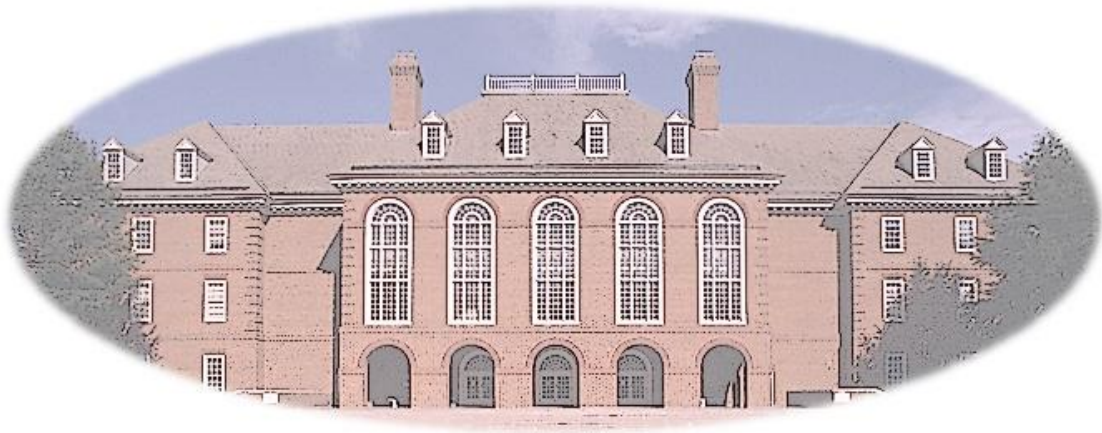


University Library

Annual Report 2007-2008



Sara Baron
Dean of the University Library
August 18, 2009

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1000 REGENT UNIVERSITY DRIVE
VIRGINIA BEACH, VIRGINIA 23464
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(757) 352-4185 (Administration)***

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MISSION STATEMENT

The mission of the Regent University Library is to glorify God and to provide the resources, services, instruction, and facilities essential to foster Christian leadership to change the world.

Revised and approved by the Library faculty in March 2007.

GOALS:

- To model Christian leadership in a caring and dynamic organization that values its individuals as its most prized resource. (2 Chr. 1:10)
- To create a learning environment that promotes Christian thought as its center for study, research, scholarly, and cultural interaction among the diverse members of the university community. (Col. 2:2-3)
- To acquire, maintain, and promote print and electronic resources that support the curriculum and research needs of the university community. (Proverbs 23:23)
- To provide accurate information to all users in a professional and courteous manner. (Tit. 3:2)
- To provide equal and easy access to resources and services for all members of the university community. (Mark 6:39-42)
- To educate students in information literacy to enhance their opportunities for success and develop lifelong learning habits. (Matt. 13:52)
- To be a leader in technology used to develop, maintain, and provide access to resources and services. (Romans 12:8)

Revised and approved by the Library faculty in November 2005.

EXECUTIVE SUMMARY & ANNUAL HIGHLIGHTS

Significant achievements from the 07/08 academic year include service and collection enhancements, community building events, campus collaborations, and the hiring of a new librarian. Specifically, we note the following:

1. Library Commons. The first phase of the Library Commons has been completed. This includes: a new main entrance to the library; the addition of glass windows to a solid wall between the lobby and library allowing more light and people to see into the library space; relocation of the reference desk to the main entrance; relocation of the reference computers to behind the new reference desk. This is the first step in creating a vibrant space offering access to traditional and digital research sources, information, research or IT assistance, individual and group collaborative learning spaces, and comprehensive computer and multi-media technologies. We have begun Phase two of the Library Commons, a vibrant space offering access to traditional and digital research sources, information, research or IT assistance, individual and group collaborative learning spaces, and comprehensive computer and multi-media technologies. Phase Two consists of incorporating the Verizon Media Lab into the Commons and replacing all the furniture.
2. Library Events
 - a. National Library Week. The library hosted a successful event in celebration of National Library Week from April 15-21, 2007 on the theme “Come Together @ Your Library.” Sessions featured Dr. Stephen Mansfield, local historian and Archivist at Virginia Wesleyan University and George Thomas, Foreign Correspondent for CBN News. An essay contest for students received 25 submissions. An article about the event (including pictures!) is online at http://www.regent.edu/general/library/about_the_library/news_publications/2007_04.cfm#article2.
 - b. Constitution Day. On September 17-18, 2007, the University Library co-sponsored an educational event for Constitution Day with the Law Library and Student Services. The event featured a panel of speakers including Hon. John Ashcroft (via video), Ret. Adm. Vern Clark, Dr. Charlie Neimeyer, Prof. Jennifer Jeffries, and Federal Prosecutor Steve Haynie. Over 140 people attended the luncheon which is available online at <http://www.regent.edu/general/library/events/home.cfm>.
 - c. Biannual Library Book Sale. A book sale for the campus and Virginia Beach community was held in January 2008. Over \$3,000 was raised and donated to Love and Home Ministries, following Dr. Robertson’s January 1, 2008 appeal to pray for and help the poor. See http://www.regent.edu/news_events/?article_id=163&view=full_article and

http://www.regent.edu/general/library/about_the_library/news_publications/2008_03.cfm#1.

3. Library Staff Development. The final two sessions of a four-part staff development series emphasizing renewing the mind from Romans 12:2, “And be not conformed to this world, but be ye transformed by the renewing of your mind” were held. On April 3, 2007, Professor Andrew Quicke from the School of Communication and the Arts facilitated a discussion of how worldview impacts portrayals of Jesus in film. The final session was held on May 24, 2007 and titled “The Worldview of Rev. Robert Hunt through the CBN Feature Film **First Landing**.” The library staff development theme for 07/08 is based on 1 Peter 4:10, “Each one should use whatever gift he has received to serve others, faithfully administering God’s grace in its various forms.” By focusing on service to others, we are highlighting the importance of both internal and external customer service.
 - a. The first session, held on November 14, 2007, featured Bonnie McDowell from Human Resources speaking on the topic “Serving each other through effective communication.
 - b. The second session, held on February 13, 2008 featured colleagues from Christopher Newport University who spoke on the topic “Serving each other with our attitude.”
 - c. The third session, held on March 24, 2008 featured the Library Staff Development Committee speaking on the topic “Customer Service in Action.”
 - d. A final session on internal customer service will be held in April, 2008.
4. Enhancing Library Resources. We have made a concerted effort in the last six months to collect online streaming videos, electronic books and MP3 downloadable books to meet the needs of our students, both locally and around the world. Our collection currently contains 283,830 printed items, 100,096 electronic books, 145 research databases, and 57,806 full-text electronic journals.
5. Incorporation of Tyndale Collection. Of the 50,000 titles received from the Tyndale Library, over 42,000 have been reviewed by librarians and 15,863 items have been added to the University Library collection. These items are valued at \$396,575. We are down to the last 500 boxes!
6. Reference Services. Monthly, library faculty answered an average of 1000 reference questions at the reference desk and another 100 in their offices (via phone, e-mail, IM, etc.). The library launched a new instant message reference service in January 2007 and average 19 IM transactions a month. The library provides reference desk services 74 hours a week.
7. Circulation & Interlibrary Loan Services. The library circulated 69,066 titles last year. There were 20,423 Interlibrary Loan transactions.

8. Campus Collaborations

- a. The University Library is working with Alumni Affairs and Advancement to offer alumni access to over 21,000 full-text journals through three online databases: Academic OneFile, Business Source Alumni, and InfoTrac OneFile.
- b. The University Library is collaborating with Media Services to digitize films from campus events and transfer them to the library archives or general collection. Several hundred films have been selected for digitization and addition to the library Special Collections or general collection.
- c. In collaboration with the School of Global Leadership and Entrepreneurship, the library began offering alumni access to full-text online databases. Over 500 alumni have registered for the service.
- d. The University Library is working with Undergraduate Studies and the Law Library to ensure safe evacuation of the library building during emergencies.
- e. We worked with Student Services during Financial Aid Awareness Week by demonstrating how students can access economic information through our online resources.

9. Grant Writing. A small team of library staff has been formed to develop grant writing initiatives for the library. Four of the five staff attended a 3-day grant training institute. We are committed to submitting at least 2 grants this fiscal year. Three were submitted:

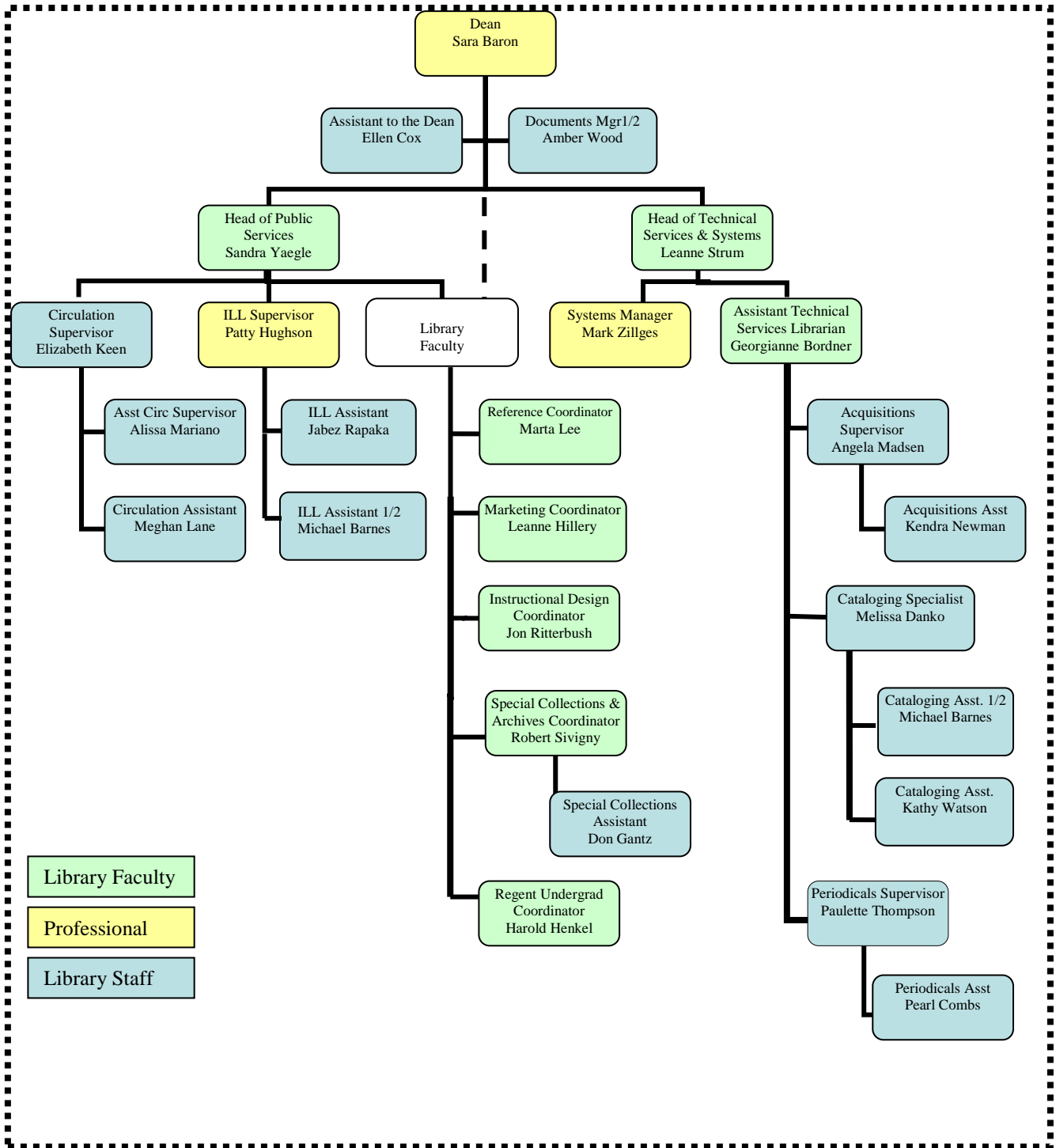
- a. Big Read 2008, Russia Program. Harold Henkel took the lead writing this federal grant application which is a collaboration among the Regent University Library, Tallwood High School Russian Language Program, Princess Anne High School Foreign Languages Program, William and Mary Russian Program, Tidewater Slavic Association, and the Norfolk Jewish Community Center.
- b. Regent University Faculty Research Grant, QEP. Sara Baron led the development of a grant application studying the library collections and services for the global competency initiative that will be part of the Quality Enhancement Plan.
- c. Regent University Faculty Research Grant, LibQUAL+. Sandra Yaegle submitted a grant application to determine the best assessment tool for library customer service satisfaction by assessing the responses from the Library Customer Service Satisfaction Survey and responses from the industry-standard LibQUAL+ survey instrument.

10. New Librarian. A new librarian was hired to replace Fotini Kontos who returned to her homeland Greece this summer. Leanne Hillery joined our team as the Marketing/PR librarian.

