Library Vision & Mission

**Vision**
Todd Wehr Memorial Library is an integral part of Viterbo University. Grounded in Franciscan values, this vital information services center develops, coordinates, and promotes dynamic services designed to enhance learning and anticipate the needs of a diverse Viterbo community.

**Mission**
Todd Wehr Memorial Library supports the mission of VU by working collaboratively with the Viterbo community to provide access to services and resources that enhance learning and support the curriculum. As a vital information services center, the library creates a welcoming environment that inspires inquiry, research and participatory learning. The library develops and nurtures local and statewide partnerships, promoting services and resources both on and off campus.
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Library Quick Facts

Staff members .......................................................... 10

Hours Open Regular Semester ................................. 105 / week

Reference Hours Regular Semester ......................... 60 / week

Collections
Books—titles .............................................................. 69,384
Books – volumes ....................................................... 77,188
  Electronic books ..................................................... 11,884
  Periodicals (all print) ............................................. 549
  Periodicals (electronic subscriptions) ......................... 49
  Periodicals fulltext (databases) .............................. 29,496
Videos/DVDs ............................................................. 1,974
CDs ........................................................................... 1,132

Check Outs ................................................................. 18,481

Resource Sharing
Borrowed ................................................................. 1,768
Loaned ........................................................................ 1,776

Instruction
Instruction sessions .................................................. 110
Number of students attending .................................. 1,661

Reference Questions ................................................. 4834

Computer Access ....................................................... 80
Staffing Information

Present Staff
- Marilyn Adam – Assistant Resources Librarian
- Elizabeth Ehr – Technical Services Librarian
- Polly Forsell – Information Services Supervisor
- Jonathan Hinck – Serials & Archives Librarian
- Kim Olson-Kopp – Outreach & Technology Librarian
- Rita Magno – Director
- Gregg Ruston – Evening Information Services Supervisor
- Edd Smale – Acquisitions Coordinator, Information Services Supervisor
- Sue Spiker – Information Services Manager
- Nancy Steinhoff – Assistant Director, Reference & Instruction Coordinator

Resigned
- Deb Friet – July 2008
- Mackenzie Morning – December 2008

Interns
- John Hink
- Dan Nelson

Volunteers
- Dan Nelson

Campus Participation
Library staff members participate in a variety of campus committees including:
- Academic Integrity
- Administrative Assembly
- Administrative Assembly Board
- General Education and Educational Policies
- Faculty Assembly
- Institutional Advancement
- Library Committee
- Planning Committee

Professional Development
Developing and sustaining appropriate library services, and keeping abreast of changing technologies are two key considerations for all library staff. Staff participate in a rich environment of professional development opportunities through institutions of higher education, professional organizations and committee structures including:
• The American Library Association (ALA)
• Catholic Library Association
• Copyright Clearance Center
• Innovative Users Group (IUG)
• La Crosse Area Multitype Library Advisory Committee (LAMLAC)
• Minnesota Innovative Users Group (MIUG)
• OCLC
• Wisconsin and Illinois Innovative Users Group (WILIUG)
• Wisconsin Association of Academic Librarians (WAAL)
• Wisconsin Association of Independent Colleges and Universities (WAICU) – Library Directors
• WAICU Digitization Committee
• WAICU Web Subcommittee
• Wisconsin Chapter of the Catholic Library Association Board
• Wisconsin Heritage Online Board
• Wisconsin Library Association (WLA)
• Wisconsin Library Services (WILS)

Goals

As part of our review of library services in 2008-2009, the library developed a set of six goals with which to move forward.

• **Goal One:** Create a welcoming and accessible environment that supports learning and reflection
• **Goal Two:** Develop services that foster literacy, learning and love of reading
• **Goal Three:** Engage the Viterbo community and support diverse research needs through outreach and instruction
• **Goal Four:** Promote library services and resources at regional, statewide, and national levels
• **Goal Five:** Incorporate sustainability practices throughout library operations
• **Goal Six:** Improve service through assessment

Initiatives

**Franny’s Survey**
From December 5th thru the 9th, the library administered a survey of the Franny’s space, the first since that area was redesigned for its present purpose. Comments and suggestions will be used to improve the services offered and the resources available throughout the library.
Online Instruction
The library experimented with online conferencing software this year, providing real-time instruction sessions online for graduate education research students meeting in off-campus locations. The Instructional and Information Technology department purchased a trial of the WebEx software that will end in August 2009. Software such as this will provide much needed support for off-campus students and faculty.

E-Resources Enhanced
The library purchased 3 leading databases to provide additional support for the business, education and communication programs. *Business Source Complete* provides full-text coverage for over 1600 peer-reviewed journals, and indexing and abstracts for the most important scholarly business journals as far back as 1886. *Education Research Complete* contains the largest full-text collection of education journals; over 1000 titles. *Communication & Mass Media Complete* includes access to the full-text content in 350 journals, and includes 5,000 author profiles.

Direct Borrowing
Students, faculty and staff can place requests online from a consortium of libraries worldwide using WorldCat, and through the Department of Public Instruction’s statewide catalog; WISCAT. Staff members have made the request features available on these systems in order to streamline borrowing, and to make it easier for library users to request items from other libraries.

Gifts

First Edition Titles
The library received over 200 first edition hardcover books from the personal collection of Fr. Tom O’Neill. The collection, consisting of primarily works of fiction will be processed as shelf space is made available.

