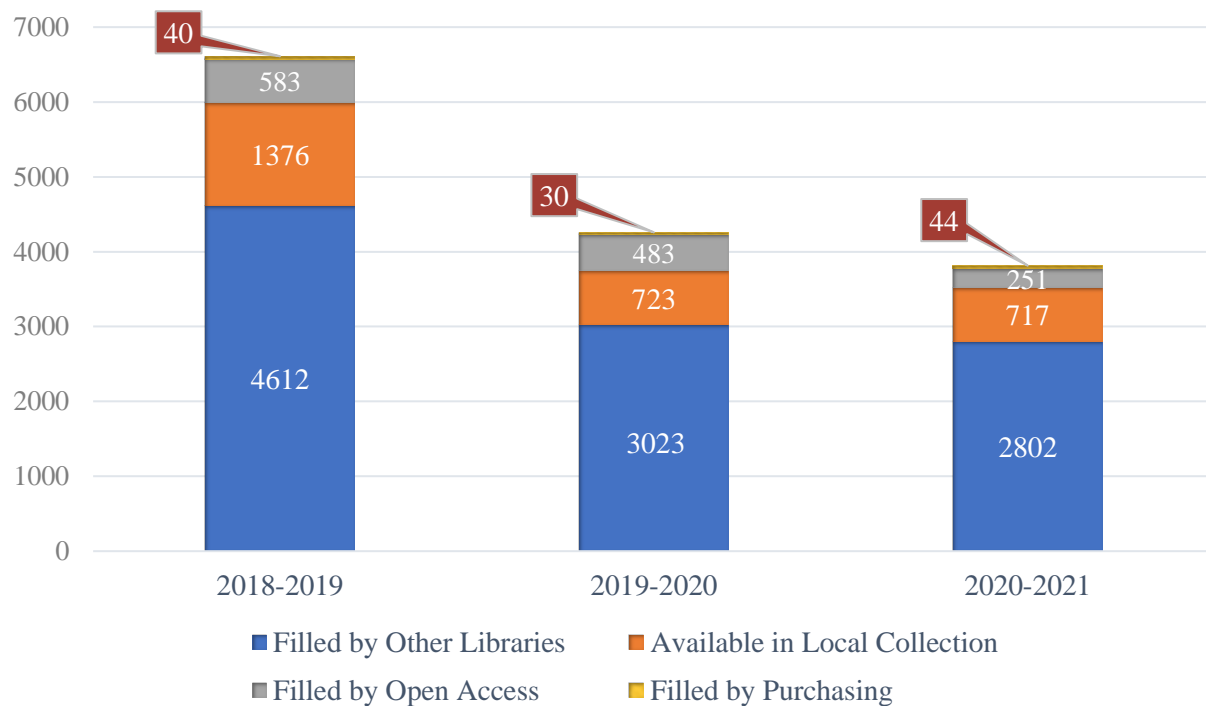
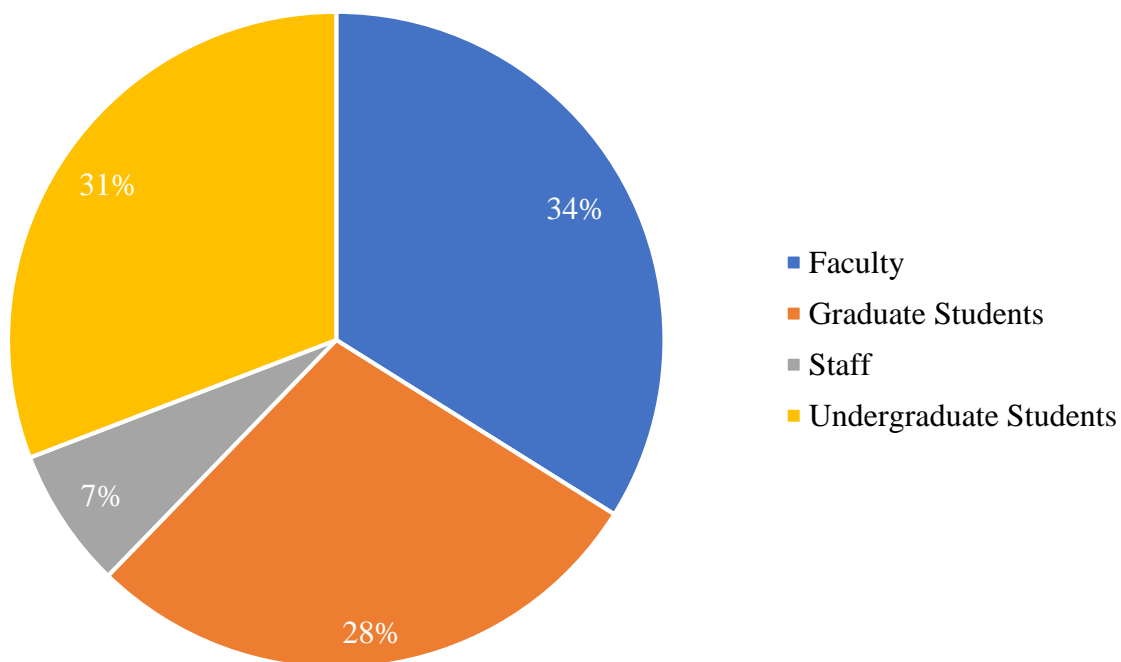