FACULTY & STAFF DIRECTORY

First Name	Last Name	Administration	E-mail Address	Ext	Mail Drop
Sara	Baron	Dean	sbaron	4182	LIB119
Ellen	Cox	Assistant to the Dean	ellecox	4170	LIB119
Amber	Wood	Documents Manager	ambesmi	4185	LIB119
Mark	Zillges	Systems Manager	markzil	4169	LIB112
		Librarians			
Georgianne	Bordner	Associate Librarian(Ass't TS Librarian)	georbor	4493	LIB112
Harold	Henkel	Assistant Librarian(SLS, Undergrad)	harohen	4198	LIB112
Leanne	Hillery	Assistant Librarian (Psyc.& Cou.)	lhillery	4168	LIB112
Marta	Lee	Associate Librarian(Gov't/WashingtonDC)	martlee	4174	LIB112
Jon	Ritterbush	Assistant Librarian (Comm/Lib. Instruction)	jritterbush	2985	LIB112
Robert	Sivigny	Librarian (Divinity/Special Collections)	robesiv	4184	LIB112
Leanne	Strum	Librarian (Business/Tech. Svcs/Systems)	leangar	4172	LIB112
Sandra	Yaegle	Assoc. Librarian (Education/Ref. Services)	sandyae	4165	LIB112
		Technical Services			
Barnes	Mike	Cataloging/Interlibrary Loan	michba1	4161	LIB109
Pearl	Combs	Periodicals Assistant	pearcom	4164	LIB109
Melissa	Danko	Cataloging Specialist	mdanko	4173	LIB109
Cheryl	Hitchcock	Periodicals Assistant	cherhit	4171	LIB109
Angela	Masden	Acquisitions/Receiving Supervisor	amasden	4178	LIB109
Kendra	Newman	Acquisitions Assistant	kendnew	4457	LIB109
Paulette	Thompson	Periodicals/Bindery Supervisor	paultho	4163	LIB109
Kathleen	Watson	Cataloging Assistant	kathwat	4177	LIB109
		Access Services			
Patty	Hughson	ILL/DD Supervisor	patrhug	4424	LIB109
Elizabeth	Keen	Circulation Supervisor	elizkee	4152	LIB132
Meghan	Lane	Circulation Assistant	mlane	4156	LIB132
Alissa	Mariano	Assistant Circulation Supervisor	alisoga	4158	LIB132
Jabez	Rapaka	ILL/DD Assistant	yabbrap	4171	LIB109
		Special Collections			
Donald	Gantz	Assistant Supervisor Special Collections	donagan	4154	LIB112

ORGANIZATIONAL CHART



ANNUAL STATISTICS 2007-2008

♣ COLLECTIONS			♣ PERSONNEL	
Volumes in Library			Library Faculty	9
Volumes held June 30, 2007		283,830	Support Staff	16
Volumes added during year -- Gross	11,387		Student Assistants	11
Volumes withdrawn during year	(1150)		Total faculty & staff	36
Volumes added during year -- Net		10,054		
Volumes held June 30, 2008		294,067		
			♣ INSTRUCTION	
Serials			Number of undergraduate students completing the IRR course	25
Number of current serials, including periodicals, purchased		1261	Number of graduate students completing the IRR course	826
Number of current serials, including periodicals, received but not purchased (exchanges, gifts, Tyndale)		199	Number of students & faculty attending a library workshop	242
Number of serials withdrawn during year	(30)			
Total number of current serials received		1175	♣ REFERENCE	
Other Library Materials: Total number of pieces held June 30, 2007:		592,720	Number of Reference Transactions	14,914
Microform units added during year	22			
Microform units withdrawn during year	0		♣ CIRCULATION	
Microform units added during year -- Net	22		Number of Check-out Transactions	71,736
Microform units held June 30, 2008		592,742		
Audiovisual Materials		18,674		
Electronic Resources				
Ebooks		114,700		
Ejournals				
Aggregated ejournals		40,031		
Full-text ejournals		3,132		
Unique Titles		49,775		
Databases				
Full-text Databases		93		
Index & Abstract Databases		62		
Directory Databases		5		

LIBRARY HOLDINGS

ANNUAL LIBRARY HOLDINGS SUMMARY SHEET 1999/00 - 2007/08

Material Type	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08
Printed Books (Volumes):									
Beginning	201650	209815	219056	231599	243656	255103	260114	276078	283830
Added	8365	11466	12991	12237	12038	5150	15997	8833	11387
Withdrawn	(200)	(2225)	(448)	(180)	(591)	(139)	(33)	(1081)	(1150)
Total	209815	219056	231599	243656	255103	260114	276078	283830	294067
Microforms (Items):									
Beginning	691168	692281	696388	701597	703413	704790	704790	592487	592720
Added	3562	4107	5209	1816	1377	0	345	374	273
Withdrawn	(2449)	0	0	0	0	0	(112648)	(141)	0
Total	692281	696388	701597	703413	704790	704790	592487	592720	592993
Audiovisual (Items):									
Beginning	12378	12840	13077	13361	15326	16775	17866	18438	18355
Added	463	242	284	1981	1450	1091	927	560	170
Withdrawn	(1)	(5)	0	(16)	(1)	0	(355)		(2)
Total	12840	13077	13361	15326	16775	17,866	18,438	18335	18523
Electronic Books:				25000	50000	56,319	64,800	68185	114700
Electronic Audio Books:								1535	1762
Sabin Americana Digital Collection								28169	29474
TOTAL (ITEMS)	914936	928521	946557	987395	1026668	1039089	951803	992774	1051519

Tyndale Additions: 19,363 volumes added to the collection as of June 30, 2008

FINANCIAL REPORTS

E & G BUDGET ALLOCATION

	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08
A. Salaries/Wages/Benefits	1,088,654	1,168,247	1,195,679	1,245,433	1,296,065	1,269,204	1,334,793	1,361,731
B. Operating Budget	238,248	262,298	254,545	244,797	252,875	264,875	269,080	292,432
C. Capital Budget:								
For library resources	609,624	639,951	706,160	726,160	773,360	809,027	851,986	861,986
For equipment	62,275	78,504	51,700	54,700	81,700	85,000	95,000	58,000
TOTAL	1,998,801	2,149,000	2,208,084	2,271,090	2,404,000	2,428,106	2,550,859	2,574,149

LIBRARY RESOURCES BUDGET AND EXPENDITURES 2007-08

As of July 18, 2008

PURPOSE: This chart shows the proposed budget structure on July 1, 2007. Funds available = Budget - (Total Expenditures + Total Encumbrances).

SUBJECT AREA	BUDGET	OBLIGATN*	EXPENDED	ENCUMBD	UN-OBLIGATED	EXPENDED	ENCUMBED.	FUNDS AVAIL*
Divinity	110,000	70,439	70,439	0	39,561	38,092	3,819	-2,350
Communication	96,500	93,293	93,293	0	3,207	19,400	1,835	-18,028
Psychology	113,500	100,438	100,438	0	13,062	10,110	375	2,576
Education	88,500	65,419	65,419	0	23,081	23,554	2,497	-2,970
Leadership	134,500	137,804	137,804	0	-3,304	4,629	1,182	-9,114
Government	68,500	53,960	47,759	0	14,540	15,181	204	5,356
Gen.Coll.	100,000	95,950	90,475	0	4,050	2,479	32	7,013
Reference Coll.	100,000	98,594	98,594	0	1,406	5,166	112	-3,873
Undergraduate	46,500	20,658	20,658	0	25,842	16,557	366	8,918
Library Science	3,986	2,111	2,111	0	1,875	91	0	1,784
TOTAL	861,986	738,666	726,990	0	123,320	135,260	10,423	-10,687
Divinity -- Ph.D.	30,000	17,992	17,992	0	12,008	8,580	5,304	-1,876
Undergraduate (Special)	30,000	29,609	29,609	0	391	156	35	200
TOTAL	921,986	786,267	774,592	0	135,719	143,995	15,761	-12,362

OBLIGATIONS include Periodicals, S.O., and electronic resources only.

The second EXPENDED and ENCUMBERED columns cover five un-obligated material types: books, AV's, microform and software.

*FUNDS AVAILABLE = BUDGET - EXPENDED + ENCUMBERED)

Operating (Non-Capital)	BUDGET	EXPENDED	ENCUMBD	FUNDS AVAILABLE
Electronic Res.	38,000.00	44,618.26	0.00	-6,618.26
Total	38,000.00	44,618.26	0.00	-6,618.26

LIBRARY RESOURCES EXPENDITURES 2000/2001 - 2007-08

2000/01--2007/08

PURPOSE: This chart shows the annual expenditures in the Library beginning in 2000/01 through 2007/08.

SUBJECT AREA	2000/2001	2001/2002	2002/2003	2003/2004	2004/2005	2005/2006	2006/2007	2007/2008
Divinity	83,186	78,692	106,054	98,408	107,845	106,440	104,293	108,531
Divinity -- Ph.D.		39,771	36,573	30,000	29,412	30,510	21,330	26,572
Business	71,257	78,004	93,405	79,025	91,991	103,463	92,568	0*
Communication	70,696	79,138	82,239	91,525	86,922	86,719	92,227	112,693
Psychology/Counseling	78,901	73,896	88,856	89,525	98,544	101,144	101,088	110,548
Education	73,656	65,724	106,672	99,000	96,806	85,397	83,785	88,973
Leadership studies	34,977	32,185	47,809	60,005	53,976	67,883	77,784	142,433*
Government	72,872	75,213	54,153	69,908	63,010	65,443	70,522	62,940
Gen/Ref/Lib Science	111,010	171,778	126,342	137,619	154,434	149,755	205,614	198,917
Popular Reading	1,639	459	2,910	1,145	1,272	150	0	0
Undergraduate			4,772	0	0	26,297	23,353	37,215
Undergraduate (Special)	0	0	0	0	0	1,400	29,622	29,765
Other Subject Areas	14,948	0	0	0	0	0	0	0
Electronic Resources*	53,809	45,433	54,158	51,500	44,238	52,330	35,301	44,618
Continuations*	10,694	12,823	9,223	0	0	0	0	0
TOTAL	677,645	753,116	813,166	807,660	828,450	876,931	937,487	963,205

* The Schools of Business and Leadership Studies merged into the School of Global Leadership and Entrepreneurship. Fund code 300 (Business) was merged into fund code 600 (Leadership) to form the new GLE subject area.

DEPARTMENT ANNUAL REPORTS AND STATISTICS

ACQUISITIONS DEPARTMENT ANNUAL REPORT

Year in Review

This year seemed to be “The Year of Training.” Collectively the Acquisitions staff attended a total of 14 training/development sessions during the 2007-2008 fiscal year. Most of these sessions represented either expanding technology usage or upgrades to systems already in use at all levels of our work: University, Library and department level. We also had the opportunity to attend meetings and functions which ultimately promote Regent University Library both inside and outside the Regent community. These included functions like the Book Sale, National Library Week, and the SACS review.

Additionally, we received bookcases that were loaned years ago to the School of Education just in time to handle a large gift collection of over 10,000 titles. The shelves arrived just after we reorganized all the shelving in Technical Services to better utilize space and improve workflow throughout the area.

As far as improvements in Acquisitions, we began keeping a Savings Logbook to document the savings we are able to obtain through the various vendors we use. As a department, we were able to save \$27,491.20 which increases the number of books we are able to purchase with the budget we are given. We also increased ordering earlier in the year to reduce the rush to finish spending the budget at the end of the year. This gave us a much smoother end to the fiscal year than usual.

Highlights

- Acquisitions staff attended the Library Staff Retreat August 20, 2007.
- Angela attended Supervisory Training Levels I and II.
- Both Angela and Kendra attended the Blackboard Document Management training.
- Attended all the “How’s Your Serve?” staff development sessions.
- October 2007, Kendra participated in the online GOBI3 Training.
- November 2007, Acquisitions staff attended training for the Microsoft 2007 Upgrade.
- December 2007, both Angela and Kendra attended training for submitting timecards online. Angela also attended the training for approving timecards online.
- November 2007, attended the Verizon Media Center introduction.
- January-February 2008, Acquisitions staff received cataloging training for and helped with the Tyndale 5000 Cataloging Project.
- February 2008, both Angela and Kendra helped with the University Library Book Sale.

- Acquisitions staff participated in all activities associated with National Library Week, April 13-19, 2008.
- Reorganized the shelving in the Technical Services area to maximize use of space and improve department workflow.
- Added shelving to the Acquisitions area which was returned to the Library from the School of Education.
- April and May 2008, Acquisitions staff attended meetings for SACS evaluation.
- Kept a Savings Logbook which documented a savings of \$17,285.33 by Angela and \$10,205.87 by Kendra.

Assessment of Services/Events

The Acquisitions Department met with Dean Baron and the librarians of Regent University Library in Fall 2007. An explanation of department procedures was given and ideas exchanged to improve services of Acquisitions. The Dean and librarians were generally pleased with the services as they currently exist and appreciated the review.

Goals 2007-08

- Train Acquisitions Assistant in YBP Approval Plan procedures and transfer responsibility for receiving, invoicing and returns to her—*completed*.
- Institute a monthly Acquisitions Update to keep the librarians informed of fund code and request information—*cancelled*.
- Attend staff training sessions through the year—*completed*.
- Review training for placing documents in Blackboard and place all acquisitions policies/procedures into the system—*ongoing*.
- Review and update all Acquisitions policies and procedures at a rate of three per month—*ongoing*.

Goals 2008-09

- Interview, hire and train a Technical Service Assistant to replace Kendra Newman.
- Receive training for the Electronic Resource Management system.
- Attend staff training sessions throughout the year.
- Review training for placing documents in Blackboard and place all Acquisitions policies/procedures into the system.
- Review and update all Acquisitions policies and procedures at a rate of three per month.
- Serve on the SACS committee for current university evaluation.

Submitted by:

Angela Masden, Acquisitions Supervisor

**ACQUISITIONS DEPARTMENT
STATISTICAL REPORT**

Titles Ordered:	Y-T-D Total
Monographs (A) bib	3467
AV Materials (A) bib	91
Microforms (A) bib	0
Continuations (A) bib	47
Software (A) bib	1
Electronic Resources (A) bib	66
Items Received:	Y-T-D Total
<i>Printed Volumes</i>	
Monographs (A) bib	3214
Added vols. (Continuations) (A) item	388
Software (A) bib	6
Gifts received (A) bib	7877*
Av materials received (A) bib	126
<i>Microforms</i>	
Monograph items (A) bib	0
Titles Cancelled:	Y-T-D Total
Monograph orders (A) bib	39
Continuations (A) bib	25
AV materials (A) bib	1

*Total does not include receipt of Molitar collection.

CATALOGING DEPARTMENT ANNUAL REPORT

Year in Review

The Cataloging Department had a successful year, the highlight of which was “Project 5000,” an intensive cataloging project with the goal of cataloging 5,000 Tyndale books in six weeks, from January 7 to February 15. In order to reach this goal, all catalogers concentrated on cataloging Tyndale books, Acquisitions staff assisted with cataloging, and Corita Welsh was hired on a temporary basis to help with the extra processing. Although the final total of 2,695 fell short of the goal, it was a major accomplishment, as many more books than are normally cataloged during the same length of time were added to the catalog. Our vacant Cataloging GA position was not filled, but we were able to hire former cataloger Gabriele Bibee as a part-time contracted worker to assist with cataloging Tyndale books, from January to June. With everyone’s help, we cataloged a total of 5,687 Tyndale books this year, bringing the total number of Tyndale books cataloged to 19,363. This is very close to our goal for this year of completing the cataloging of 70% of the estimated 30,000 Tyndale books that will be added to the collection.