Music Collection
The library received a sizeable gift of music CDs from the personal collection of Jack Schwem, former Lutheran Hospital CEO. The collection consisting of primarily classical music will be processed and ready for students for the fall 2010 semester.
Information Services: Circulation, Reserves, Shared Resources
Susan A. Spiker
Interlibrary Loan Librarian and Information Services Manager

Highlights from 2008-2009

Staffing:
Sue Spiker – Information Services Manager
Edd Smale – Information Services Supervisor (divides his schedule between Acquisitions and our department)
Gregg Ruston – Information Services Supervisor
Polly Forsell - Information Services Supervisor (part-time)
Marilyn Adam is part of our weekend/night rotation and fills in when needed

Services:
Patron initiated request borrowing has been a main focus this year. We are implementing patron initiated borrowing on WISCAT and OCLC. While the configuration is in place and the process is working, we are setting up instructions that will be linked on our library web page. After these instructions are ready, we will market it to the Viterbo community.

New Software:
We will load Odyssey, a free software from Atlas Systems, Inc. This will allow us to send and receive documents to libraries that have only Odyssey and not the Ariel software.

New Equipment:
We have ordered a Scanjet scanner for our new Odyssey station. Having two scanners in the department will allow us to have a separate Ariel station (Odyssey and Ariel software does not co-exist on a computer). Processing E-reserves and pdf’s will also be more efficient with the two scanners and computers in place.

Professional Development:
Sue Spiker and Edd Smale attended Administrative meetings.

CIRCULATION STATISTICS
Statistics were not entered into Access as in previous years; the two employees that did the data entry left Viterbo. Consequently, statistics were entered on paper and tallied by hand. The Director and I met to determine what fields would be important when analyzing data. We had intentions of also analyzing Access to determine what fields should be changed or added (copyright, etc). Having ILLIAD to enter data daily by our work study students is an important goal.
CIRCULATION BY PATRON TYPE

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</thead>
<tbody>
<tr>
<td>Viterbo Student</td>
<td>15,324</td>
<td>12,913</td>
<td>12,372</td>
<td>15,277</td>
<td>15,576</td>
<td>14,388</td>
</tr>
<tr>
<td>Viterbo Employee</td>
<td>2,492</td>
<td>4,149</td>
<td>3,808</td>
<td>4,956</td>
<td>4,417</td>
<td>4,516</td>
</tr>
<tr>
<td>La Crosse Borrower</td>
<td>83</td>
<td>53</td>
<td>100</td>
<td>82</td>
<td>85</td>
<td>101</td>
</tr>
<tr>
<td>Libraries Borrowing</td>
<td>582</td>
<td>1,000</td>
<td>1,178</td>
<td>964</td>
<td>660</td>
<td>855</td>
</tr>
<tr>
<td>Viterbo Other</td>
<td>80</td>
<td>122</td>
<td>219</td>
<td>474</td>
<td>508</td>
<td>458</td>
</tr>
<tr>
<td>Total</td>
<td>18,481</td>
<td>18,237</td>
<td>17,677</td>
<td>21,753</td>
<td>21,246</td>
<td>20,318</td>
</tr>
</tbody>
</table>

Viterbo students and Viterbo employees continue to have the highest percentage of Circulation by Patron Type. (See Chart 1)

USE STATISTICS BY ITEM LOCATION

<table>
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</thead>
<tbody>
<tr>
<td>Career</td>
<td>34</td>
<td>60</td>
<td>27</td>
<td>32</td>
<td>99</td>
</tr>
<tr>
<td>Chemistry</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Child</td>
<td>308</td>
<td>375</td>
<td>268</td>
<td>392</td>
<td>607</td>
</tr>
<tr>
<td>Curriculum</td>
<td>731</td>
<td>18</td>
<td>49</td>
<td>71</td>
<td>45</td>
</tr>
<tr>
<td>ERIC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>13</td>
<td>23</td>
</tr>
</tbody>
</table>
Our General Collection circulated the most. Periodicals’ circulation was next (down only by 9%). Curriculum had a 98% increase. (See Chart 2)
<table>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>8am-9am</td>
<td>1,447</td>
<td>1,425</td>
<td>1,560</td>
<td>2,028</td>
</tr>
<tr>
<td>9am-10am</td>
<td>1,731</td>
<td>1,878</td>
<td>2,056</td>
<td>2,414</td>
</tr>
<tr>
<td>10am-11am</td>
<td>2,388</td>
<td>2,354</td>
<td>2,176</td>
<td>2,715</td>
</tr>
<tr>
<td>11am-12pm</td>
<td>2,623</td>
<td>2,475</td>
<td>2,569</td>
<td>2,750</td>
</tr>
<tr>
<td>12pm-1pm</td>
<td>3,165</td>
<td>3,185</td>
<td>2,755</td>
<td>3,342</td>
</tr>
<tr>
<td>1pm-2pm</td>
<td>3,462</td>
<td>3,465</td>
<td>3,258</td>
<td>3,748</td>
</tr>
<tr>
<td>2pm-3pm</td>
<td>3,376</td>
<td>2,859</td>
<td>2,943</td>
<td>3,583</td>
</tr>
<tr>
<td>3pm-4pm</td>
<td>2,753</td>
<td>2,725</td>
<td>2,540</td>
<td>3,834</td>
</tr>
<tr>
<td>4pm-5pm</td>
<td>2,756</td>
<td>2,307</td>
<td>2,298</td>
<td>3,279</td>
</tr>
<tr>
<td>5pm-6pm</td>
<td>1,839</td>
<td>1,682</td>
<td>1,810</td>
<td>2,190</td>
</tr>
<tr>
<td>6pm-7pm</td>
<td>1,259</td>
<td>1,462</td>
<td>1,319</td>
<td>1,451</td>
</tr>
<tr>
<td>7pm-8pm</td>
<td>1,087</td>
<td>1,067</td>
<td>1,117</td>
<td>1,440</td>
</tr>
<tr>
<td>8pm-9pm</td>
<td>1,143</td>
<td>1,152</td>
<td>1,178</td>
<td>1,141</td>
</tr>
<tr>
<td>9pm-10pm</td>
<td>1,039</td>
<td>1,032</td>
<td>1,128</td>
<td>858</td>
</tr>
<tr>
<td>10pm-11pm</td>
<td>625</td>
<td>700</td>
<td>637</td>
<td>684</td>
</tr>
<tr>
<td>11pm-12am</td>
<td>458</td>
<td>556</td>
<td>410</td>
<td>507</td>
</tr>
<tr>
<td>Total</td>
<td>33,420</td>
<td>32,604</td>
<td>31,979</td>
<td>38,376</td>
</tr>
</tbody>
</table>
INTERLIBRARY LOAN STATISTICS

Items Provided:

Out of 4,349 items requested, 4,162 items were provided to patrons (96%)  
Out of 4,349 items requested, there were 187 unfilled requests (4%)  
- Unfilled articles: 118  
- Unfilled books, videos, etc.: 69  
- Total: 187

Total Interlibrary Loan Articles, Books, etc.