Figure 2: Borrowing Requests by Patron Type 2020-2021

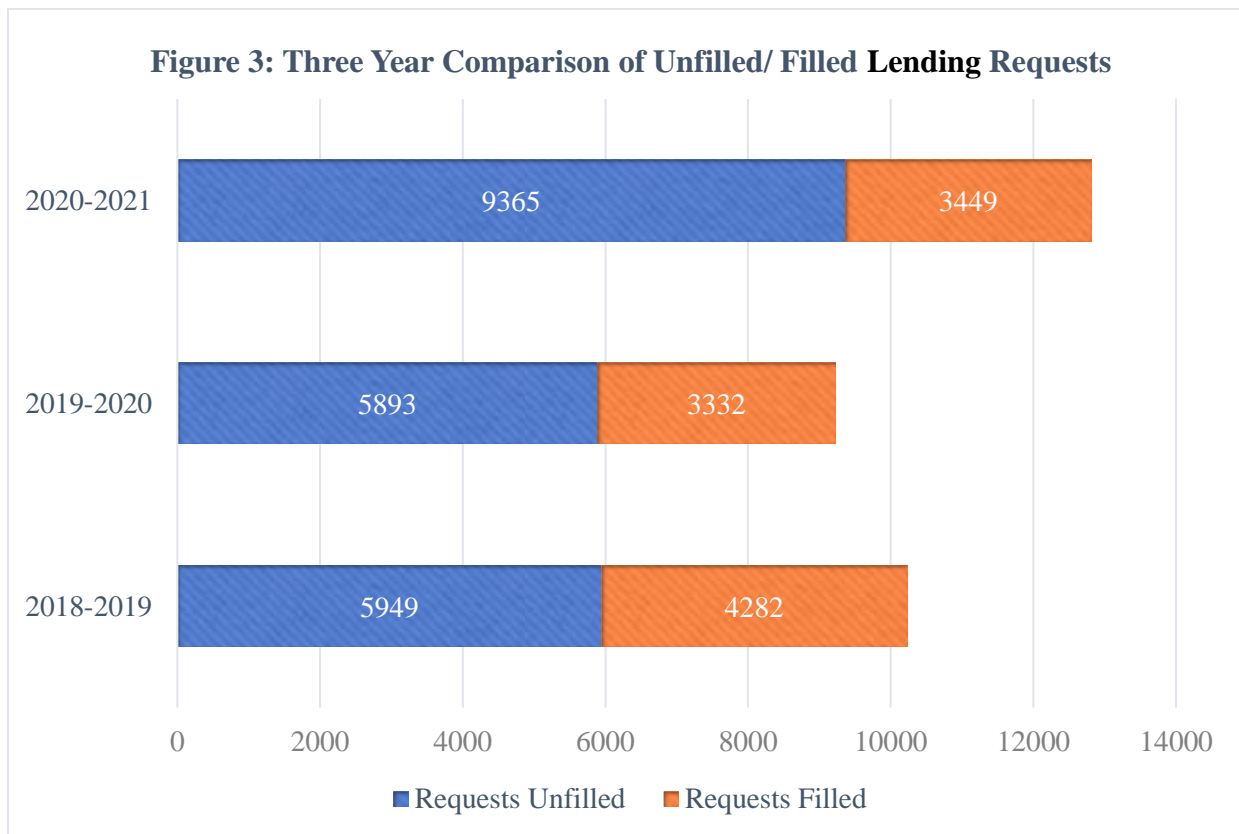


Lending Services

Lending services processes requests from other libraries and provides access to resources owned by Torreyson Library. The ILL Department received 12,814 lending requests for resources from other libraries. The department was able to fulfill 3,449 of these requests. While the percentage of filled requests was lower in comparison to the previous two years, the total number of requests filled was higher than last year and the total number of requests received was substantially higher. (Table 2 and Figure 3). One reason for the sharp increase in requests received was that our library reopened sooner than many other academic libraries and our electronic resources were more visible to borrowing libraries with the implementation of our new library system.

Table 2: Total Number of Lending Requests for 2019-2020

LENDING	
Requests Received	12814
Requests Unfilled	9365
Requests Filled	3449
Loan	1744
Copies	1705



Library Systems and Computer Support

Submitted by Elizabeth DiPrince, Public Services Librarian

Library Systems:

During 2020-2021 the library migrated to a new library system. Data was removed through the old Innovative Interfaces product Sierra and transferred into WorldShare Management Services (WMS) from OCLC. Beyond the migration of data, the WMS Implementation required creating new workflows, training staff, configuring the system to fit our library needs, and correcting any migration errors. The process started in the fall 2020, with circulation, cataloging, and electronic resources management functions going live in January 2021. The full roll out of the discovery service, Discovery, was delayed until May 2021 to insure all electronic resources were accurately represented and to give reference staff time to learn and create documentation for using the new search tool.

Computer Support:

The Computer Support Department supports the use of library computers both for patrons and library faculty and staff. There are public computer labs all located on the first floor of the library which includes PC desktops, scanners, and Mac Mini desktops. The library also has PC laptops that are available for checkout.