Another major accomplishment relating to the Tyndale books was the completion of the Tyndale searching: the last Tyndale box (except for one that is being saved for a special ceremony and celebration) was opened and searched in April. Most of the Tyndale books have now been reviewed by the librarians and are ready to be cataloged.

With the completion of the Tyndale searching, volunteer Audrey Amerski and other staff moved on to unpacking and searching the Molitar collection. They have been making good progress, with a large number of duplicate titles already discarded and many other new titles ready to be reviewed to determine if they will be added to the collection.

In response to a space analysis of the Library collection, the decision was made to change the size criteria for the oversize collection. Books will now be considered oversize if they are over 31 cm. tall, as opposed to the old criteria of 29 cm. Books that no longer meet the criteria for oversize are being re-labeled and moved to the general collection.

Additional accomplishments include the approval of several new subject headings and a new classification number that were proposed to the Library of Congress. New authority records were created as needed and added to the LC authority file. The quality of the Library’s catalog continued to be improved through regular authority work and the correction of errors as they were discovered.

Assessment of Services/Events

The catalog is regularly checked for common typos or other cataloging errors, which are corrected when found. The fact that few of the common errors reported by other libraries are found in our catalog attests to the quality of our cataloging. 426 digital videos (PBS series) were added to the catalog along with 44,816 ebooks and 226 eaudio books.

Goals 2007-08

- Complete the unpacking and searching of Tyndale books—*completed*.
- Complete the revision of the Policies and Procedures Manual—*in process*.
- Improve the method of gathering accurate statistics from the system—*in process*.
- Increase the creation of new authority records, with a goal of significantly reducing the number of “unlinked headings” reported in our regular authorities updates—*ongoing*.
- Continue to propose new subject headings, as needed—*ongoing*.
- Complete 70% of the Tyndale cataloging—*in process*.
- Fill the vacant Cataloging GA position—*not completed*.

Goals 2008-09

- Complete the unpacking and searching of Molitar books.
- Complete the revision of the Policies and Procedures Manual.
- Complete the withdrawals and location changes in the Reference and Oversize collections.
- Improve the method of gathering accurate statistics from the system.
- Increase the creation of new authority records, with a goal of significantly reducing the number of “unlinked headings” reported in our regular authorities updates.
- Continue to propose new subject headings, as needed.
- Complete 85% of the Tyndale cataloging.

Submitted by:

Georgi Bordner, Assistant Technical Services Librarian/Head of Cataloging

**CATALOGING DEPARTMENT
STATISTICAL REPORT**

Books Added:	Y-T-D Total
Copy cataloging (records inputted for books) (C) bib	10816
Copy cataloging (records inputted for books) (C) item	11204
Original records (inputted for books) (C) bib	96
Original records (inputted for books) (C) item	183
Total print books added--bib	10912
Total print books added--item	11387
AV (Non-Print) Added:	Y-T-D Total
Copy cataloging--AV (C) bib	127
Copy cataloging--AV (C) item	170
Original records--AV (C) bib	81
Original records--AV (C) item	173
Total AV added--bib	208
Total AV added--item	343
Microforms Added:	Y-T-D Total
Monographs (C) bib	273
Withdrawals:	Y-T-D Total
Books (C) bib	983
Books (C) item	1150
AV (C) bib	4
AV (C) item	2

CIRCULATION DEPARTMENT ANNUAL REPORT

Year in Review

In 2007-2008 the Circulation Department assisted the Library in its plans for the Library Commons and the 25th Anniversary, as well as its goals to improve service to students and alumni. Much shifting occurred, and new ranges, bays, and shelves were added on both floors. The Reference collection and first floor General collection were swapped so that the Reference books would be closer to the Reference Desk. Abstracts and Indexes and most of the Curriculum Collection were moved to new shelving on the first floor. The furniture in the Popular Reading Area was rearranged and the Popular Collection moved to the second floor. Two web forms were established at the beginning of the school year: the Alumni Database Registration form and the Online Library Payment form. Both generated heavy interest. 579 Alumni Registration requests and 199 online fine payments were received. 767 dissertations, theses, and portfolios submitted by 156 students were processed. The circulation count was 71,736 checkouts, an increase of 3.9% from 2006-2007.

Assessment of Services/Events

According to the 2008 Customer Service Satisfaction Survey, patrons are generally satisfied with the services offered by the Circulation Department. An ongoing struggle is the high turnover rate of Graduate Assistants, which could add to some of the issues leading to lower patron satisfaction, such as lack of cheerfulness or check-in discrepancies. One comment indicated that the Circulation GAs should be familiar with reference resources, and that is something that is planned for 2008-09.

Goals 2007-08

- Take over the processing for Alumni Registration forms submitted online—*completed*.
- Conduct a “Customer Service Seminar” for the Library Staff—*in process*.
- Shift the PN section of the Library—*completed*.
- Assist in transition of the wall removal between the Law and University Libraries—*ongoing*.
- Assist in the development and transition of the Library Commons—*ongoing*.

Goals 2008-09

- Complete the shifting of Bound Periodicals, Curriculum Collection, first floor General Collection, and Reference Collection.
- Begin the shifting of the 2nd floor General Collection.
- Shift the Thesis/Dissertation Collection.
- Merge Popular and Oversize Collections into the General Collection.
- Complete a Cross-Training session with Reference.

Submitted by:

Elizabeth Keen, Circulation Supervisor

**CIRCULATION
STATISTICAL REPORT**

LOAN TRANSACTIONS:	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Totals for 2007-2008
ADMINISTRATION	23	11	57	37	25	14	112	76	28	54	48	91	576
ALUMNI	81	73	95	162	140	54	70	97	97	86	82	77	1,114
CBN & OTHERS	76	60	64	52	69	53	80	35	63	62	83	38	735
CONSORTIUM	52	24	25	31	34	27	15	18	41	48	20	4	339
FACULTY	185	577	655	389	281	378	578	524	514	803	948	2,285	8,117
FACULTY, ADJUNCT	182	214	308	222	109	95	209	135	132	260	120	164	2,150
FACULTY, LAW	-	-	-	-	-	-	-	-	-	-	-	-	-
FACULTY SPOUSE	-	-	-	-	-	-	-	-	1	-	-	-	1
ILL	188	223	292	324	285	65	303	315	143	193	171	202	2,704
LAW FIRM	2	5	-	-	-	-	-	-	-	-	-	-	7
LIBRARIAN	7	39	14	102	5	51	43	52	14	26	237	24	614
UNDERGRADUATE-ON CAMPUS	259	284	584	431	520	514	382	661	554	967	303	336	5,795
UNDERGRADUATE-DE	125	103	163	169	139	114	70	77	105	129	98	117	1,409
REGENT ASSOCIATE	93	87	81	126	102	80	117	151	123	136	105	134	1,335
STAFF, LIBRARY	19	55	49	40	46	22	120	61	73	65	54	29	633

STAFF, UNIVERSITY	57	44	25	45	66	38	51	23	23	36	30	41	479
STUDENT, LAW	58	196	259	286	272	227	199	314	200	243	160	81	2,495
STUDENT-MA-On Campus	1,621	1,456	2,069	2,808	3,601	2,028	1,935	1,818	2,400	2,876	1,461	1,869	25,942
STUDENT-MA-Dist Ed	540	344	407	812	1,075	426	537	566	976	1,006	485	680	7,854
STUDENT-PHD	944	642	647	895	693	413	907	708	669	675	968	1,160	9,321
STUDENT SPOUSE	-	8	6	4	14	11	14	7	7	6	10	26	113
VISITING SCHOLAR	-	-	3	-	-	-	-	-	-	-	-	-	3
TOTAL LOANS (Including Renewals and Reserves)	4,512	4,445	5,803	6,935	7,476	4,610	5,742	5,638	6,163	7,671	5,383	7,358	71,736
IN HOUSE USE:													
PRINT	1,633	1,633	2,722	1,633	1,555	1,569	1,569	2,434	2,238	2,432	2,055	2,055	23,528
SERIALS	414	376	334	435	403	230	290	463	368	478	378	378	4,547
MICROFORMS	17	11	23	93	8	3	13	9	-	18	-	9	204
TOTAL INHOUSE	2,064	2,020	3,079	2,161	1,966	1,802	1,872	2,906	2,606	2,928	2,433	2,442	28,279
RESERVES:													
TRADITIONAL/INHOUSE (Documents Available)	158	284	341	343	343	343	191	193	193	194	233	234	3,050
ELECTRONIC (Documents available)	197	423	420	422	435	435	317	323	326	326	351	351	4,326
TRADITIONAL RESERVE LOANS (including renewals)	3	11	9	60	87	77	18	11	41	21	14	-	352
RENEWALS	1,737	1,508	1,790	1,969	2,692	1,617	2,233	1,627	2,225	3,214	2,451	4,004	27,067
PATRON DOOR COUNT	15,520	8,603	26,360	27,404	24,157	18,518	21,623	29,189	22,099	29,866	17,107	18,621	259,067

INTERLIBRARY LOAN/DOCUMENT DELIVERY ANNUAL REPORT

Year in Review

This year 838 new patrons registered to use ILLiad, an increase of 188 from the previous year. 482 of those who registered are non-local students. Non-local locations include such countries as Ghana, Jamaica, Taiwan, Kuwait, Singapore and Germany. Borrowing requests increased by 26.3%, an increase of over 2,000 items. Document Delivery increased by 9.1% and Lending decreased by 2.5%. 4,745 UPS ground packages were shipped and 25 International packages were processed by Mail Services. On October 22, 2007, ILL received a net lender supplier check from VIVA for \$7,963. In May 2008 Mike Barnes graduated from Regent with a B.A. in Organizational Leadership. Jabez Rapaka received the Library STAR Award in July 2007.

Assessment of Services/Events

Based on the latest Customer Survey, patrons continue to be happy with ILL/DD services. We continue to work well with our shared ILL/Cataloging position. Mike Barnes worked extra hours in Cataloging for a special project in January and February. A lending non-supplier was required several times to concentrate on the borrowing/document delivery requests whenever there was a reduced staff during that time. This resulted in lending statistics being lower again this year.

Goals 2007-08

- Attend Viva ILL Forum—*Patty Attended (July 13, 2007)*.
- Begin using Odyssey—*now receiving Odyssey articles*.
- All ILL staff to attend ILLiad Training Conference in March 2008—*Patty attended (March 12-14, 2008)*.
- Install new Ariel Scanner—*completed July 2007*.
- Upgrade ILLiad to version 7.2—*completed July 2007*.

Goals 2008-09

- Mike to attend the VIVA ILL Forum in July 2008.
- Jabez and Patty plan mission trip to Haiti August 2008.
- Upgrade ILLiad to version 7.3.
- Upgrade UPS to version 10.0.
- Add ILLiad system to other ILL workstation and begin sending articles via Odyssey.

Submitted by:

Patty Hughson, Interlibrary Loan/Document Delivery Supervisor

**INTERLIBRARY LOAN/DOCUMENT DELIVERY
STATISTICAL REPORT**

YEAR	LENDING REQUESTS	BORROWING REQUESTS	DOCUMENT DELIVERY
1981-82	649	370	
1982-83	1279	490	
1983-84	1765	614	
1984-85	2507	889	
1985-86	3262	917	
1986-87	3595	847	
1987-88	4751	996	
1988-89	4262	1097	
1989-90	4336	1326	
1990-91	5680	1180	
1991-92	6181	1259	
1992-93	5926	1559	
1993-94	6302	1409	
1994-95	6637	1807	
1995-96	6773	1707	
1996-97	6210	1983	
1997-98	5389	1913	
1998-99	5792	2902	
1999-00	6365	2350	
2000-01	6749	2346	1040
2001-02	7503	2366	1684
2002-03	7480	4441	1742
2003-04	8185	5620	2051
2004-05	9334	6302	2434
2005-06	9992	8237	2978
2006-07	9455	7629	3339
2007-08	9219	9632	3643

Interlibrary Loan/Document Delivery Comparison Statistics			
	2006-07	2007-08	% of Increase
BORROWING	7629	9632	+26.3
LENDING	9455	9219	-2.5
DOCUMENT DELIVERY	3339	3643	+9.1

LIBRARY INSTRUCTION (IRR) ANNUAL REPORT

Year in Review

The Library's Information Research and Resources (IRR) course, which had been thoroughly revised in Summer 2007, was made available for student use in Blackboard beginning with the Fall 2007 semester. Over the 2007-2008 academic year, further enhancements have been made to the course by adding two video clips on "Information Literacy" and "Plagiarism," produced by Films for the Humanities. In addition, Flash tutorials on using NetLibrary and the Journal Finder were produced by the Instructional Design Librarian and added to the course. Feedback from the first two semesters of the revised IRR course have been overwhelmingly positive.

In 2006, the school of undergraduate studies had collaborated with Harold Henkel to incorporate some content from the IRR course within GENE 101, an online course required of incoming undergraduate students. In June 2008, with the authorization of Dr. Ruth-Anne Wideman, Jon Ritterbush updated the GENE 101 course to include the updated IRR course content and quizzes.

During 2008, the Instruction Team also experimented with offering a lunch-time Library instruction workshop at the Ordinary. Twenty participants filled the Fountainview Room to learn about ATLA, RefWorks, Academic Search Premier and the Journal Finder. The turnout for this 90-minute session far exceeded previous workshops held at the Library during late afternoons. Additional lunch-hour workshops will be offered at the Ordinary during the 2008-2009 academic year.

Assessment of Services/Events

- Served 1,010 graduate students and 26 undergraduates in the IRR course (Fall 2007 – Summer 2008).
- Provided tours to 32 students and visitors.
- Provided faculty requested, in-classroom Library instruction to 233 students.
- Taught Library instruction workshops to 32 students.
- User satisfaction surveys are also conducted in each section of the IRR course.

Goals 2007-08

- Collaborate with faculty to develop and implement an "embedded librarian" pilot program to integrate information literacy and research assistance into core courses within each school—*ongoing*.
- Promote and extend the Library's instruction program to reach new faculty members, including new adjuncts—*ongoing*.
- Evaluate purpose, effectiveness and marketing of Library workshops to meet changing curriculum and constituency needs—*completed*.