Requested by Patrons (Borrowing):

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<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Articles</td>
<td>3,282</td>
<td>2,739</td>
<td>3,367</td>
<td>4,328</td>
<td>3,600</td>
<td>4,507</td>
<td>4,142</td>
<td>2,977</td>
<td>2,375</td>
<td>2,170</td>
</tr>
<tr>
<td>Books/Media</td>
<td>965</td>
<td>817</td>
<td>650</td>
<td>915</td>
<td>926</td>
<td>640</td>
<td>674</td>
<td>595</td>
<td>435</td>
<td>568</td>
</tr>
<tr>
<td>Other*</td>
<td>60</td>
<td>47</td>
<td>23</td>
<td>131</td>
<td>347</td>
<td>689</td>
<td>706</td>
<td>408</td>
<td>388</td>
<td>230</td>
</tr>
<tr>
<td>Total</td>
<td>4,307</td>
<td>3,603</td>
<td>4,040</td>
<td>5,374</td>
<td>5,836</td>
<td>5,522</td>
<td>3,980</td>
<td>3,198</td>
<td>2,968</td>
<td></td>
</tr>
</tbody>
</table>

*Other includes: Chapter in a book, Conference Paper, Dissertation, Musical Score, etc.

Patron Status:

The Director and I met and changed patron status to encompass a more general format. Previous years, we separated distant grads and local grads and on campus and off campus undergrads, but many times, patrons did not include their status.
This new Patron Status (2008-2009) should produce more accurate results. Breakdown of interlibrary loan article and book, video, DVD requests by patron status shows that faculty request the most books (37%) and graduate students request the most articles (61%):

<table>
<thead>
<tr>
<th>Patron Status</th>
<th>Article Requests</th>
<th>Books / Videos / DVDs, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergrads</td>
<td>774</td>
<td>190</td>
</tr>
<tr>
<td>Masters</td>
<td>2013</td>
<td>57</td>
</tr>
<tr>
<td>Employee</td>
<td>31</td>
<td>36</td>
</tr>
<tr>
<td>Faculty</td>
<td>443</td>
<td>223</td>
</tr>
<tr>
<td>Other</td>
<td>14</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>3275</strong></td>
<td><strong>507</strong></td>
</tr>
</tbody>
</table>

**IN-HOUSE:**
(How many requests were filled here at Viterbo using our paper and our online resources?)

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</thead>
<tbody>
<tr>
<td>Viterbo-Internet</td>
<td>178</td>
<td>134</td>
<td>132</td>
<td>186</td>
<td>117</td>
<td>95</td>
</tr>
<tr>
<td>Viterbo - Online Databases</td>
<td>1,061</td>
<td>921</td>
<td>997</td>
<td>1,508</td>
<td>1,058</td>
<td>1,118</td>
</tr>
<tr>
<td>Viterbo – On Shelf</td>
<td>454</td>
<td>393</td>
<td>602</td>
<td>641</td>
<td>734</td>
<td>989</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,693</strong></td>
<td><strong>1,448</strong></td>
<td><strong>1,731</strong></td>
<td><strong>2,335</strong></td>
<td><strong>1,909</strong></td>
<td><strong>2,202</strong></td>
</tr>
</tbody>
</table>

*Articles provided from Viterbo University* | 1,693
*Articles provided from other libraries* | 1,471
*Unfilled articles* | 118
*Total:* | 3,282

Comments: Statistics were up slightly with articles provided from Viterbo online databases, internet and on-shelf (journals in print—we scanned the article and emailed). The importance of sending articles electronically enables patrons to receive their important research information as fast as possible.

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</tr>
</thead>
<tbody>
<tr>
<td>Books, etc. were found at Viterbo</td>
<td>66</td>
<td>48</td>
<td>35</td>
<td>54</td>
<td>40</td>
<td>23</td>
</tr>
<tr>
<td>Books, etc. from other libraries</td>
<td>830</td>
<td>721</td>
<td>585</td>
<td>789</td>
<td>822</td>
<td>565</td>
</tr>
<tr>
<td>Other</td>
<td>60</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>956</strong></td>
<td><strong>817</strong></td>
<td><strong>650</strong></td>
<td><strong>915</strong></td>
<td><strong>926</strong></td>
<td><strong>640</strong></td>
</tr>
</tbody>
</table>
Books, etc. provided from Viterbo University.............66
Books, etc. provided from other libraries ....................830
Unfilled books..................................................69
Total:...............................................................965

Total articles....................................................3,282
Total books, etc. .................................................965
Other.................................................................60
Total..............................................................4,307

Comment: Requesting books from other libraries was up, although the majority were received from libraries in Wisconsin (Libraries Very Interested in Sharing—LVIS) and we were not charged.