During the 2020-2021 year, due to social distancing concerns, the desktops in the public computer lab were reduced down to thirty and the quiet computer lab remained closed. Laptops continued to be checked out from the circulation desk. Computer support staff moved into the former reference desk area to better serve students and handle checking and cleaning of returned laptops. Staff worked to insure all PC where able to support needed educational software including LockDown Browser. During the spring semester, the department worked closely with the campus Bear Card office to ensure the new mobile ID cards would work with the library circulation system and printing system.

Computer Support Personnel:

The Computer Support Department is staffed by Michael Girdler as the Library Supervisor for Computer Support. Mr. Girdler joined the staff in October 2018 and he provided service to patrons, assisted with library faculty and staff computer issues, and worked closely with the campus Information Technology (IT) Department to resolve outstanding computer issues. The Computer Support Department was also staffed in the evening hours by Gabrielle Neafsey Wroten who started in July 2019. The department is overseen by Elizabeth DiPrince, Public Services and Library Systems librarian.

Serials

*Submitted by Chrissy Karafit, Faculty Librarian for Serials
and Alicia Jones, Library Technician*

The Serials Department supports student and faculty research through the management of electronic journal subscriptions. In addition, the department processes and maintains new print journals and periodicals received by the library, older volumes shelved in the bound journals collection, serial resources in microform format, and some serials that are kept in the main collection. The Serials Librarian evaluates current subscriptions each year and selects titles based on considerations of cost, format options, access on and off campus, image quality, and the ability to retain perpetual access to paid content. Also, the Serials Librarian activates online accounts with journal publishers; processes site licenses; and updates the library's online catalog and online resource knowledge base to reflect journal holdings. The Serials Librarian coordinates with the library administration to submit requisitions, process invoices, and maintain purchasing records in a timely manner and in accordance with university and library policy.