Goals 2008-09

- Continue marketing and scheduling of Library workshops during lunch-hour at Ordinary for maximum outreach to on-campus students.
- Coordinate with Media Services to record Library workshops on video for the benefit of evening and off-campus students.

- Continue encouraging Library faculty to seek in-class instruction venues within their respective schools, particularly for introductory “core” courses.
- Create additional online guides and tutorials using Adobe Captivate.

Submitted by:

Jon Ritterbush, Instruction Coordinator

**LIBRARY INSTRUCTION (IRR)
STATISTICAL REPORT 2007-08**

IRR Course 2007-2008

Semester	Graduate Students Registered	Graduate Students Passing	Undergraduate Students Registered	Undergraduate Students Passing
Summer 2007	183	166 (90.7%)	9	9 (100%)
Fall 2007	483	441 (91.3%)	10	7 (70%)
Spring 2008	245	219 (89.4%)	9	9 (100%)
Summer 2008 (as of July 15, 2008)	282	n/a	7	n/a

Workshops 2007-2008

	Workshops	Hours	Faculty served	Students served
Fall 2007	8	5	0	12
Spring 2008	1	1.5	2	20
Summer 2008	0	0	0	0
TOTAL	9	6.5	2	32

In-Class Instruction Sessions 2007-2008

	Sessions	Hours	Faculty served	Students served
Fall 2007	5	9.5	4	148
Spring 2008	5	5	5	85
Summer 2008	0	0	0	0
TOTAL	10	14.5	9	233

Grand Total of Users Served (Fall 2007 – Summer 2008) = 1,312

MARKETING & EVENTS

Year in Review

The primary emphasis for marketing during 2007-2008 was to raise the level of awareness of the Library's resources and services across campus through a variety of means including increased promotion of activities and services in the *Library Link* and through direct librarian communications, the sponsorship of campus-wide events (book sales, Constitution Day, National Library Week), and an increased involvement in campus events such as the Student Services Fair and Financial Awareness Week. Market research was conducted through a student focus group and a newly developed faculty survey, The Library Educational Enhancement Survey. The results of these assessment tools were analyzed and recommendations presented to the Library faculty. During the fall and spring semesters, posters for the "Faculty Recommends" series were created and prominently displayed in the Library lobby. Throughout the course of the year, research was conducted concerning ways of developing and establishing a Friends of the Library group for Regent University Library. All of these activities have increased the Library's visibility and hopefully will work toward developing lasting positive images and perceptions of the Library in the minds of patrons.

Assessment of Services/Events

During the year two assessments, the Library Educational Enhancement Survey and a student focus group, were conducted. Both of these tools measured the level of awareness and the perceptions held of Library services.

Goals 2008-09

- Increase the amount of information that is disseminated across campus concerning Library resources, services, and events by participating in more campus events and increasing campus-wide Library communication.
- Hold an open house for new faculty at the beginning of fall semester to provide information on Library resources and services.
- Create an Events Committee to handle the planning and preparation for all Library sponsored events.
- Hold focus groups with students, faculty and non-Library users.
- Develop a Library marketing plan and Library branding strategy.
- Develop a strategy and actually start a Friends of the Library Group.
- Increase internal marketing to Library staff in order to promote understanding of and participation in Library marketing initiatives and brand establishment.

Submitted by:

Leanne Hillery, Marketing/Public Relations Librarian

Book Sale

Charge of Committee

The purpose of the Library Book Sale Committee is to organize and manage the bi-annual sale of unneeded Tyndale, gift, and withdrawn books.

Year in Review

During the 2007-2008 academic year, the Library held two book sales with inventory consisting of Tyndale and gift books not selected for inclusion in the Library collection. A total of \$150.00 was budgeted for marketing and running each event. Both sales were successful due to the team effort put forth by members of the Library faculty, staff, and graduate assistants in running the event. The first sale was held during the week of August 28-31, 2007. This sale was promoted heavily on campus using flyers and e-mail. Announcements about the books sale were made during new student orientations and coupons were distributed widely. The August 2007 book sale raised a total of \$3,236.50 for the Library. The second book sale was held during the spring semester on February 26-29, 2008. All proceeds of the sale were donated to Love & Hope Ministries. The event was heavily promoted across campus through the use of posters, flyers, and e-mail announcements. A banner announcing "Book Sale Today" was purchased and hung outside the Library for the duration of the sale. The sale was also open to the public and was promoted in several local publications. Cross promotion was done with the Library Book Club and the Customer Satisfaction Survey. Free copies of the Book Club selection for February were given away and computers were set up at the book sale site for people to take the survey. A free book was given to everyone that completed the survey while visiting the book sale. For the first time, the doors remained open until 6:00 p.m. one evening to accommodate those that could not come until after work. The Library contracted with a local book dealer to take all of the books that remained after the end of the sale. The spring sale raised a total of \$3,337.70 which was presented to Love & Hope Ministries on March 14, 2008.

Goals 2007-08

- Plan, market, and manage two book sales of unwanted items during the 2007-2008 academic year—*completed*.

Goals 2008-09

- Plan, market, and manage two book sales of unwanted items during the 2008-2009 academic year.

Submitted by:

Leanne Hillery, Marketing/Public Relations Librarian, Committee Chair

Book Sale Budget 2007-08

Vendor	Item	Expenditure
Cardinal Sign	Sign for sale	220.00
Ordinary	2 pizzas	18.60
Set up	50 tables 3 chairs, 1 cloth, 1 skirt	200.00
sales tax	sales tax on books	158.94

Constitution Day

Charge of Committee

Plan, coordinate, and publicize events surrounding the celebration of Constitution Day on September 17, 2007.

Year in Review

The events surrounding Constitution Day were scheduled for September 17-18, 2007. A total of \$1,300 was budgeted for the event. The events were promoted primarily through posters, flyers, and e-mail. Postcards were given out at the weekly chapels and bookmarks were placed in the Library and in other strategic locations on campus. Two days of events were scheduled. On September 17 (Constitution Day), the Library hosted a celebration in the Library Commons. Red, white, and blue cookies were served with punch, the Library was decorated in red, white, and blue, and an exhibit of books and materials about the Constitution was featured. The Library faculty, staff, and patrons gathered to recite the Preamble led by Colin Powell via satellite. This event was added after a scheduling conflict did not permit the event to be held in the Library Atrium on September 17. As a result, the Atrium was reserved for September 18 for the larger campus event. The event scheduled for September 18 was a panel discussion of the topic "Can the Constitution Survive Terrorism?" The event was recorded on streaming video and linked to the Library website. It was also made available through iTunesU. The panel included The Honorable John Ashcroft (via video), Adm. Vern Clark (ret.), Steve Haynie (federal prosecutor) and Dr. Charles Neimeyer and Dr. Jennifer Jefferis of the Robertson School of Government. The panel was moderated by Bill Magee (Law Library). A lunch including pizza, fruit, cake, and drinks was served. Approximately 145 people attended the event.

Goals 2008-09

- Make sure the Atrium is scheduled far in advance of the event, so there will not be scheduling conflicts in the future.
- The lunch should be more substantial. Pizza is easy, but a better selection of food may be a bigger draw for increased attendance.
- The topic for discussion should deal with elections. This will be topical during a presidential election year.
- Include more people from Student Services and the Law Library on the committee to ensure greater collaboration among all partners.

Submitted by:

Leanne Hillery, Marketing/Public Relations Librarian, Committee Chair

Constitution Day Budget 2007-08

Item	Description	Exp
Copyservices	copies	12.80
Copyservices	100/400 post cards non-cash	32.00
Copyservices	copies posters	9.70
Copyservices	copies	16.00
Copyservices	post cards (no invoice)	32.00
Papa Johns	pizza	421.77
Farm Fresh	cake	52.99
Farm Fresh	Fruit and drinks	104.36
Dollar Tree	Table decorations candy	22.00
Dollar Tree	Table decorations candy	15.00
Dollar Tree	balloons	6.00
Party City	velvet flags	53.73
Office Max	paper products	72.49
Ashcroft Books	19 Ashcroft Books	42.80
Starbucks Coffee	gift certificate for speakers	25.00
Housekeeping	Set up tables and chairs	407.00
Librarian Action Figure	5 action figures (10.89ea)	54.45
Door prizes	24 mugs (1.98ea)	47.52
Wrappings	5 bags and tissue paper	6.00
Housekeeping	Monday table and punch bowl	17.00
Sugarpum Bakery	Monday 12.50 lbs of cookies	100.76
Garden Ridge	green paper filler for table decoration	13.41
Totals	Total Expenditure	1564.78
LESS Reimbursements		
Jeff Pittman	Reimbursement 1/3 of cost	500.00
Margaret Christiansen	Reimbursement 1/3 of cost	397.00
Total Library Cost for Constitution Day		667.78

National Library Week

Charge of Committee

There was not an official committee established for this event. Small groups were tasked with planning each element of the celebration. An essay contest group was established to judge the submissions and the Social Committee was tasked with planning, decorating the Library, and providing the food and prizes for the campus-wide event.

Year in Review

The theme for National Library Week 2008 was *Join the Circle of Knowledge @ Your Library*. The event was budgeted at \$1,000.00. The celebration from April 13-19 was planned on a smaller scale than in the past. Several things happened during the week, but only one large event was planned. Activities for the week included:

- Fine Amnesty for all items returned April 13-19.
- Six new “Faculty Recommends” posters were unveiled and displayed prominently in the Library lobby.
- Regent students were invited to enter an essay contest on the topic “How would you persuade your fellow students to use Regent University Library?” For the first time, video entries were accepted. A total of 10 essays and 1 video were submitted. A winner was chosen from each category and prizes were awarded to the winners. The winning essay and video were posted on the Library webpage.
- There was a Student Appreciation Table in the Library Commons which offered a variety of snacks during the week.
- On Thursday, April 17 the campus-wide event was held in the Library Commons and Popular Reading Room. This event included a Student Appreciation Lunch of pizza, drinks, and cake. The special speaker was Jon Cash, author and meteorologist for WAVY TV 10. This event also featured the Regent University Varsity Improv Players, door prizes, and the announcement of the essay contest winners. Jon Cash stayed to sign books and speak with attendees after the program. The total attendance was approximately 150 people.

National Library Week was publicized primarily through posters, flyers, and e-mails to faculty, staff, and students across the University. A National Library Week banner was displayed outside the Library throughout the week. Bookmarks and postcards were given out at weekly chapels and displayed in the Library and at key areas around campus. Announcements were also posted in several campus newsletters and calendars. Jon Cash’s speech was taped on streaming video and posted on the Library’s webpage.

Goals 2008-09

- The single large event seemed to work better than the multiday events in the past. It is difficult for people to commit to coming to several events at the end of the semester. Try to maintain this model in the future.
- Increase the participation in the essay contest either by changing the format of the contest in some way, creating more interesting topics or by offering different incentives.
- Continue to offer snacks and other food and drinks during the week. This was popular.

- Notify University Marketing and PR about the event as soon as possible to get it on their calendar for better coverage.
- Cross promote the NLW with the Spring Book Sale or possibly schedule the spring book sale at the same time as NLW. This would bring more people into the Library and could increase interest and attendance at events.
- Find additional promotion outlets on campus for this and other events.

Submitted by:

Leanne Hillery, Marketing/Public Relations Librarian, Event Coordinator

National Library Week Budget

Vendor	Item	Expenditures
ALA Posters	ALA Posters	56.50
Facility Services Set up	150 chairs, 3 tables & 2 trashcans	255.00
Amazon.com (Angela VISA)	4 paper backs of Cash - Books	64.71
Amazon.com (Angela VISA)	2 paper backs of Cash - Books	37.85
Copy Services	Posters, fliers and hand bills	39.78
Ridgway's	6 Posters and 18 small ones	63.90
Essay	3rd place	25.00
Essay	Honorable mention	10.00
Sam's Club i04	Food purchases Liz	146.31
Door Prizes i04	Leanne H. 2 Chick-fil-A & 1 Bkstore	15.00
Dollar tree/Farm Fresh	Food	32.27
Dollar Tree	Balloons/ table clothes	16.80
Personal Check	2 books for popular reading collections	30.00
Dollar Tree	20 balloons	20.00
Farm Fresh	plates and napkins for Thursday	10.93
Copy Services	1 11x17 poster for book signing	1.50
Copy Services	color copies 8.5x11	14.80
Copy Services	5 color copies	1.45
Papa Johns VISA	Pizza for Thursday	316.10
Harris Teeters VISA	Cake for Thursday	53.97
Wal*Mart	Snacks for NLW - Circulation Desk	92.22
Norfolk Wholesale Florist	Plants	103.19
Commissary	Food for Thursday	44.37
Total Library Expenditures		1,451.65
Ridgway's	6 Posters and 18 small ones	250.00
Improv Players	Performance fee	150.00
Jon Cash	Speaker fee	250.00
Essay	Essay prize 1st place	150.00
Video Essay	Video Essay prize 1st place	150.00
Essay	2nd place	50.00
Total Reimbursement from VP for Academic Affairs Office		1,000.00

PERIODICALS DEPARTMENT ANNUAL REPORT

Year in review

The main thrust this year has been to work with the librarians, scrutinizing the periodicals collection, for ways to save money. We have worked with the librarians on cancellations, format changes, and journals that are currently bound in order to cut unnecessary costs while maintaining excellence. We have withdrawn 778 items pertaining to serials that were outdated or available electronically, cancelled 66 journals that were available full-text in our various Sage Databases in June 2008, and reviewed 95 periodical records which had format changes to include electronic access to ensure that we have access.

Assessment of Services/Events

There is an annual periodicals cancellation project that has been established by the librarians in which they assess the collection. We intend to issue a "Library Satisfaction Survey of Services" to the librarians and staff during the 2008-09 academic year.

Goals 2007-08

- Activate the FTP process of paying for journals online—*EBSCO has suggested a couple of new options to receive the load. We are not using this feature as of yet, but plan to in the very near future.*
- Begin claiming journals through EBSCOnet, as opposed to claiming per print claim checker—*After speaking and working with EBSCO representatives, we have decided that the Innovative claiming process is much more efficient. We were told recently by EBSCO that the claiming function in EBSCOnet was actually designed for libraries that do not have a system as nice and effective as Innovative Millennium.*

Goals 2008-09

- Paulette and Cheryl will attend free online EBSCOnet training, "Order Registration and Activation," in July and August 2008.
- Pearl will assist the Cataloging Department with processing as necessary.
- The Periodicals Department will implement the Order Registration and Activation process on EBSCOnet.