RECEIVING ITEMS FROM OTHER LIBRARIES

Methods for receiving articles:

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</thead>
<tbody>
<tr>
<td>ARIEL</td>
<td>1,195</td>
<td>1,071</td>
<td>1,297</td>
<td>1,647</td>
<td>838</td>
<td>845</td>
</tr>
<tr>
<td>E-MAIL</td>
<td>132</td>
<td>6</td>
<td>22</td>
<td>6</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>FAX</td>
<td>25</td>
<td>13</td>
<td>10</td>
<td>22</td>
<td>25</td>
<td>32</td>
</tr>
<tr>
<td>MAIL</td>
<td>43</td>
<td>44</td>
<td>27</td>
<td>99</td>
<td>128</td>
<td>237</td>
</tr>
<tr>
<td>REDBOX</td>
<td>2</td>
<td>41</td>
<td>28</td>
<td>54</td>
<td>103</td>
<td>113</td>
</tr>
<tr>
<td>OTHER</td>
<td>17</td>
<td>0</td>
<td>0</td>
<td>30</td>
<td>53</td>
<td>67</td>
</tr>
<tr>
<td>Total Articles Received</td>
<td>1,414</td>
<td>1,175</td>
<td>1,384</td>
<td>1,858</td>
<td>1,149</td>
<td>1,304</td>
</tr>
</tbody>
</table>

We also analyzed methods used to receive books this year:

<table>
<thead>
<tr>
<th>Methods used to receive books:</th>
<th>2008-2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Redbox</td>
<td>63</td>
</tr>
<tr>
<td>Blue box</td>
<td>31</td>
</tr>
<tr>
<td>Mail</td>
<td>259</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>354</td>
</tr>
</tbody>
</table>

ARIEL – Document delivery software that is used in many libraries.
Redbox – **South Central Library System (SCLS)** -- is the Wisconsin Libraries’ Delivery Network, which is a cooperative statewide delivery service enterprise comprised of member libraries (academic, public, school and special libraries). The boxes used for delivery are “red”.
Bluebox – **Winding Rivers Library System (WRLS)** provides twice weekly van delivery service to each of the member libraries. The delivery is designed to more efficiently move materials among members. These materials include items requested
through interlibrary loan, rotating collections, gift books, and memos and correspondence. Terminology we use at Viterbo because the box is “blue”.

LENDING:
We have a 0.05 turnaround time for supplying libraries when they request items using OCLC. We have worked hard to accomplish this turnaround time and to maintain it. Supplying requests in a very timely manner helps to promote our library as having an efficient interlibrary loan department. When you give good service, you get good service. We receive 94% of our articles electronically and hope to continue to increase this amount when we have an Odyssey station set up in addition to our Ariel station.

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</tr>
</thead>
<tbody>
<tr>
<td>Articles</td>
<td>1,008</td>
<td>915</td>
<td>876</td>
<td>850</td>
<td>758</td>
<td>640</td>
<td>346</td>
</tr>
<tr>
<td>Books, videos, DVD’s, CD’s (when approved by the Dept. from which it was purchased.)</td>
<td>1,365</td>
<td>1,137</td>
<td>1,273</td>
<td>1,139</td>
<td>767</td>
<td>834</td>
<td>841</td>
</tr>
<tr>
<td>Total requests from other libraries</td>
<td>2,373</td>
<td>2,052</td>
<td>2,149</td>
<td>1,989</td>
<td>1,525</td>
<td>1,521</td>
<td>1,175</td>
</tr>
</tbody>
</table>

OCLC (Online Computer Library Center, Inc.) -- a "nonprofit, membership, computer library service and research organization dedicated to the public purpose of furthering access to the world's information and reducing information costs”.

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TOTAL ITEMS PROVIDED TO OTHER LIBRARIES:

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</table>

**TOTAL ITEMS PROVIDED TO OTHER LIBRARIES 2008 – 2009: 1,776**

Many of the unfilled requests were unfilled because they were not processed. We have a new part-time library supervisor, Polly, who divides her time between Information Services and Cataloging. They are making great strides with catching up. Previously, Liz was the only person cataloging the many items to be processed.
Reference and Instruction
Nancy Steinhoff
Assistant Director, Instruction and Reference Librarian

Reference and Instruction, as an integral part of Viterbo University Library, supports the university mission and curriculum in many ways. In the past fiscal year Reference and Instruction collaborated with the Viterbo community, nurtured collaborative services outside of the university, encouraged learning and research in various ways, provided access to resources, addressed sustainability, and assessed our activities. The library added online reference resources, experimented with meeting software, and learned about interactive technology to enhance learning in the classroom with clickers and elsewhere with web page tutorials.

A welcoming and accessible environment that supports learning and reflection

The most important goal of the Todd Wehr Memorial Library is to provide an environment where students feel welcome. Evaluations submitted by graduate students showed that library resources and services were helpful and useful for the majority of students and that staff was helpful. Sample comments include: “It was easy to use once I received the training at the workshop, even when I was working on my own”; “Very helpful and friendly staff”; “Librarians...even called me at home when they had questions”, “a quiet respectful place to work.” On campus the number of instructors that seek instruction for their classes, student anecdotes from other university personnel, and crowded study spaces are some indicators that we are indeed welcoming.

Incorporating Sustainability Practices

Last year we decided to purchase electronic reference books whenever possible. Although the decision was based on current reference trends and student preference for web-based searching, the practice also moves the library to paperless products. This year we purchased two encyclopedias in electronic format and replaced the entire backfiles of two literary criticism series with online editions.

We have discontinued other reference resources as well. Bibliographies have been replaced by continually updated online catalogs such as WorldCat. We have
cancelled government reference resources that moved online. Paper periodical indexes have long ago been replaced by online databases.

Engaging the Viterbo Community and Supporting Diverse Research Needs through Outreach and Instruction.

Instruction
The library instruction takes place in the library’s classroom, at other campus locations, or at off campus locations. The availability of a separate classroom in the library allows the library to schedule classes for up to 28 students. Up to 6 more students can be accommodated using library laptops. When not used by the library, other campus groups or classroom faculty scheduled the room for a total of 61 times and 113 hours. This represents an increase from last year when the class was used 45 times for 66 hours. It is also a popular computer lab and study room when not scheduled for classes.