Personnel:

Chrissy Karafit, Serials Librarian since April 2011.

Alicia Jones, Serials Library Technician since May 2004.

Serials Subscriptions:

Each year the Serials Librarian reviews current serial subscriptions to determine if each title meets standards for access. To maximize access and cost-effectiveness, the Serials Librarian endeavors to select online subscriptions that use IP authentication, permit use both on and off campus, and include post-cancellation access to paid content. Journal content provided through a database subscription is often embargoed, and databases rarely include post-cancellation access. Assessment of individual serial subscriptions requires a significant commitment of time.

Due to planned budget cuts and additional cuts predicated by the COVID-19 pandemic, the Serials Librarian analyzed usage history and alternate access options for current journal subscriptions, identifying cost-cutting options while working to minimize negative impact on research and coursework. Titles with an annual cost per use of more than \$80 over the last four years, or fewer than 10 full text articles accessed within a 12-month period across the last four years, were flagged for possible cancellation. Because of high subscription costs, sometimes interlibrary loaning or purchasing single articles proves more cost effective than a subscription, depending on the number of patrons needing access and the frequency of access required. Articles requested through interlibrary loan can often be acquired for free, or through payment of copyright costs. Although interlibrary loan is not instantaneous, articles are typically accessible electronically within 72 hours.

To meet budget limitations for calendar year 2021, the Serials Librarian identified 43 individual subscriptions for cancellation, which reduced subscription costs by \$52,063. The Elsevier College Edition and American Physical Society journal packages, which together include approximately 490 titles, were also selected for cancellation to save \$31,723. Serials are carefully assessed for usage rates and alternative accessibility before cancellation. The Elsevier College Edition journal package exhibited strong usage, in that full text articles accessed on the platform increased by 3,582 when the package was added in 2020. However, it was a new subscription for 2020, selected before the effects of the pandemic were felt on campus, and

losing access was assessed as having less negative impact than cutting long term individual subscriptions with steady annual usage that faculty had come to expect in the collection.

Although the library had to cut 43 individual journal subscriptions, the Serials Department Statistics Overview shows current journal subscriptions as increased from 541 in 2020 to 576 in 2021. This increase appears for several reasons: some journals that come along with other subscribed titles now have their own records and can be counted separately, such as the New York Times Book Review; the American Chemical Society journal package adds additional titles each year; and serials subscriptions that were previously handled through Archives have now been identified and included with serials collection statistics.

This year, the Serials Department Statistics Overview includes usage data for the Springer journal package, which is subscribed through the Amigos consortium. The Serials Librarian has managed this package in conjunction with the Collection Development Librarian, and its usage has inadvertently been omitted from previous reports. The package includes 1,560 titles at a cost of \$6,511 for calendar year 2021. With 13,810 total item requests, the cost per use for this package is about 47 cents per article.

Serials expenditures per academic department over the last five fiscal years can be viewed in the “Serials Year to Year Expenditures Comparison” chart. Please note that these expenditures do not include databases. See the Collection Development report for information about database and book expenditures. The College of Business and Computer Science Department are supported by database subscriptions included in the Collection Development report. A line labeled General is included for each college in order to reflect expenditures that support multiple academic departments. No serials expenses are listed for Military Science, as this area is supported by general serials subscriptions and databases.