Submitted by:

Paulette Thompson, Periodicals Supervisor

**PERIODICALS DEPARTMENT
STATISTICAL REPORT**

Electronic Resources Added:	Y-T-D Total
E-Journals added (S) <i>NEW bib</i>	26
Microforms Added:	Y-T-D Total
Serials (S) bib	0
Serials (S) item	22
Withdrawals:	Y-T-D Total
Microforms (S) item	0
Processing:	Y-T-D Total
Periodicals bound volumes (S) bib	0
Periodicals bound volumes (S) item	1261
Periodicals:	Y-T-D Total
Titles added (LDRs) (S) bib	11
Titles withdrawn (S) bib	30
Titles withdrawn (S) item	134
E-Journals withdrawn (S) bib	14
Current subscriptions (S) bib	1175
Inactive titles (S) bib	702
Total periodical titles--bib	1877
Periodicals Checked-in (S)-- item	10629
ITEMS SENT TO BINDERY (S/C) item	1245

Titles Ordered:	Y-T-D Total
Periodical back issues (S) bib	14
Periodical back issues (S) item	94
New Periodicals (A) (S) bib	13
Items Received:	Y-T-D Total
<i>Printed Volumes</i>	
Back Issues (S) item	259
New periodical titles (S) bib	10
Periodicals bound volumes (S) item	1150
Abstracts & Indexes (S) item	16
<i>Microforms</i>	
Serial items (S) bib	0
Serial items (S) item	0
Titles Cancelled:	Y-T-D Total
Periodicals (S) bib	52
Microforms (S) bib	0

REFERENCE DEPARTMENT ANNUAL REPORT 2007-2008

Year in Review

During the Summer 2007, Reference moved from the back to the front of the Library, becoming an integral part of the new information Commons. The ready reference collection was weeded for clarity during the move and materials in the file cabinet and desks were reviewed for relevance and usefulness for reference. Student workers were hired and trained to provide quality reference assistance to students, faculty and staff. A newly hired reference librarian was trained in reference and liaison duties. During the early part of summer 2008, the reference collection began an evaluation process in hopes of maintaining a highly relevant, highly used reference collection.

Assessment of Services/Events

A Customer Satisfaction Survey was conducted during March 2008. Students, faculty and staff gave positive feedback about Reference services.

Goals 2007-08

- Train new librarian—*completed* .
- Graduate assistants hired and trained—*ongoing as needed*.
- Move reference to the front of the Library—*completed*.
- Hire new half-time reference assistant—*completed*.
- Displays for special events—*ongoing as needed*.
- Combine reference/instruction meetings and hold twice a month—*completed and ongoing*.
- Participate in Library book sales—*completed and ongoing*.

Goals 2008-09

- Continue evaluating reference collection for relevance.
- Replace and train graduate assistants as needed.
- Look for ways to provide better reference service and implement them.
- Hire and train graduate assistants as needed.
- Hold Reference/Instruction meeting twice a month during the fall and spring.

Submitted by:

Marta Lee, Head of Reference Services

**REFERENCE DEPARTMENT
STATISTICAL REPORT 2007-2008**

Reference Desk Statistics

2007-2008	Person	Phone	IM	Email	Total
9:00 AM -12:00 PM	2228	783	69	225	3305
12:00-3:00 PM	2792	805	86	100	3783
3:00-6:00 PM	3036	859	65	85	4045
6:00-10:00 PM	1769	380	76	58	2283
Total	9825	2827	296	468	13416

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Daily Total
2470	2607	2451	2506	1847	1210	325	13416

Office Statistics

2007-2008	Emails	Calls	IM	In Person	Total
1st Qtr	246	92	4	91	333
2nd Qtr	144	103	2	55	304
3rd Qtr	191	129	2	96	418
4th Qtr	168	102	3	67	340
	749	429	11	309	1498

SPECIAL COLLECTIONS AND ARCHIVES ANNUAL REPORT

Year in Review

Special Collections & Archives had a busy year. We continued to work with Media Services to transfer over 5,000 AV items to the Library. We received an initial deposit of these items in Spring 2008. We took a tour of CBN Media Assets to foster better communication between the Library and that department. We reviewed 120 archive video tapes of Regent events and had a number of them transferred to DVD and .avi format for easier access. We worked with the Clark Hymnology collection to explore the possibility of digitizing selected works and writing a grant toward that purpose. We prepared an extensive working display of Library history photos and artifacts based on a timeline prepared by the Library Documentary Committee in preparation for the Library's 25th anniversary celebration.

Assessment of Services/Events

Special Collections & Archives reports directly to the Library Dean with whom the department meets monthly. The Special Collections librarian oversees the department. Meeting notes are posted on the Library Content Management System.

Goals 2007-2008

- Arrange to take a tour of the CBN Media Assets department—*completed*.
- Explore commissioning someone to put together a pre-production analysis, with cost, scope, etc, of a digital project using our CBNU history AV recordings—*in progress*.
- Work with Media Services, IT, and Library administration to transfer the Media Services Regent events AV collection to the Library—*in progress*.
- Develop a grant proposal using the Clark Hymnology Master Works Collection, identify portions to scan, and further define the scope of the project—*initial draft completed*.
- Appraise 16mm films in the Jantz collection, H – I—*ongoing*.
- Set three displays, to include Constitution Day and Black History Month themes—*completed*.
- Continue inventory of the John Wimber collection as new materials are received—*ongoing*.
- Work with Dr. Vinson Synan to further establish the Synan Papers Collection—*ongoing*.

Goals 2008-2009

- Work with Media Services, IT, and Library administration to transfer Media Services Regent events AV collection to the Library.
- Develop a grant proposal for digitizing selected, most useful, 16mm films from the Regent collections as phase one of an effort to preserve and make 16mm films available for research.
- Work with the Documentary Committee and Library Administration to commemorate the Library's 25th anniversary on Sept. 12, 2008; set a display of Library history.
- Work with Library Administration and the John Wimber family to celebrate the reception of John Wimber collection materials by the Library; set a display of John Wimber collection materials.

Submitted by:

Robert Sivigny, Special Collections & Archives Librarian

Donald Gantz, Special Collections & Archives Supervisor

**SPECIAL COLLECTIONS AND ARCHIVES
STATISTICAL REPORT**

PATRONS REQUESTING MATERIALS					
<i>Fiscal Year</i>	2003- 2004	2004- 2005	2005- 2006	2006- 2007	2007- 2008
Archives	45	48	34	57	31
Special Collections	33	97	93	50	59
Film Research Center	23	21	20	5	10
<i>Totals</i>	101	166	147	112	100

ITEMS DELIVERED TO PATRONS					
<i>Fiscal Year</i>	2003- 2004	2004- 2005	2005- 2006	2006- 2007	2007- 2008
Archives	147	414	185	231	224
Special Collections	134	193	304	162	307
Film Research Center	95	79	206	39	32
<i>Totals</i>	376	686	695	432	563

VISITORS TO READING ROOM DISPLAYS					
<i>Fiscal Year</i>	2003- 2004	2004- 2005	2005- 2006	2006- 2007	2007- 2008
Visitors in Tours	310	410	204	156	273
Informal Visitors	85	102	137	64	69
<i>Totals</i>	395	512	341	220	342

SYSTEMS DEPARTMENT ANNUAL REPORT

Year in Review

The Systems Department achieved all of the goals established for 2007-2008. The project that consumed the majority of time was the development of the first Regent University Library digital library. The digital library contains a vast collection of resources including a PBS Video Film archive, communication video collections, and films. The Systems Department also achieved the goal of establishing user authentication to the library system using the user's MyRegent ID and eliminating the use of the user's social security number. A major goal of upgrading the hardware of the library system was also achieved. The system department worked with IT on campus to establish the first media production center for library users. The "Verizon Media Center" was debuted November 14, 2007. It has been a very productive year for the Systems Department.

Assessment of Services/Events

Library systems were assessed in 2007-08 through the Customer Satisfaction Survey conducted in Spring 2008. Library systems will create a short user survey in 2008-09 to evaluate the services in this department.

Goals 2007-08

- Purchase and install three plasma television screens for the university library (*due to budget restrictions two screens were installed.*)—**completed.**
- Replace and upgrade the hardware for the library system—**completed.**
- Purchase and install an "electronic resource management" module—**completed.**
- Complete the PBS Video Project (digitization, encoding, and conversion) and implement a digital library—**completed.**
- Set-up, test, and implement the "web access management (WAM)" module on the library system—**completed.**
- Upgrade workstations in the library reference area—**completed.**
- Eliminate the use of Social Security Numbers and update the authentication on the library server to LDAP – incorporate the MyRegent ID login—**completed.**
- Install a print management system for the public access computers—**completed.**
- Assisted the UT department with the establishment of the "Verizon Media Center" — **completed.**
- Establish an Alumni database site using WAM and system barcode for authentication—**completed.**

Goals 2008-09

- Upgrade the digital library interface to reflect the library web page upgrade.
- Upgrade the digital library to run the latest version of Joomla!
- Upgrade and design new library catalog pages to reflect the library web page upgrade.

Submitted by:

Leanne Strum, Ph.D., Head of Technical Services and Systems

COMMITTEE AND TEAM REPORTS AND STATISTICS

25th ANNIVERSARY COMMITTEE ANNUAL REPORT

Charge of the Committee

Plan events for the University Library 25th anniversary to coincide with the University's 30th anniversary celebration the weekend of September 12, 2008.

Year in Review

The committee was established October 2007 and began working in earnest to plan a series of events for the Library anniversary including organizing the St. John's Bible Exhibit, seeking a luncheon/banquet speaker, and the formation of a Friends of the Library Group.

A subcommittee was formed to coordinate the oral history project and film documentary: Jon Ritterbush, Bob Sivigny, Pearl Combs, Don Gantz and Amber Wood. This group made significant progress on the project including interviewing a dozen of the earliest Library staff at this university. A short version of the film documentary will be presented at the Library's 25th Anniversary, with a longer version available online sometime after that.

Assessment

The committee has been focused on planning and has not engaged in any formal assessment of committee work.

Goals 2007-2008

- Secure a notable speaker for a luncheon or banquet celebration—**complete**.
 - Invitations were made to Jan Karon (author of the Mitford series), Laura Bush, Lynn Cheney, and James Billington—**all declined**.
 - By partnering with Advancement and having our event with the Executive Leadership Series we were able to secure Lt. Col. Oliver North. Dr. Pannell agreed to help fund this speaker from the President's Speaker's Fund in honor of the Library's anniversary.
- Organize a print exhibition of the St. John's Illuminated Bible—**in progress**.
- Develop a Friends of the Library Group to premier at the event—**incomplete**. (Note: upon further reflection and in consultation with Advancement we decided to work on this goal separate from the 25th anniversary events.)
- Develop exhibits for the Library History and Wimber Collection—**in progress**.
- Work with COGS to replace the 25 year old globe—**incomplete**. (COGS was not able to help with fundraising for this project after all.)
- Work with Marketing/PR to plan advertising and marketing materials for the event—**in progress**.

Goals 2008-2009

- Implement plans for the 25th anniversary events:
 - St. John's Bible Exhibit (9/2-26/08)
 - Jon Wimber Exhibit (9/2-26/08)
 - Library History Exhibit (9/2-26/08)
 - SJB Opening Program (9/4/08)
 - SJB Chapel (9/10/08)
 - Oliver North Luncheon (9/12/08)
 - Birthday Party (9/12/08)
 - Wimber Recognition Event (9/12/08)
- Complete the film documentary of the oral history project.

Submitted by:

Sara Baron, Dean, Committee Chair

AWARDS COMMITTEE ANNUAL REPORT

Charge of Committee

To honor outstanding Library staff, faculty and student assistants who have exemplified the characteristics of Christ as set forth by this committee.

Year in Review

The committee members remained the same as the previous year in 2007-2008. We had the distinct pleasure of honoring seven Library employees with the “Distinctive Service Award” for years of service ranging from five years to twenty five years. We also presented the “STAR” Award to Jabez Rapaka, Interlibrary Loan Assistant, in July 2007, and Ellen Cox, Assistant to the Dean, in January 2008.

Assessment of Services/Events

As a whole, we feel that the committee fulfilled our obligations. We have updated our charge, by changing the presentation dates to the Christmas and Summer Social Events. Now, the Chair needs to work at sending out a notice to the staff for nominations at least a month in advance.

Goals 2008-09

- Give ample time for the staff to submit nominations without feeling rushed.

Submitted by:

Paulette Thompson, Periodicals Supervisor

BOOK CLUB ANNUAL REPORT

Charge of Committee

The charge of the Library Book Club is to encourage the Regent University community to read literature for enjoyment and enrichment.

Year in Review

In October 2007, the Library conducted an online survey to find out book preferences among Regent and CBN readers. We received responses from 106 students, staff, and faculty members. After careful preparation, the Library Book Club was launched in February 2008. The Book Club reads one book (mostly classics) per month and meets for discussion both on campus and online in its own readers' group in LibraryThing.com.

From February to June, the Book Club members read and discussed the following books:

February	<i>The Kite Runner</i> , by Khaled Hosseini
March	<i>Pride And Prejudice</i> , by Jane Austen
April	<i>1776</i> , by David McCullough
May - June	<i>The Chronicles of Narnia</i> , by C. S. Lewis

Assessment of Services/Events

The Book Club currently has 36 members, approximately 8 of whom are regular participants. While the on-campus and online discussions have been thought-provoking and rewarding for participants, active membership remains low and needs to be increased.

Goals 2007-08

- Take survey of reading preferences among Regent and CBN communities—**completed**.
- Establish faculty committee to decide on monthly selections—**completed**.
- Launch Library Book Club in Spring 2009—**completed**.