Chart 1 illustrates the diversity of groups attending library instruction during the 2008 – 2009 fiscal year.

Undergraduates form the largest group at 53%. Graduate students on and off campus increased from 30% to 36% of attendees. Adult Learners were 10% of those attending instruction. (Adult learners may also be Undergraduates and graduate students taking campus classes may live at a distance.) Faculty members and students seeking research appointment formed only a small percentage of total attendees.

Chart 2 shows that instruction sessions decreased slightly from 112 in 2008 to 110 sessions in 2008 – 2009. Attendance, however, increased by 132 participants to 1661. Contact hours also increased to 137 from 128 hours.
Chart 3 shows that the fall semester has always been the busiest of the academic year, although in recent years it has shown declines. The sharp decline between 2003/2004 and 2004/2005 indicates when English 103 classes began scheduling one instruction session instead of two. The content of English 103 classes changed again at the end of 2007/08 affecting the number of sessions.

Seven library staff shared instruction duties during the year. Charts 4 shows efforts to share instruction more equally is challenging but has begun. Five librarians share distance instruction more equally at 26% or less.
Distance Instruction
Distance student attendance and sessions rose from historical lows in the 2007-2008 fiscal year to 303 for attendance and 23 for sessions. Instruction was offered to Masters of Education students near their homes in two states during 2008–2009. Viterbo librarians visited 21 locations: 5 educational research classes in Iowa, and 16 educational research classes in Wisconsin. Two other Wisconsin classes were instructed through WebEx, a meeting software we piloted. Meeting software will be an important option if the number of sessions continues to increase as it did during this past year.

Charts 6 and 7 show a sharp increase in the number of sessions and a smaller increase in attendance. Sessions and participants fluctuate over time because these numbers are determined by admissions to the Masters of Education Program or by economic conditions outside the library’s control.

These charts do not reflect three low-enrollment educational research classes in Iowa for which the classroom instructors provided the library orientation. The instructors were aided by tutorials, an online PowerPoint presentation, online
database guides, and handouts sent from Viterbo. In addition the students utilized Viterbo’s interlibrary loan services, serial resources, and reference assistance.

Reference

During FY 2008/2009 the library answered a total of 4,834 questions at the reference desk, compared to last year’s total of 4,323 questions. The library received 2,922 reference questions, which involve the use of library resources and take the most time to answer, 1,089 directional questions, and 823 questions that dealt with equipment or technology issues such as printing, computer questions, or software. Chart 8 shows that over a period of seven years the number of questions rises and falls but remains below levels set 7 years ago.

Library users continue a preference for electronic communication. Chart 9 shows the three main ways that students and faculty in the distance programs and campus groups communicate with the library reference desk – walking up, emailing, or by phoning. Postal and fax communications are available but are rarely used.
This year total number of questions has risen with chart 9 showing that phone and email questions account for that rise. 35% of our current users prefer to communicate by phone or email compared to less than 20% in 2003. Seven years ago 81% of the questions were asked by people who walked into the library; today only 65% of questions are from walk-ups.

The reference desk was staffed for sixty of the 105 hours the library was open. Tuesday is consistently one of the busiest days during all terms. Other busy days are Monday during the fall semester and Wednesday during the spring and summer terms. The busy hours were spread over 9am-5am perhaps because of the steady flow of email questions. The busiest weeks vary each year with Week One the busiest for the 2008 fall semester and Week Ten the busiest week was for the 2009 spring semester.

**Regional, Statewide, and National Collaboration**

The library partners with Wisconsin libraries through the WILS consortium, to purchase databases. We purchased new reference resources, *Oxford Reference Online* and the *Oxford English Dictionary*, to allow distance students better service. They have been used heavily this year. Because of low use the library discontinued its partnership with Ask?Away, a consortium of Wisconsin libraries offering email and chat reference services to library patrons of Wisconsin and nationwide.

**Improving Service through Assessment**

The library continues to collaborate with the Viterbo community in creating a culture of assessment. Librarians provided background information for the self study for the 2008 accreditation review and met in the fall with the assessors. In the library Reference and Instruction continues to examine how it assesses services and learning and how it keeps these records. An index of assessments started two years ago continues to be refined. The library has also added technology to its assessment tools. This year the library used Audience Response Systems (clickers). We used them to assess library goals but the most exciting use was creating moments of inspiration to students in selected English 103 classes.

The twice-yearly Reference Desk Assessment, now in its 5th year, records questions received at the reference desk. Librarians ask for feedback from users and every year students are consistently over 90% satisfied with reference service. Dissatisfaction arises usually from printing or technical problems not directly related to library resources. This year we redesigned the recording template to fit onto an Excel spreadsheet. Now recording the questions is more efficient and we can analyze questions to see where information needs are. We discovered that
more than one third of the questions received during the Spring 2009 Reference Desk Assessment week were about technology or software. Common technology questions were on printing, personal laptops, and Viterbo software. 29% of the questions dealt with article requests and research topics and 22% of questions were about using the catalog and other library resources.

Program assessment of instruction to the Graduate Education program continued to show that users consider the library both high touch and high tech. A happy meeting of people and technology will continue to motivate the future goals of Instruction and Reference and inspire future reforms.
Information Services: Outreach and Technology
Kim Olson-Kopp
Outreach and Technology Librarian

Highlights from 2008-2009:

Art & Displays

Art & Displays: Numerous displays were featured around the library promoting new items, in particular the large number of materials purchased for Latin American Studies. Jessica Wood, once again, asked to feature materials and pamphlets on domestic violence, and Terry Viskars asked for displays of children’s materials her students used for the Children and Adolescent literature class. Sarah Bina, a Viterbo art student, set up a display in the library gallery that began in Spring ’08 and continues into Fall ’09.