System Migration:

As part of the integrated library system migration and reconciliation, 1,435 serials titles were added to the collection. The majority of added titles were represented in the old Sierra catalog, but were not previously included in the library’s OCLC holdings, and therefore were added. In the course of reviewing collection migration, the Serials Librarian identified around 30 previously uncatalogued historical newspapers on microfilm and added them to the new catalog. In addition, 11 new records were added for electronic journals and 769 new records represent titles located in the Current Periodicals, Bound Journals, Archives Periodicals, or Microforms collections. The remaining added titles are located in the Government Information, Reference, or Main book collections. Also, 6,718 serials records were removed from the library catalog as part of the data migration and clean-up. Many of these represent incomplete records and records for previously withdrawn materials. Roughly 2,000 removed records represented extraneous online serials records already accessible in the library knowledge base. Removing redundant and superseded records simplifies searching and facilitates discovery of library resources. WMS documents that 105 serials local holdings record items were updated during the fiscal year. In actuality, the serials personnel updated many more local holdings records and local bibliographic records by correcting holding statements and documenting claims, delayed publications, publication frequency changes, and post-cancellation access. However, WMS only tracks changes to certain fields, leaving other database maintenance difficult to quantify.

The Serials Librarian manages Publication Finder, which allows users to search for a serial title and find links to databases and platforms where current and historical content are available. Publication Finder functions as the knowledge base of the discovery service, linking users to

relevant online resources across platforms. When knowledge base resources were migrated into WMS, numerous errors required correction. Some databases were selected to which the library did not have access, and these had to be identified and deselected. Within many of the library's subscribed collections, about 75% of titles were selected and the rest were not. Because activating titles one at a time is time-consuming, some databases and packages were deselected and then reselected so that all titles can be retrieved in Discovery. On many publisher platforms, titles were selected, but the coverage dates did not migrate correctly. These errors had to be corrected manually. The Serials Librarian spent months making these changes, setting holdings for 11,946 serials and deleting holdings for 980 serials in the WMS knowledgebase. The Serials Librarian continues to correct coverage dates and troubleshoot link resolver errors as part of the daily serials workflow.

Online serials access links and coverage dates were maintained in WMS beginning December 2020. While the WMS Publication Finder became available to library patrons in January 2021, the EBSCO Publication Finder remained accessible until May 2021, when the subscription ended. Journal access through the WMS link resolver appears low through May 2021 as patrons continued to use the more familiar EBSCO application. However, WMS usage increased significantly in June as the transition was implemented in website links. In June, WMS recorded 449 in-bound journal links and 159 out-bound journal links, compared to 15 in-bound and 5 out-bound in May.

In FY 2020-2021, Serials Library Technician Alicia Jones received and checked 2,772 print serial issues into the online catalog. Serials records were maintained in the Sierra system only through September 2020, because any record updates completed after this time would not be migrated into the WMS Discovery catalog. Due to limitations of the migration process, many serials records show incorrect or conflicting holdings statements. Serials personnel are working to correct these errors; however, WMS does not currently collect statistics on these updates.

New Projects:

The Serials Department began a few new projects this fiscal year. Coordinating with the Systems Librarian, the Serials Librarian set up LibCal appointment software to allow patrons to schedule access to the microforms collection with accommodations for social distancing. Appointments were required for the fall 2020 semester, but appointments were made optional towards the end of the spring semester. Patrons scheduled 52 microforms appointments during the fiscal year.

The Serials Librarian began recording journal licensing information in WMS, documenting license terms and saving copies of license agreements in WMS where they can be accessed by other library faculty. To streamline collection and assessment of journal usage data, the Serials Librarian configured SUSHI harvesting of COUNTER statistics for 54 publisher platforms. Within WMS, the Serials Librarian created the vendor records required to permit entry of orders and invoices, and entered 19 serials orders and invoices covering 549 active subscriptions.

The Serials Department began the first inventory of Archives serials during summer 2021. The Serials Librarian continues working to identify active serials subscriptions, track receiving activity, identify uncatalogued resources, and update catalog holdings.