Goals 2008-09

- Read and discuss the new round of Book Club selections:

July	<i>The Adventures of Huckleberry Finn</i> , by Mark Twain
August	<i>A Thousand Splendid Suns</i> , by Khaled Hosseini
September	<i>Dreams from My Father</i> , by Barack Obama and <i>Faith of My Fathers</i> , by John McCain
October	<i>Rebecca</i> , by Daphne du Maurier
November	<i>Fidelity: Five Stories</i> , by Wendell Berry
December	<i>A Christmas Carol</i> , by Charles Dickens
January	<i>The Death of Ivan Ilyich</i> , by Leo Tolstoy
February	<i>The Age of Innocence</i> , by Edith Wharton

- Market Book Club and grow the Club's percentage of active participants.
- Lead the reading of *The Death of Ivan Ilyich* at Regent as part of the Library's Big Read grant in January 2009.
- Establish Regent Readers discussion forum as a resource for members of the Regent and CBN communities to locate other students, staff, and faculty with similar reading interests.

Submitted by:

Harold L. Henkel, Assistant Librarian

COLLECTION DEVELOPMENT TEAM ANNUAL REPORT

Year in Review

The biggest accomplishment for the Collection Development team this year was the development of a weeding policy and procedure which is being used in a major project to weed the Reference and Oversize collections. Many books are being moved from Reference or Oversize to the general collection, and many others that are considered to be outdated or irrelevant are being withdrawn.

The team also carried out an in-depth analysis of periodical subscriptions, databases, and standing orders, considering usage reports and database overlaps to determine how to reduce the budget by cancelling unnecessary subscriptions. As a result, we saved almost \$48,000 from the periodicals budget and additional funds from the book budget.

The list of subject responsibilities, assigned by LC classification numbers, was also revised in order to more accurately assign subject areas to the librarian most familiar with each topic.

As a result of these efforts, the Collection Development team has continued to improve the collection by selecting the materials that will be most beneficial for the collection, while increasing shelf space and funding for these materials by eliminating the items that are no longer needed.

Assessment

Our subscription to the WorldCat Collection Assessment software has been renewed, and we will continue to use it to evaluate the collection according to the various subject areas. A major project for the coming year will be to evaluate the collection's adequacy to support the QEP of "global competency."

Goals 2007-08

- Begin holding regular team meetings to deal with collection development issues—*in process*.
- Implement a form and procedure for evaluating electronic resources, to be included as part of the Resource Development Policy—*not completed*.
- Develop a formal procedure for dealing with objections to particular items in the collection—*not completed*.
- Transition to using GOBI instead of yellow slips for collection development and ordering—*in process*.

Goals 2008-09

- Implement a form and procedure for evaluating electronic resources, to be included as part of the Resource Development Policy.
- Develop a formal procedure for dealing with objections to particular items in the collection.

- Transition to using GOBI instead of yellow slips for collection development and ordering.
- Conduct a collection assessment in relation to the QEP of “global competency.”
- Continue weeding additional sections of the collection.

Submitted by:

Georgi Bordner, Collection Development Coordinator

GRANT PREPARATION ANNUAL REPORT

Charge of Team

The charge of the Grant Preparation Team is to coordinate all grant writing activity within the Library. The group will be responsible for creating a “Grants Clearinghouse,” creating a set of project profiles explaining problems and solutions to use as a foundation for grant proposals, drafting templates for redundant elements within grant proposals, researching funders at the federal, national, state, local, and foundation levels, and review all proposals with a critical eye before submission to the funding body.

Year in Review

The Grant Preparation Team was formed in September 2007 and immediately began work on brainstorming possible Library projects that could be funded with grant money. These ideas formed the basis of the project profiles that were created for projects such as the QEP/ International film festival, creating comfortable seating areas to create community and gathering places space for students, and preservation/digitization projects as a foundation for possible grant proposals. A Grants Clearinghouse was created in the Blackboard Content Management System. The Clearinghouse serves as a repository for ideas for grants, drafts of proposals and project profiles, links to grant sites, and resources for locating grants for libraries and educational organizations.

The team spent time gathering information about possible Library funders and looking for possible grants for which to apply. During the year, members of the Team submitted proposals for three grants: The Big Read through the National Endowment for the Humanities and two Regent University Faculty Research grants addressing the University QEP (global competency) and evaluating the Customer Service Survey with the LibQUAL+ survey. All three projects received full or partial funding and are slated to begin during the next academic year.

Goals 2008-09

- Continue identifying grants opportunities that will fund specific projects, particularly the Library Commons.
- Assist in the monitoring and distribution of funds for the three funded research projects and monitoring their progress toward completion.
- Apply for the Big Read for 2009.
- Encourage and assist Library faculty in applying for grants throughout the year.

Submitted by:

Leanne Hillery, Assistant Librarian, Team Co-Chair

Sara Baron, Dean, Team Co-Chair

LIBRARY SERVICES FOR THE WASHINGTON DC CAMPUS ANNUAL REPORT 2007-2008

Year in Review

The satellite campus consolidated services for the northern Virginia site. As a result Library materials were brought back to the main campus. Since students continue to matriculate through their academic programs offered by Regent University the campus has a core staff continuing to work out of a few offices. The Library still offers materials to the students through Interlibrary Loan and online. Students may return materials to the northern campus offices for return to the Library at the Virginia Beach campus. Students also may continue to receive reimbursement for the purchase of a library card in the DC area.

Assessment of Services/Events

No assessment provided strictly for the Washington DC campus; Students, faculty and staff participated in the Customer Satisfaction Survey that was conducted in Spring 2008.

Goals 2007-08

- Complete the removal of Library materials from the DC campus—*completed July 2007*.
- Continue to provide reference assistance to students in the DC area along with other distance students—*ongoing*.

Goals 2008-09

- Continue to provide quality reference assistance to students in the DC area along with other distance students.

Submitted by:

Marta Lee, Head of Reference Services

NEWSLETTER COMMITTEE ANNUAL REPORT 2007-08

Charge of Committee

The charge of the newsletter committee is to publish nine issues each year of the Library's electronic newsletter, *Library Link*. Each issue contains 6-7 articles on news and events from the University Library as well as other features of interest to the University community.

Year in Review

The Newsletter Committee worked productively and harmoniously, producing 9 issues of *Library Link*. Articles in the newsletter included coverage of Library events, research tips, Library faculty recommendations, and short essays on topics of interest to the scholarly community. The editors raised the professional level of the newsletter by introducing scholarly book reviews by members of the Regent faculty.

The newsletter committee also decided to publish the newsletter in a blog format beginning with the first issue of the 2008-2009 year. Jon Ritterbush has set up a website and will coordinate migration to the new format.

Assessment of Services/Events

The Library included a question (#28) and suggestion request about the newsletter in its 2008 Customer Satisfaction Survey.

Goals 2007-08

- Replace ConstantContact with a new platform for e-mail disbursement—*completed*.
- Invite University faculty to review Library resources for the newsletter—*ongoing*.
- Continue to improve all aspects of newsletter content and appearance—*ongoing*.
- Index archived newsletter articles—*in process*.

Goals 2008-09

- Migrate the newsletter to the new blog format.
- Use new blog format to provide subject access to archived articles.
- Continue to improve all aspects of newsletter content and appearance.
- Publish faculty reviews of new acquisitions.

Submitted by:

Harold L. Henkel, Assistant Librarian

SACS ANNUAL REPORT 2007-08

Charge of Committee

To assess and evaluate the services of Regent University and to complete the compliance reports:

- **Core Requirement 2.9:** The institution, through ownership or formal arrangements or agreements, provides and supports student and faculty access and user privileges to adequate library collections and services and to other learning/information resources consistent with the degrees offered. Collections, resources, and services are sufficient to support all its educational, research, and public service programs. (**Learning Resources and Services**)
- **Comprehensive Standard 3.8.1:** The institution provides facilities and learning/information resources that are appropriate to support its teaching, research, and service mission.
- **Comprehensive Standard 3.8.2:** The institution ensures that users have access to regular and timely instruction in the use of the library and other learning/information resources. (**Instruction of Library use**)
- **Comprehensive Standard 3.8.3:** The Institution provides a sufficient number of qualified staff—with appropriate education or experiences both in library or other learning/information resources—to accomplish the mission of the institution.

Year in Review

Regent University is in the process of reaffirming our accreditation with the Commission on Colleges of the Southern Association of Colleges and Schools (SACS). This process allows us to ensure all of our programs meet the strictest standards and fulfill the mission of this University. The University Library faculty and staff worked extremely hard this year on the SACS compliance reports in order to meet the goal of the University. Each person in the library was involved in this major project. A team was appointed for each compliance area. Each team then worked on their portion, gathering materials, assessing the services, etc. Once the reports were drafted they were reviewed and edited by the Library faculty. The end product was completed compliance reports submitted on time to the University.

Assessment of Services/Events

Customer Satisfaction Survey 2008 and User Evaluation of the library's IRR course 2007-08.

Goals 2007-08

- Complete core requirement 2.9—*completed.*
- Complete comprehensive standard 3.8.1—*completed.*
- Complete comprehensive standard 3.8.2—*completed.*
- Complete comprehensive standard 3.8.3—*completed.*

Goals 2008-09

- Revise the compliance reports 2.9, 3.8.1, 3.8.2, 3.8.3 as requested and needed after the 2009 site visit.
- Submit all compliance reports to the university by August 15, 2008.

- Participate in the Quality Enhancement Program (QEP).

Submitted by:

Leanne Strum, Ph.D., Chair of Committee

SOCIAL COMMITTEE ANNUAL REPORT 2007-08

Charge of Committee

The Social Committee's main purpose is to encourage fellowship and strengthen unity among Regent University Library's librarians and staff.

Year in Review

This year the Social Committee had an exciting year full of change, flexibility, and fun. The committee truly enjoyed working together and worked hard planning each event for the University Library employees.

We started in 2007 with five committee members and ended with six members, each with a servant's heart. Even though we had committee members leave, new members appointed, and had little budget, each event seemed to go off with a bang. Feedback from the staff was great and everyone expressed that they had a wonderful time of fellowship and fun.

In order to plan more social events with limited funding the committee decided it was best to make the majority of events carry-in style. The committee also agreed to continue sending out e-birthday cards since it was more efficient and cost effective. This year's committee also came up with the unique idea of having staff pictures taken with Santa for \$1.00 each to raise additional funds for the committee budget.

Advice that would be recommended for next years' committee is to be committed and bring fun and creative ideas to help bring joy and laughter to the faculty and staff here in the University Library.

Accomplishments:

- Thanksgiving Carry-In Thursday 11/15/2007 10:30am
- Christmas Party Thursday 12/13/2007 12:00pm-2:00pm
- Eating Lunch w/ Santa
- Spring Carry-In Friday 5/2/2008 12:00pm-1:30pm
- Ice Cream Social Friday 8/8/2008 2:30pm

Events Assisted With:

- Constitution Day Wednesday 9/17/2008 10:30-12:00pm
 -Helped with the decorations, set up, serving, and clean up of event.
- National Library Week Thursday 4/17/2008 All Day
 -Helped with the decorations, set up, serving, and clean up of event.
- Tea with Dr. Campo Tuesday 8/5/2008 2:00pm-3:00pm
 -Helped with the decorations, set up, serving, and clean up of event.

Submitted by:

Meghan Lane, Circulation Assistant

**SOCIAL COMMITTEE
BUDGET REPORT 2007-2008**

Income:

Money Carried Over	\$ 11.39
Dues	\$ 246.00
Special Event Giving (\$16 from Pictures with Santa)	\$ 24.00
TOTAL:	\$ 281.39

Expenditures:

Cards & Balloons	\$ 1.05
Thanksgiving	\$ 135.65
Christmas Party	\$ 31.89
Spring Carry-In	\$ 62.06
Ice Cream Social	\$ 34.74
TOTAL:	\$ 265.39

Money Remaining: \$16.00

SPACE ASSESSMENT COMMITTEE ANNUAL REPORT 2007-2008

Charge of the Committee

To review space configurations in the Library: open spaces, meeting spaces, office spaces, shelving spaces, special collections and archives, and study rooms.

Year in Review

Following completion of phase one of the Library Commons (new entryway and relocation of reference desk), progress was made on phase two with the proposal and acceptance by Mrs. Robertson of a floor plan and furniture selections for the main Commons area. A plan for removing the half-walls and replacing the electrical wiring was also completed. Unfortunately, funding for these was not secured. However, \$30,000 was gifted by Trustee Cheryl McKleskey for the Café. A consultant from Hampton University visited the Library and recommended improvements for reorganizing the monograph collection on the shelves so that it will be more intuitive for users. Significant progress was made on this project.

Assessment

The Customer Service Satisfaction Survey included both positive and negative comments about the physical space of the Library including: chairs in the main room are uncomfortable and can't be pulled under the tables; request for more comfortable couches and wingback chairs; please don't turn the quiet reading area into a coffee bar; request for a drive-thru book drop; library not inviting for study.

A focus group managed by the Marketing Librarian also yielded comments about the physical space of the Library including: concerns about the building being too cold and uncomfortable; harsh lighting and noisy; appreciation for the second floor being the quiet floor and the option of "white noise" on the first floor; request for a coffee bar.

Goals 2007-2008

- Develop a new floor plan and furniture design for the Commons with the assistance of Admin. Facilities (Pauline Carraway)—*in progress*.
- Complete the development of policies and staffing model for the Commons—*in progress*.
- Collaborate with IT to install the Verizon Media Lab into the Commons—*completed*.
- Create a new sign system for the Library (Leanne Hillery, PR Librarian)—*not completed*.
- Collaborate with the Law Library in the removal of the wall separating the second and third floors, specifically on any policies that need to be changed (Circulation)—*completed*.

Goals 2008-2009

- Develop a new floor plan and furniture design for the Library Café (phase two) with the assistance of Admin. Facilities (Pauline Carraway).
- Work with Academic Affairs to have the Library Commons featured in the Library and University Strategic Plan (Dean responsible).
- Secure funding to complete phase one of the Commons project.

- Complete the shelf reorganization project on the first floor.
- Start and finish the shelf reorganization project on the second floor.
- Complete the development of policies and staffing model for the Commons.
- Create a new sign system for the Library (Leanne Hillery, PR Librarian).

Submitted by:

Sara Baron, Chair of the Committee

**STAFF DEVELOPMENT TEAM
ANNUAL REPORT 2007-08**

Charge of Committee

Sara Baron gave a charge to the committee. Plan to hold four sessions this year. This year the theme will be practical. The committee is encouraged to plan a theme that would continue what was started at our recent library retreat. One suggestion is a theme that reflects something to do with hospitality (service) to one another (internal) and hospitality (service) externally. The budget was \$200.