- **Domestic Violence Awareness Month**: October 2008 with Jessica Wood
- **Children’s Literature**: Fall 2008 with Terri Viskars, teacher of Adolescent and Children’s Literature. (Fairy Tales, Poetry, Read Alouds, Survival Stories, Celebrate Snow.)
- **Latin American Literature**: February 2009 through Summer 2009. Rita, Liz, and I organized a full tabletop display to showcase the numerous materials selected for the Latin American Studies minor.
- **Sarah Bina, Viterbo student, Art Exhibit**: Spring 2009 through Summer 2009
- **Mural**: Sherri Lisota and students started in June 2008. Depicts Viterbo history.
- **Donations**: Four Chinese lettered framed pictures donated by Pam Maykut; two paintings donated and embroidery under glass donated by Barbara Gayle; “Global Warming,” a painting created by artist Hernan Ilescas and co-painted by students. This was donated by World Languages (featured above).

Reinhart Display Case: Working with Pat Kerrigan in Communications and Marketing, I created twenty displays in the new double-sided glass kiosk in the lobby of Reinhart Center. The displays focused on academic achievement, and for many of them, I used resources and materials from the University Archives.

**Fall 2008 Displays:**

- Book promotions: “Becoming What’s Authentic” and “Doing What’s Right”
- Immaculée Ilibagiza: speaker
- Identify Theft: program
Outreach

Continuing to bring word of the library to other locations on campus is an ongoing process. We had displays during events such as the Fall Preview Days, Proseminar, and Star Days. In January 2009, I coordinated with the Touchstone advisors and student staff to create a program celebrating 60 years of Touchstone, Viterbo’s literary journal. The program, held on January 17 in Franny’s, was very successful, with approximately 45 people attending. The Touchstone staff was grateful that the library collaborated with them, and this could easily become an annual program. A student did create table tents that were displayed for several weeks. We also had a booth at the Health Fair and Courtyard Carni, and in December, we conducted a survey of Franny’s customers, seeking input on where we can improve our service.

- July 2008: Proseminar table and handout. Drawing for Flash Drive and book/bookmark. Also provided advertisement for Franny’s.
- December 2008: Franny’s Survey and Prizes
- January 20, 2009: Touchstone
- April 2, 2009: Health Fair
- May 1, 2009: Courtyard Carni
- June 19, 20, 29, 30, 2009: Star Days
Columns, Handouts & Flyers: In connection with our outreach activities, we communicate through two newsletters, Connections and Dare to be Wise. I also maintain the library’s blog, a space to promote materials, services, and events.

- **Connections Columns:** I wrote a library column for the Connections newsletter every other week during the fall and spring semesters, as well as a few additional columns when asked by Anthony Slaby. Rita Magno, Elizabeth Ehr, Jonathan Hinck, Sue Spiker, and Marilyn Adam also wrote columns.
- **Dare to be Wise:** Updated format from two to four pages. This newsletter is now contained as a link in the VU Today announcements and no longer delivered to individual subscribers, which has increased the number of readers.

**Technology**

It was an active year for technology with the reorganization of our blog, updating all our proxy links, and adding numerous new databases. In addition, I learned the online teaching software, WebEx, and conducted two off-campus instruction sessions. Off-campus students were supported by the creation of seven online video tutorials, which Nancy Steinhoff and I created.

- **Databases:** Adding links to the webpage, checking proxy needs, and promotion of databases.
- **Library Blog:** During the winter, I started a library weblog to promote our programs and services. It was first hosted at Wordpress, but then I met with Koshia Campbell and she helped create one on the Viterbo University server; however, after testing the local blog, we decided to go back to Wordpress for ease of use and multiple features.
- **New Proxy Links:** February 2009: Neil updated to a secure proxy service, and I needed to update all the database links.
- **WebEx:** This online teaching software offered me the opportunity to teach library research tips to the master of education students.
- **Online Video Tutorials:** Seven online tutorials were created and they range from how to contact to the library, to the best way to find peer-reviewed, primary research. They are geared toward our distance students.

**Donations:** Rita Magno and I met with Marti Schwem during the winter to discuss a large donation of over 1,000 compact discs collected by her late husband, Jack Schwem. In the spring, these materials were delivered to the library, and during the following months we matched the CDs back into their original cases. During the summer, they were barcoded, and this fall, they will be cataloged and put out for circulation.
Expenses & Statistics:

### Previous Totals

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### 2008/2009 Outreach & Programming Expenses

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<td>Dec 08</td>
<td>Franny’s Giveaways</td>
<td>Mugs, candy</td>
<td>Donations</td>
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<td>Touchstone Program</td>
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<td>Courtyard Carni, Health Fair, Fall Preview Days</td>
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<tr>
<td>June 09</td>
<td>STAR Days</td>
<td>Candy</td>
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TOTAL: 119.00
Cataloging Services Annual Report, 2008-2009
Elizabeth Ehr
Cataloging Services Librarian

Highlights
The mission of the library is to provide access to services and resources. Cataloging Services strives for quality organization of materials through timely cataloging and physical processing of new materials, as well as ongoing maintenance of the current collection. We facilitate the weeding and withdrawal of dated and damaged items to allow for new growth in the collection. We also face the constant challenge of standardization and consistency in the system, which is gradually being achieved by inputting accurate OCLC records, performing quality original cataloging, implementing basic authority work, and undergoing various clean-up projects to update and enhance older records.

Having been faced with cataloging backlogs for a few years now, we’ve learned to prioritize materials according to faculty and student needs.