Impact of the Pandemic:

Besides Library budget cuts, the COVID-19 pandemic also impacted department activities in other ways. The Library was closed to patrons from mid-March until August 10, 2020. Although library services continued through online methods, the building closure impacted resource usage

and reference transactions. Some publishers delayed publication of print serials and some serials could not be delivered due to building closure, reducing issues received. The HF Bindery, which binds print journals and theses, closed several locations around the country and ceased binding activity for a month while the company reorganized. Hence the library was able to send only four shipments, rather than the usual five or six per year, and the return of bound volumes and student theses copies took longer. COUNTER usage statistics also show a decrease in online serials usage in calendar year 2020. For all EBSCO online serials with retrievable usage data, 18,371 full text articles were accessed in 2019, whereas 13,749 full text articles were accessed in 2020. Many factors can impact online article usage rates, including the number of Reference transactions referring to subscribed resources, patrons accessing subscribed resources on campus through automatic authentication, and research papers assigned by teaching faculty.

Goals:

- The Serials Librarian will enter journal licensing information in WMS for vendors with active agreements.
- The Serials Librarian will continue to evaluate the usage and cost effectiveness of individual serial subscriptions, licensing permissions, and alternative access options.
- Serials personnel will continue to test online serials links to ensure access and update coverage dates and links as required.
- Serials personnel will continue to inventory print serial collections to verify that holdings are reflected accurately in the WMS library catalog.
- The Serials Librarian will continue to look for opportunities to replace print journal content with online journal content to expand access. As superseded print content is withdrawn, Serials personnel will shift bound journals as needed to create additional study space for students.

Serials Department Statistics Overview

Individual Subscriptions

Purchased	549
Print	67
Online	457
Print + Online	25
Microform	0
Gifts/Free	27
TOTAL	576

Database Maintenance

Issues Checked In	2,772	*
Updates in Sierra	1,827	
Deletions in Sierra	295	
Serial Titles Removed from WMS Catalog	6,718	
Serial Titles Added to WMS Catalog	1,435	
WMS Serial LHR Items Updated	105	
Online Serial Holdings Set in WMS Knowledgebase	11,946	
Online Serial Holdings Deleted from WMS Knowledgebase	980	

Springer Package Use

Titles Included	1,560
Platform Searches	496
Total Item Requests	13,810
Unique Item Requests	10,889
Unique Title Requests	109

Online Resource Usage

EBSCO Publication Finder Searches	12,220
EBSCO Publication Finder Sessions	6,212
WMS Link Resolver Outbound Journals Accessed	186
WMS Link Resolver Inbound Journals Accessed	758

Technical Processing

Accessioned	105
Barcoded	6
TOTAL	111

Bindery

Periodicals	135
Theses	150
TOTAL	285

Print Withdrawals

Bound Journal Volumes	37
Archives Items	23

Print Bound Journals Collection

2019-2020 Bound Journals Total	72,576
Volumes Withdrawn	37
New Volumes July 2020-June 2021	111
2020-2021 Bound Journals Total	72,650

Serials Collection Use

Reference Questions	130
Unbound Issues Reshelved	599
Bound Volumes Reshelved	783
Print Use thru ILL Lending	296
Print Use thru Document Delivery	58
Microfilm Use	75
Microfiche Use	20
Microforms Room Appointments	52

*Many more local holdings records and local bibliographic records were updated, but WMS only tracks changes within certain fields.