Year in Review

We decided upon the theme, *How is Your Serve?* The logo was a tennis player. Session One was with Bonnie McDowell from Human Resources. Session Two was with Amy Boykin and Alicia Willson-Metzger from Christopher Newport University. They presented a program that was based on the customer service program called *Go Fish*. Session Three was with the Staff Development Committee. It featured a homemade trivia game based on customer service questions along with a video, *Customer Service: The Royal Treatment* (Coastal Training Technologies). Session Four was with Kathy Overmeyer. This was a *Spa at Work* retreat for the staff. Participation certificates were issued at the end of the last session.

Assessment of Services/Events

A final survey of the program was taken using Survey Monkey. Five people responded.

Please rate the following statements about the staff development program this year.						
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Response Count
I received enough publicity about the sessions	20.0% (1)	80.0% (4)	0.0% (0)	0.0% (0)	0.0% (0)	5
The sessions were beneficial and worth my time.	0.0% (0)	80.0% (4)	0.0% (0)	20.0% (1)	0.0% (0)	5
The information was useful or helpful to me.	0.0% (0)	80.0% (4)	0.0% (0)	20.0% (1)	0.0% (0)	5

The theme of internal and external customer service was of interest to me.	0.0% (0)	80.0% (4)	20.0% (1)	0.0% (0)	0.0% (0)	5
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Goals 2007-08

- Plan four sessions as charged—*completed.*
- Plan budget—*completed.*
- Issue completion certificates—*completed.*

Goals 2008-09

- Take attendance for each session.
- Next year’s theme should be on a spiritual topic since we rotate themes.
- Avoid having any programs on Mondays.
- Do one evaluation survey at the end, instead of five individual ones.

Submitted by:

Sandra Yaegle, Chair of Committee

BUDGET REPORT 2007-2008

Librarian Action Figures for speaker gifts (2)	17.90
Lunch for staff following spa program	183.75
Game prizes	8.00
Certificates	9.25
TOTAL	218.90

WEB TEAM ANNUAL REPORT 2007-08

Charge of Team

The Web Team should oversee the main Library website and actively seek input from all Library faculty and staff, and coordinate with University IT and Marketing as they proceed with their work on the University Library web pages. Library liaisons and some coordinators have been responsible for the web pages of their own subject areas since April 2001.

Year in Review

The Web Team continued its work on redesigning the Library website during 2007-2008. Based on surveys of team members and Library staff from the previous year, the Team set out to create a website with improved features such as navigational drop-down menus, breadcrumbs (navigational links which typically appear at the top of each page, illustrating one's location within the hierarchy of a website), RSS feeds, a multipurpose search form, and prominent links to research assistance.

Developed during the fall semester, the first Library template design was based on the color scheme and stylesheet used on the main University website. This concept was generally accepted by the Library faculty and Web Team members, with the recommendation that a fully-functional mockup be created prior to meeting with Marketing and IT.

In January 2008, the Web Team met with University Marketing representatives who offered strong support for the Library template and a few minor suggestions. At the conclusion of the meeting, it was suggested that only some "minor tweaking" would be necessary before moving forward. Several weeks later, Marketing submitted its own template recommendation to the Library, with significant differences in the color scheme and layout. Between March and May 2008, the chair of the Web Team collaborated with Kim Halbrook of Marketing to resolve these differences in function and layout. The finalized template files were submitted to the Library in June 2008.

During the Fall semester, Mark Zillges also completed the digitization of the PBS Video collection, which is accessible to the public at <http://digitallibrary.regent.edu>. 426 titles are accessible in Windows Media and QuickTime formats, and are also listed in the Library Catalog.

Goals 2007-08

- Integrate the Library website into the new website design of the University—*ongoing*.

Goals 2008-09

- Convert and update content from existing website into new template design. Old and new websites may need to run in parallel through at least Spring 2009, to accommodate SACS accreditation teams.

Submitted by:

Jon Ritterbush, Team Chair

ASSESSMENTS

BRANDING

Purpose of Research

The purpose of the focus group was to identify the brand attributes of the Library as perceived by Regent University students and determine how they compare with the actual brand attributes that currently exist within the organization. The findings from this study will assist Library personnel in developing a brand strategy and marketing initiatives for the Library in the future.

Overview of the Proceedings

The focus group was conducted on March 25, 2008. This group was comprised of five students: two master's students from the Robertson School of Government, one first year law student, one international student in the MBA program in the School of Global Leadership and Entrepreneurship, and one undergraduate global business major. The group was facilitated by Leanne Hillery and videotaped and transcribed by Jon Ritterbush. The group was asked to respond to six questions during the 75 minute session.

Insights

Based on the group's perceptions, several positive and negative brand attributes were identified.

- Positive Attributes: Several options for quiet study (2nd floor quiet zone, study rooms, study carrels) and a place to study with activity and background noise (1st floor); Friendly helpful employees; Technology (computers, wireless, databases, online access); Beautiful/Clean; and Service-oriented.
- Negative Attributes: Bad atmosphere (too cold, too loud, too many cell phone noises, harsh lighting, uncomfortable furniture, etc.); and lack of food and drink options in the Library (inconvenient to leave and come back).
- Actual Library Brand Attributes: The Library's People (professional, friendly, highly-skilled, service-oriented); Beautiful surroundings; The Windows; A Place for Everyone; Cutting-edge technology; Excellence in service and personal attention.

Based on a comparison of the above attributes, several of the perceived attributes and the actual attributes correspond. However, some of those that the Library considers strengths (the windows specifically) were not mentioned by the students at all or in a positive manner. This indicates that the Library has some work to do in re-examining its current strategy (focus on the windows) and provide more thoughtful and focused promotion of the attributes that need to be better explained to students such as the purpose of the Library Commons and the idea that the second floor is a quiet zone.

More research needs to be done before definitive action can be taken. More focus groups are planned for 2008-2009. These focus groups will be with students, faculty, and with online students via Wimba. Plans also include having focus groups with non-users of the Library as well. These varied opinions will provide a well-rounded view of how the Library is viewed by the entire Regent community. This information will provide an excellent foundation for creating a Library brand and developing meaningful marketing initiatives.

Submitted by:

Leanne Hillery, Assistant Librarian, Marketing/Public Relations Librarian

CUSTOMER SATISFACTION SURVEY

The annual Customer Satisfaction Survey was conducted from February 22 through March 17, 2008. This is the highest response rate that we have seen since 2004. The incentives offered were an IPOD Shuffle or one of two Visa gift cards. The survey instrument that was used was Survey Monkey. It was marketed primarily through the Library newsletter and listservs. It was launched during a Library book sale that was held in the Atrium.

Demographic Notes

Distance Ed., Local	93
Distance Ed, Non-local	162
GENE 101 Course takers	102
On Campus	239
Faculty responses	47
Undergraduate	115
Master's	223
Alumni	7
Staff	47
Total number of responders*	562

* Total reflects all responders. Some responders fit into several demographic categories.

The survey returned the following concerns or comments that are being addressed in the Strategic Plan.

Facilities

- New, comfortable furniture
- Coffee shop

Collection Development

- Access to older newspapers
- More books
- More journal titles
- More databases
- More interpretive manuals for psychological tests
- More books for animation department
- More plays
- Subscribe to materials for tests and measures

Public Access

- Create a Library blog
- Notify users when we cancel databases
- Library home page needs to be easier to navigate

- Microfilms photocopier works sporadically
- People need to be available at the Circulation desk
- Approachability, professionalism and friendliness of Graduate Assistants
- Library course needs revision
- Provide Library book shuttle service to student housing
- Notify us when a database is cancelled
- Longer material checkout for online students
- Subscribe to a language learning service like Rosetta Stone
- Provide faculty with training on the E-reserve system
- Offer a course about how to use the Library
- Have an extensive FAQ/How to guide available
- Provide return mailing for ILL books

Systems

- Catalog-- book display should give call numbers
- Catalog--Use of browser back button clears search
- Catalog-- Prefer having all information on one screen
- Catalog-- Change right hand tool bar to display ILLiad Link. Remove Amazon.com link
- Catalog-- Have a simple catalog page with big buttons
- Catalog--Have an automatic way to check out materials from the book cart
- Consider Serials Solutions 360 search instead of Research Pro
- Provide access to ILLiad from MyRegent portal
- Access for Mac users
- ATLA database has time out issues

Future recommendations: The timing of the survey seemed to be better than the year previous. Consider using another survey instrument instead of Survey Monkey because the reporting capabilities are somewhat limited. Plans are in motion to complement this survey with a LibQual evaluation in the spring of 2009.

Submitted by:

Sandra Yaegle, Head of Public Services

EDUCATIONAL ENHANCEMENT SURVEY

Purpose of Survey

The Regent University Library Educational Enhancement Survey was developed as a tool to evaluate the Library's instructional programs and faculty services. The specific objectives of the study were to:

- Collect information concerning faculty perceptions of the success of the Library's instructional program as it pertains to improvement in the research skills of their students.
- Measure faculty awareness of Library instructional services.
- Measure faculty usage of the Library's instructional and research services.
- Gain insight into how to best market Library services to faculty.

The survey contained 37 questions and was active from October 18 to November 1, 2007. In the final tally a total of 58 completed surveys were returned (an 8.6% response rate).

Survey Findings

Overall, the survey indicated that the majority of respondents were pleased with the services and resources that the Library offers to members of the Regent University faculty. However, the survey provided the following interesting insights:

- Many new full-time and adjunct professors did not know who their Library liaisons were and were unaware of Library instructional services for faculty.
- The majority of faculty was not aware that a librarian will come to their classes to provide Library instruction, that Library instruction is provided to distance students through Wimba, or that instruction will be provided for their GAs.
- Older faculty and those who have been at the institution longer were more likely to know who their Library liaison is.
- Heavy users of the Library website were the most critical of the usability of the site.
- 74% of the respondents get their information about the Library from the *Library Link*.

Recommendations

- Increase Library liaison communications with new and adjunct faculty.
- Have a special orientation/open house in the fall for new faculty.
- Create video introductions and podcasts for distance faculty.
- Have a website usability focus group with heavy website users.
- Add a new column to the *Library Link* dedicated to Library services for faculty.
- Liaisons must be more creative in communicating with faculty, such as sending targeted e-mails through departmental mailing lists and meet faculty in their offices, departments, or wherever they hang out when not on campus.
- Develop a marketing plan that clearly defines the benefits and value-added nature of Library instruction, including how it supplements the IRR course and offers targeted instruction to courses, subject resources and assignments.
- Promote course-integrated Library instruction in the core courses in your programs.
- Showcase faculty publications.
- Continue to invite faculty to write book reviews for the *Library Link*.

- Create podcasts of faculty who are heavy Library users talking about how wonderful the Library is. Include quotes in the *Library Link* and promotional materials.

Future Surveys

This survey will be conducted on an annual basis in order to assess improvements in the instruction program and improved faculty awareness of Library instruction services. The following suggestions will assist in making the survey more relevant and hopefully increase the response rate.

- The timing of the survey should be changed so that it does not compete with multiple class assignments and staff development surveys. It is possible that competition with other surveys was partially responsible for the poor response rate.
- One of the problems with the survey form is that it did not elicit the types of responses that are really useful to improving services. Most of the responses were not kept to the topic requested or they were too general to be helpful. Thus, it is recommended that the open-ended questions be reworded to ask more explicit questions that will not be misinterpreted.

Submitted by:

Leanne Hillery, Assistant Librarian, Marketing/Public Relations Librarian

REGENT COMMONS

Summary of Research Project

The objective of this research project is to assess the impact of a new student housing unit on Library operations and usage, both in qualitative and quantitative terms. This project included a survey of Regent Commons students, which asked participants to report the frequency of their Library usage in context with other demographic factors. Other statistics of Library usage including gate counts, circulation counts, interlibrary loan usage, and website/database statistics will be compared from 2006-2007 to 2007-2008.

Initial Survey Findings

Regent Commons total capacity: 296 beds

Total numbers of Regent Commons residents

Term	Undergraduate Students	Graduate Students	Total
Fall 2007	48	190	238
Spring 2008	61	189	250

Regent Commons Survey (77 total respondents)

- 32.5% were undergraduates; 63.7% were graduate students.
- 29.9% were taking classes at Regent before moving into the Commons; 70.1% were not.
- 3.9% lived in Regent Village before moving into the Commons; 18.2% lived off-campus and inside the 757 area code; 77.9% lived off-campus and outside the 757 area code.
- Wednesday and Thursday are the two days when they typically visit the Library in-person (59.7% for both). Sunday was the least reported day (34.7%).
- Only 12.5% reported visiting the Library in-person before noon. 73.6% reported the 4:00-8:00 PM timeslot, followed by 65.3% reporting 8:00 PM to midnight.
- 72% reported visiting the libraries for individual reading or studying, followed by 41.3% who reported visiting for group study or meetings.
- 56% reported they most prefer to read and study alone in their room at Regent Commons; 28% reported they most prefer the libraries.
- 46.7% reported they most prefer to read and study with friends and classmates at the libraries; 18.7% equally reported they most prefer a classroom building on-campus or somewhere off-campus. Only 16% reported they most preferred to study with a group in their room at Regent Commons.

Of the 77 total respondents, 11 indicated they were taking classes at Regent before moving into the Commons AND lived off-campus but inside the 757 area code. Of this sub-group:

- 63.6% were undergraduates, 36.4% were graduate students.

- Before moving into Regent Commons, 27.3% of these 11 students indicated they accessed the Library website, databases or catalog less than three times a semester. After moving in, this figure dropped to 10%.
- Even after moving in, these 11 students reported no appreciable change in how often they visited the libraries in person.