Staffing
Elizabeth Ehr, Cataloging Services Librarian
+ 1 part-time staff member
+ 3-5 work study students/volunteers

Table of Contents Enhancements
Since 2000, catalog records have been enhanced with the addition of Table of Contents information (TOC), which allows items to be searchable by title and/or keyword. There are now a total of 6,637 TOC enhanced records in the system (up from 5,962 last year), 675 of which were input this year. Student TOC work was minimal this year due to other priorities. Even so, the number of input TOCs went up, which suggests that an increasing number of OCLC records are enhanced prior to entering our system. An effort was also made to include the 520 summary field whenever possible, especially when no TOC was present.
Video Cataloging
A considerable video backlog had accumulated due to both shelving and time constraints. Video records are extremely detailed and effort-intensive in terms of cataloging. Also, shelf space for videos has been lacking since the renovation, which confused the issue on where newly cataloged videos would end up once they were actually processed. But thanks to part-time cataloging help as well as additional shelving, recent progress was made on the video backlog. 204 videos were cataloged this year, as opposed to just 99 last year. This progress will be continued into next year.

Latin American Studies Grant
Materials received through the Latin American Studies grant have continued to be a challenge, as these are an additional burden to the normal cataloging load. These titles were prioritized whenever possible; 268 items were cataloged and processed this year alone, though some still remain. Liz also maintained an ongoing materials display in order to help highlight this collection.

Recreational Reading Collection
In order to maintain the visibility of the Recreational Reading collection, a new enjoyment space was designed, which allows for comfortable reading and further display of selected titles. Liz also contributed to the library blog with a post on recently acquired titles.

Weeding
Withdrawals held steady this year at a continued high rate. In total, 2,672 items were removed, up slightly from 2,567 last year (up from 1,454 the year before). This included 364 items from large Reference sets Contemporary Authors, Short Story Criticism, and Poetry Criticism, as well as 255 Children’s books and 271 Nursing videos, among various others.

Part-Time Staff Training
Having gained some part-time help was overall beneficial to cataloging productivity, but did initially require the devotion of substantial training time. However, the benefit of extra help is well worth it in the long run, as backlogs gradually minimize.

Additional Responsibilities
Liz taught or assisted with 2 on-campus library instruction sessions and 4 off-campus sessions. She also devoted 10 hours/week to the reference desk, and continued her collection development liaison work for English, Women’s Studies, and Recreational Reading.

Goals: Future Projects
- Catalog & process donated Jack Schwem CD collection.
- Develop training materials for future part-time catalogers.
- Improve service through assessment of Recreational Reading users.
- Incorporate sustainability practices throughout Cataloging workflow.
• Increase TOC enhancements to Theater, Literature, and History sections.
• Move chosen REC videos closer to Recreational Reading area.
• Continue cataloging of gifted artwork per Kim’s request.
• Reduce cataloging backlog for books and videos.
• Integrate new Zebra label printer into workflow.

Collection Statistics
Collection numbers were remarkably stable again this year. For books, totals went up only marginally (<100), which can be attributed once again to high withdrawals (2,672 items). Also notable are gradually decreasing VHS items (-243), alongside gradually increasing DVDs (+211).

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<td>Books</td>
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<td>Curriculum</td>
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<td>Recreational Reading</td>
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2007-2008: 107,416
## Title Collection Totals (Bib Records)

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### Grand Total: 93,914 Items

2007-2008: 93,912
2006-2007: 93,718

---

## Formats Processed (In Items)

(07/01/08 – 06/30/09)

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### Grand Total: 1,856 Items

2007-2008: 2,020
2006-2007: 1,390
Serials and Archives
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Serials & Archives Librarian  Assistant Serials Librarian

Highlights from 2008-2009:

Archives: The University Archives helped create an accessible environment and support learning for archival collections.
- The archives became part of the university accreditation process, as hundreds of departmental meeting minutes and other materials were posted to the online site for the accreditation team to review.
- Cataloging continued, with 69 new bib records created for new collections of materials for various areas, thereby making the collection searchable online, while 30 linear feet of new material was donated to the collection for future cataloging. There were, meanwhile, at least 20 guided visits to the archives from students and faculty for 2008-2009.
- Digitization of images continued for the WAICU Digital consortium web page at http://archives.exchange.viterbo.edu/, a page covering the history and development of WAICU campuses. Participating members of the WAICU Digital project grew by three institutions, while the size of the collection grew from 94 images last year to 160.
- The Indus scanner and CONTENTdm software continued to be used to digitize materials both for the archives collection as well as for faculty projects.

Instruction: Jon and Marilyn supported diverse research needs through instruction and assistance.
- Jon provided on-campus and distance library instruction sessions for undergraduate and graduate students.
- Jon and Marilyn also provided research assistance to patrons at the library reference desk.
- Jon provided instruction and support for faculty and students in using the Indus scanner for class and other projects.

Print and electronic resources: The Serials office supported library goals in a number of ways.
- The Serials department provided information in many formats by maintaining online journal subscriptions, databases, and print journals. We have frequent contact and good communication with our vendors to ensure smooth access.
- Reading is promoted by having current academic journals displayed in an accessible, visible, and comfortable setting in both the library and Franny’s.
- There are now assessment tools available that enable tracking the cost/use of our resources using these, as well as the traditional, analyses, thereby improving decision-making by the library serials committee (Jon, Rita, Nancy and Marilyn).
- Weeding of print titles and reorganization of the periodicals collection continued, reducing the need for physical shelf space. Lists of discontinued journals were reviewed, as were lists of gift titles, based on usage and relevance.
Backserv activity filled issue gaps in the print collection, while donations of weeded titles from Viterbo were sent to other libraries worldwide.

The number of online journals available through aggregator databases continued to grow, as did usage for many databases.

**Professional development:**

- Jon served as web page administrator, newsletter editor, and annual conference planner for the Wisconsin chapter of the Catholic Library Association.
- Jon also continued as a member of the Catholic Library Association’s web page committee, and was also selected to conduct a feasibility study for having online chapters for the organization.
- Jon was also a member of the Collection Development Committee for the statewide Wisconsin Heritage Online (WHO) digital collections consortium, which added numerous new collections to its site during the year.
- Marilyn and Jon kept abreast of and have implemented ideas concerning the latest developments in their areas offered through professional literature and other resources, while Marilyn took online courses covering spreadsheet and database skills.