Serials Year to Year Expenditures Comparison

<u>Department:</u>	<u>2020/2021</u>	<u>2019/2020</u>	<u>2018/2019</u>	<u>2017/2018</u>	<u>2016/2017</u>
College of Natural Science & Math					
Biology	37,174.92	34,749.60	33,250.88	33,639.61	36,564.56
Chemistry	58,411.98	77,507.56	75,496.63	72,584.41	68,688.10
Computer Science	-	-	-	-	-
Geography	5,869.18	8,347.68	8,181.03	7,694.36	7,437.40
Mathematics	2,442.53	11,601.63	12,889.45	13,371.85	27,694.39
Physics & Astronomy	20,088.25	30,289.24	30,000.06	24,277.12	29,176.01
CNSM General	1,726.56	3,232.56	3,233.23	-	-
College Total	125,713.42	165,728.27	163,051.28	151,567.35	169,560.46
 College of Arts, Humanities and Social Sciences					
English	1,342.11	2,384.46	2,437.14	2,417.34	2,256.85
History	2,170.18	3,904.54	3,685.22	6,044.62	6,966.07
Philosophy & Religion	2,676.97	4,671.75	4,989.01	5,734.93	5,617.65
Political Science	9,718.02	9,627.09	8,926.31	8,252.41	11,992.20
Sociology & Anthropology	14,139.28	15,387.58	14,660.45	17,549.10	16,338.56
World Languages	195.36	523.78	636.28	625.60	687.93
Art	3,906.56	4,144.67	3,950.70	3,795.31	2,935.39
Communication, Journalism, Public Relations, Writing	8,068.48	10,190.91	9,357.42	5,110.56	4,752.20
Interior Design	726.38	-	-	-	-
Music	2,121.51	2,288.35	2,201.42	1,913.49	1,665.09
Film, Theatre, Creative Writing	2,457.32	-	-	6,741.80	6,359.38
CLA General	-	5,882.05	5,772.05	-	-
CFAC General	-	2,025.41	2,229.21	-	-
CAHSS General	3,500.52	7,907.46	8,001.26	-	-
College Total	51,022.69	68,938.05	66,846.47	58,185.16	59,571.32
 College of Education					
Early Childhood & Special Education	11,211.53	10,619.13	10,090.00	4,506.82	4,314.39
Leadership Studies, Teaching & Learning	10,640.87	11,198.36	10,054.84	15,098.44	13,757.15

COE General	1,235.56	4,792.43	4,463.26	-	-
College Total	23,087.96	26,609.92	24,608.10	19,605.26	18,071.54

College of Health & Behavioral Sciences

Communication Sciences and Disorders	7,825.31	7,380.42	6,949.87	13,598.71	11,208.20
Family & Consumer Sciences	10,604.81	11,803.80	10,333.58	9,667.35	8,658.76
Health Education	2,122.56	2,122.56	2,013.57	2,119.88	2,206.49
Kinesiology & Physical Ed	13,936.89	13,653.65	9,782.36	9,708.22	9,120.22
Military Science & Leadership	-	-	-	-	-
Nursing	38,530.80	38,330.94	37,162.06	39,638.26	38,514.15
Occupational Therapy	6,734.38	5,963.11	5,715.99	5,238.26	4,985.57
Physical Therapy	16,362.47	16,762.40	14,600.85	21,468.97	22,858.39
Psychology & Counseling	57,940.89	64,127.99	61,559.97	71,191.92	67,254.31
CHBS General	46,140.52	50,051.69	43,406.35	-	-
College Total	200,198.63	210,196.56	191,524.60	172,631.57	164,806.09

College of Business Administration

Accounting	45.41	346.37	346.69	346.62	346.61
EFIRM	2,079.17	2,098.62	2,002.87	1,938.12	2,195.93
Management Information Systems	-	-	550.70	1,334.39	2,210.31
Marketing & Management	2,089.82	2,021.18	1,921.60	2,727.91	2,625.37
College Total	4,214.40	4,466.17	4,821.86	6,347.04	7,378.22

University

Archives	1,207.02	1,308.67	3,561.06	3,523.64	3,518.37
Library	2,263.14	2,779.19	2,597.07	-	-
University General	44,849.08	65,219.58	45,146.90	65,476.63	63,373.36
Total	48,319.24	69,307.44	51,305.03	69,000.27	66,891.73

Total Expenditures

452,556.34	545,246.41	502,157.34	477,336.65	486,279.36
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*Serials expenditures for the Chemistry Dept. include the cost of the American Chemical Society online journal package.

**Due to periodic reorganization within the College of Education, expenditures for departments have been grouped into Early Childhood Education/Special Education and Leadership Studies/Teaching and Learning.

College General lines show individual serials expenditures that benefit all academic departments within the college.

University General subscriptions benefit many academic departments across colleges and may also support UCA administrative offices.

Departmental expenditures reflect individual serials subscriptions only. Database subscription expenses are not included in these figures.

The Computer Science and Military Science & Leadership departments are supported by databases and general serials subscriptions.