Future Analysis and Publication

The following statistics from 2006-2007 versus 2007-2008 will also be analyzed as part of a research publication on this subject:

- Gate counts
- Number of circulations
- Number of ILL transactions for “local” students
- Website hits (totals and by IP range)
- Reference statistics (totals and by type)
- CSS survey results
- Database usage (totals and by proxy load if available)

Submitted by:

Jon Ritterbush, Associate Librarian

DATABASE STATISTICAL REPORTS

DATABASE USAGE

Vendor	Part I: Online Databases	Y-T-D Total
ProQuest	ABI/Inform with Ox Research	42631
ProQuest	ABI/Inform Dateline	56705
ProQuest	ABI/Inform Global	58825
ProQuest	ABI/Inform Trade & Industry	56525
Gale	Academic Onefile	9423
EBSCO	Academic Search Premier	29485
McGraw-Hill	Access Science	268
FirstSearch	AH Search (Arts & Humanities)	1019
ABC-CLIO	America History and Life	10866
Alexander	American Theatre in Video	383
FirstSearch	Article1st	504
Gale	Associations Unlimited	225
FirstSearch	ATLA Religion	50722
Gale	Biog. & Geneology Master Index	193
BizMiner	BizMiner (cancelled)	158
	Blackwell Reference Online	319
	Blackwell-Synergy	4305
Wilson	Book Review Digest	4312
	books24x7	461
Bowker	Books in Print--Global	1120
	Britannica Online	1467
Gale	Bus. & Co. Resource Center (cancelled)	395
Gale	Business Index ASAP & Backfile	1900
EBSCO	Business Source Complete	12729
NISC	Child Abuse Index (NISC)	159
SPIRS	Christian Periodical Index	776
	Columbia International Affairs	98
CIOS	ComAbstracts	2857
CSA	Communication Abstracts	1031
EBSCO	Communication & Mass Media Complete (Ebsco)	4525
CSA	Communication Studies (Sage--FT)	2074
CQ	CQ Historic Documents	82
CQ	CQ Public Affairs (PAC)	115
CQ	CQ Researcher	2975

CQ	CQ Supreme Court Collection	255
CQ	CQ Weekly Reports	111
ProQuest	Digital Dissertations	134954
ProQuest	Dissertations & Theses: Regent	27436
First Search	Electronic Books	90
netLibrary	eAudioBooks	1183
eBrary	ebrary	5805
EBSCO	EBSCO Online	8479
CSA	Economic Literature	778
CSA	Education (Sage--Full-Text)	2347
ProQuest	Education Journals	42055
	Emerald Library	10320
VIVA	ERIC	12317
ProQuest	EthnicNewsWatch	20744
Gale	Expanded Academic ASAP	15387
	Facts on File*	407
NISC ?	Family & Society Studies Database (NISC)	270
EBSCO	Film & Television Literature Index	675
	FMG on Demand	1067
Gale	Gale Virtual Reference Library	787
	Gallup Brain (cancelled)	29
FirstSearch	GPO	83
VIVA	Historical Abstracts	393
ProQuest	Historical Newspapers: Ch. Sci. Monitor	2702
ProQuest	Historical Newspapers: LA Times	2722
ProQuest	Historical Newspapers: NY Times	2879
ProQuest	Historical Newspapers: Wall St. Jnl	2688
ProQuest	Historical Newspapers: Wash Post	2750
	Hollywood Creative Directory	391
Gale	Infotrac OneFile	8487
Ingenta	IngentaConnect	1739
	International Index to Perform. Arts	198
EBSCO	International Security & Counter Terrorism	609
Gale	Investext Plus (cancelled)	7
	Issues & Controversies*	407
JSTOR	JSTOR	25027
Gale	Legal Trac	5916
LexisNexis	LexisNexis Academic (incl. CoD and CntryA)	6799
LexisNexis	LexisNexis Congressional	2431
LexisNexis	LexisNexis Government Periodicals	547
LexisNexis	LexisNexis Statistical	214

EBSCO	Library, Information Science & Technology Abstracts	439
Gale	Literature Resource Center	486
	MarketResearch.com	2687
VIVA	MEDLINE	577
EBSCO	Mental Measurements Yearbook	1003
Gale	MLA International Bibliography	3200
	netLibrary	15045
EBSCO	New Testaments Abstracts	719
	NewsPaperDirect Press Display	758
EBSCO	Old Testament Abstracts	622
Wilson	OmniFile Full-Text Mega	21949
	Original Sources	153
Oxford	Oxford Dictionary of National Biography	14
Oxford	Oxford English Dictionary	604
Oxford	Oxford Reference Online	269
CSA	PAIS International	689
FirstSearch	Papers First	84
	PBS Videos	672
ERL	Philosopher's Index	195
Wilson	Play Index	321
CSA	Political Science (Sage FT)	933
FirstSearch	Proceedings	21
Project Muse	Project Muse	2701
CSA	Psychology (SAGE FT)	3144
EBSCO	PsycArticles	21247
EBSCO	PsycCritiques	1857
VIVA	PsycInfo	33954
	Reference USA	43
CSA	RefWorks	3324
EBSCO	Regional Business News	485
ProQuest	Religious Periodicals (PQ Religion)	27808
Gale	Sabin Americana	1149
Elsevier	Science Direct	7646
VIVA	STAT-USA	1958
EBSCO	Teacher Reference Center	408
EBSCO	Tests in Print	443
	Thesaurus Linguae Graecae	1241
Bowker	Ulrich's Online	449
	WorldBook Online	8586
FirstSearch	WorldCat	30142
EBSCO	World History Collection	607

FirstSearch	WorldScope	44
	xReferPlus (CREDORreference)	164
	Statistics Unavailable	
	American Film Institute Catalog	0
	American Film Scripts Online	0
	Bloom's Literary Reference Online	0
	Chronicle of Higher Education	0
	Conference Board's Research Online Collection	0
	Digital Library of Classic Protestant Texts	0
	Elenchus Bibliographicus	0
	Executive Briefing	0
	Factiva	0
	Family Facts	0
	Family Index Database	0
ProQuest	Film Index International	0
	FindLaw Constitutional Law Center	0
	Grant Select	0
	Harper's Weekly (VIVA)	0
	Haworth Journals	0
	Hoover's Online	0
	Human Resources Law Cases	0
	International Financial Statistics Online	0
	Key Business Ratio Database	0
	LexisNexis History	0
	Literature Resource Center	0
	Mergent Online	0
	Merriam-Webster	0
	Metapress Journals	0
	National Journal & Hotline Weekly	0
	Patrologiae Graecae	0
	Patrologia Latina	0
	Plunkett's Research Online	0
	Religious and Theological Abstracts	0
	RIM/Research in Ministry	1571
	SpringerLink Journals	0
	Standard and Poors	0
	Theatre in Video	0
	TREN	0
	USA Trade Online	0
ProQuest	Wilson Education Abstracts**	0

	World Christian Database	0
	Alumni Databases	
Gale	Alumni Academic Onefile	4186
Gale	Alumni Infotrac Onefile	4
EBSCO	Alumni Business Source Premier	1285
	TOTAL	916432

*Facts on File and Issues & Controversies are a combined total

**Included in Education Complete statistics

**GROWTH AND DECLINE OF DATABASE USAGE
QUARTER TO QUARTER COMPARISON**

Database	Q3 2007 - 2008	Q4 2007- 2008	Difference	% of Growth (or decline)
ABI/Inform with Ox Research	14399	n/a		
ABI/Inform Dateline	14740	13176	-1564	-10.61%
ABI/Inform Global	15295	13702	-1593	-10.42%
ABI/Inform Trade & Industry	14674	13146	-1528	-10.41%
Academic Onefile	2415	3108	693	28.70%
Academic Search Premier	8462	8376	-86	-1.02%
Access Science	86	42	-44	-51.16%
AH Search (Arts & Humanities)	295	239	-56	-18.98%
America History and Life	1965	183	-1782	-90.69%
American Theatre in Video	64	94	30	46.88%
Article1st	99	78	-21	-21.21%
Associations Unlimited	38	21	-17	-44.74%
ATLA Religion	13404	13508	104	0.78%
Biog. & Geneology Master Index	51	25	-26	-50.98%
BizMiner (cancelled)	19	n/a		
Blackwell Reference Online	91	83	-8	-8.79%
Blackwell-Synergy	1413	507	-906	-64.12%
Book Review Digest	173	392	219	126.59%
books24x7	103	96	-7	-6.80%
Books in Print--Global	343	295	-48	-13.99%
Britannica Online	331	222	-109	-32.93%
Bus. & Co. Resource Center (cancelled)	n/a	n/a		
Business Index ASAP & Backfile	460	143	-317	-68.91%
Business Source Complete	3666	2889	-777	-21.19%
Child Abuse Index	50	35	-15	-30.00%
Christian Periodical Index	201	197	-4	-1.99%
Columbia International Affairs	22	18	-4	-18.18%
ComAbstracts	1046	678	-368	-35.18%
Communication Abstracts	148	153	5	3.38%
Communication & Mass Media Complete (Ebsco)	1202	1101	-101	-8.40%
Communication Studies (Sage--FT)	399	199	-200	-50.13%
CQ Historic Documents	20	13	-7	-35.00%
CQ Public Affairs (PAC)	41	24	-17	-41.46%
CQ Researcher	568	347	-221	-38.91%
CQ Supreme Court Collection	67	55	-12	-17.91%
CQ Weekly Reports	20	49	29	145.00%

Digital Dissertations	9250	7612	-1638	-17.71%
Dissertations & Theses: Regent	6871	5989	-882	-12.84%
Electronic Books	19	22	3	15.79%
eAudioBooks	116	880	764	658.62%
ebrary	1398	1301	-97	-6.94%
EBSCO Online	2022	1512	-510	-25.22%
Economic Literature	134	90	-44	-32.84%
Education (Sage--Full-Text)	122	99	-23	-18.85%
Education Journals	9431	9053	-378	-4.01%
Emerald Library	2397	3271	874	36.46%
ERIC	4224	2227	-1997	-47.28%
EthnicNewsWatch	5082	4365	-717	-14.11%
Expanded Academic ASAP	4139	6539	2400	57.99%
Facts on File*	94	85	-9	-9.57%
Family & Society Studies Database	94	51	-43	-45.74%
Film & Television Literature Index	146	122	-24	-16.44%
FMG on Demand	363	440	77	21.21%
Gale Virtual Reference Library	172	240	68	39.53%
Gallup Brain (cancelled)	n/a	n/a		
GPO	18	22	4	22.22%
Historical Abstracts	149	87	-62	-41.61%
Historical Newspapers: Ch. Sci. Monitor	955	496	-459	-48.06%
Historical Newspapers: LA Times	969	495	-474	-48.92%
Historical Newspapers: NY Times	1009	586	-423	-41.92%
Historical Newspapers: Wall St. Jnl	953	495	-458	-48.06%
Historical Newspapers: Wash Post	972	507	-465	-47.84%
Hollywood Creative Directory	117	100	-17	-14.53%
Infotrac OneFile	1654	794	-860	-52.00%
IngentaConnect	508	382	-126	-24.80%
International Index to Perform. Arts	0	0	0	
International Security & Counter Terrorism	157	161	4	2.55%
Investext Plus (cancelled)	n/a	n/a		
Issues & Controversies*	94	85	-9	-9.57%
JSTOR	8322	6248	-2074	-24.92%
Legal Trac (GG)	1116	894	-222	-19.89%
LexisNexis Academic (incl. CoD and CntryA)	2105	1714	-391	-18.57%
LexisNexis Congressional	1357	764	-593	-43.70%
LexisNexis Government Periodicals	155	286	131	84.52%
LexisNexis Statistical	44	0	-44	-100.00%
Library, Information Science & Technology Abstracts	166	208	42	25.30%
Literature Resource Center	59	45	-14	-23.73%
MarketResearch.com	1098	275	-823	-74.95%
MEDLINE	161	153	-8	-4.97%

Mental Measurements Yearbook	297	276	-21	-7.07%
MLA International Bibliography	457	96	-361	-78.99%
netLibrary	3755	3754	-1	-0.03%
New Testaments Abstracts	180	196	16	8.89%
NewsPaperDirect Press Display	204	104	-100	-49.02%
Old Testament Abstracts	121	156	35	28.93%
OmniFile Full-Text Mega	6065	7029	964	15.89%
Original Sources	41	31	-10	-24.39%
Oxford Dictionary of National Biography	5	0	-5	-100.00%
Oxford English Dictionary	145	198	53	36.55%
Oxford Reference Online	100	25	-75	-75.00%
PAIS International	78	104	26	33.33%
Papers First	17	9	-8	-47.06%
PBS Videos	175	165	-10	-5.71%
Philosopher's Index	27	96	69	255.56%
Play Index	68	13	-55	-80.88%
Political Science (Sage FT)	108	76	-32	-29.63%
Proceedings	2	2	0	0.00%
Project Muse	916	386	-530	-57.86%
Psychology (SAGE FT)	265	178	-87	-32.83%
PsycArticles	5499	4527	-972	-17.68%
PsycCritiques	558	449	-109	-19.53%
PsycInfo	6054	6319	265	4.38%
Reference USA	74	43	-31	-41.89%
RefWorks	808	883	75	9.28%
Regional Business News	165	130	-35	-21.21%
Religious Periodicals (PQ Religion)	6798	6050	-748	-11.00%
Sabin Americana	122	95	-27	-22.13%
Science Direct	1013	1571	558	55.08%
STAT-USA	143	468	325	227.27%
Teacher Reference Center	184	145	-39	-21.20%
Tests in Print	131	125	-6	-4.58%
Thesaurus Linguae Graecae	655	547	-108	-16.49%
Ulrich's Online	109	113	4	3.67%
WorldBook Online	111	8426	8315	7490.99%
WorldCat	9558	5040	-4518	-47.27%
World History Collection	174	170	-4	-2.30%
WorldScope	8	9	1	12.50%
xReferPlus (CREDORreference)	42	47	5	11.90%
TOTAL	209814	179940	-29874	-14.24%

TEN MOST/LEAST USED DATABASES 2007-08

10 Most Used Databases--YTD	
ABI/Inform Dateline	56705
ABI/Inform Global	58825
ABI/Inform Trade & Industry	56525
ATLA Religion	50722
Digital Dissertations	134954
Dissertations/Theses (Regent)	27436
Education Journals	42055
PsycInfo	33954
Religious Periodicals	27808
WorldCat	30142

10 Least Used Databases--YTD (does not include those no longer available, those only recently available, or those with statistics not available)	
CQ Historic Documents	82
CQ Public Affairs	115
CQ Weekly Reports	111
Electronic Books	90
GPO	83
Oxford Dictionary of National Biography	14
PapersFirst	84
Proceedings	21
Reference USA	43
WorldScope	44