**Campus services and activities:**

- Jon participated in meetings and activities of the Administrative Assembly.
- Jon was also recruited to serve on the Academic Integrity Committee during the Spring.
- Jon served as the library liaison for the Criminal Justice, Education, History, and Sociology departments, while Marilyn worked as the liaison with Career Services.

**Staffing:**

- Jon, Serials and Archives Librarian.
- Marilyn, Assistant Serials Librarian.
- Six student workers were hired to work in the Serials and Archives offices during the two semesters and two were hired for the summer.
- Dan Nelson, a graduate student in Information Science at UW-Milwaukee, worked two internships in the library archives during the Fall and Summer. Another student, John T. Hinck, an undergraduate at Viterbo, was an intern in various library offices including Serials during the Spring Semester.
Archives

Shelf space containing archival materials:

The total amount of physical material, in linear shelf space, continued to grow in the Archives.

Number of bibliographic records for the university archives collection:

The number of bibliographic records, which make the archives collection searchable online through the library catalog, continued to grow as new material was acquired and cataloged.
Continuations

Continuations Budget and expenditures:

This chart shows the amount allotted and the amount spent for continuations, or standing order titles, over the past four fiscal years. These include reference, career, and general collection titles.

Number of titles and copies:

This chart shows the total number of continuations titles, as well as copies, received for the past four years. The number of titles and copies has fluctuated due to frequent re-evaluation of the collection.
Annual Reviews online titles usage report:

Above are usage statistics for the online editions of various volumes of Annual Reviews, which publishes analytic reviews within the Biomedical, Life, Physical, and Social Sciences disciplines.

Online Reference Databases

Art Museum Image Gallery:

Above are usage statistics for the database Art Museum Image Gallery, a digital resource of over 155,000 art images and related multimedia gathered from the collections of museums around the world.

Cochrane Library and Cabell’s Directories

Cochrane Library references evidence-based medicine and Cabell’s provides publisher information
Naxos Music Library:

Above are use statistics for Naxos Music Library, the world's largest online classical music library, since April of 2008.
Oxford Art Online

Above are various use statistics for Grove Art, which the library received the past couple years. Grove Art Online comprises the full text of *The Dictionary of Art* and *The Oxford Companion to Western Art*.

Oxford English Dictionary:

Above are use statistics for the Online version of the Oxford English Dictionary, which offers access to the twenty-volume *Oxford English Dictionary* and the three-volume Additions Series.
Oxford Music Online:

Above are various use statistics for Oxford Music, an online version of the New Grove Dictionary of Music & Musicians, which covers aspects of music, music history, opera, and performance, which includes links to external sites that provide digital sound clips, and which the library has received since 2003.

Oxford Reference Online:

Above are use statistics for Oxford Reference Online, a database which offers access to over 175 Oxford reference titles, including the Oxford Companions series and Oxford Dictionary of Quotations.
RefWorks:

Above are use statistics for RefWorks, an online research management, writing and collaboration tool designed to help researchers gather, manage, store and share information, as well as generate citations and bibliographies.

WorldCat (First Search):

Above are the total number of searches conducted by library staff and patrons using WorldCat, a service from OCLC FirstSearch which serves as a catalog of books, web resources, and other material in libraries nationwide and worldwide. This database is essential to the interlibrary-loan services the library provides.
Online Article Databases

BioOne:

![BioOne Usage Chart]

This chart covers usage for the BioOne database over the past four years, including number of searches conducted, number of search results obtained, number of documents retrieved, number of abstracts retrieved, and the total number for all use types.

EBSCOHost, All Databases:

![All EBSCOHost Databases Usage Chart]

There has been a steady increase in usage for all EBSCOHost databases since the 2001-2002 school year, as this chart, which references statistics below, shows. Many databases were acquired by the library in the years after 1999. Usage information regarding specific EBSCOHost databases is given below.
Despite a brief downturn before 2002, there has been, since then, a generally progressive increase in the number of abstracts and full-text documents obtained from all EBSCOHost databases combined, as this chart shows. Usage information regarding specific EBSCOHost databases is given below.

**EBSCOHost Academic Search Premier:**

Above are various usage indicators for the EBSCOHost database Academic Search Premier, which provides full-text coverage for scholarly publications in many subjects and which the library started in 2003.
EBSCOHost CINAHL:

Above are various usage indicators for the EBSCOHost CINAHL database, which indexes and provides full-text coverage for journals in nursing, allied health and other related areas and which the library started in 2003.

EBSCOHost Humanities International Index (non-full-text):

Above are various usage indicators for the EBSCOHost database Humanities International Index, which indexes (but does not provide full-text coverage for) journals, books and other important reference sources in the humanities and which the library started in 2003. (*Only statistics from December 2005 through June 2006 are available for the 2005-2006 period.)
EBSCOHost MLA International Bibliography:

Above are various usage indicators for the database MLA International Bibliography, which offers a detailed bibliography of journal articles, books and dissertations and which the library started in 2005.

EBSCOHost PsycARTICLES:

Above are various usage indicators for PsycARTICLES, an American Psychological Association database which provides access to searchable full-text, peer-reviewed scholarly, and scientific articles in psychology and which the library started in 2005.
EBSCOHost PsycINFO:

Above are various usage indicators for the database PsycINFO, which provides indexing and abstracts for articles, book chapters, dissertations and books on behavioral and psychological topics, including social work, and which the library started in 2003.

FirstSearch ArticleFirst and Dissertation Abstracts:

These are OCLC FirstSearch databases started in 2002. ArticleFirst indexes multidisciplinary topics and Dissertation Abstracts indexes dissertations & theses from institutions in Europe and North America.
FirstSearch Wilson Select Plus

Above are the total number of searches conducted by library staff using Wilson Select Plus, a pay-per-view service from OCLC FirstSearch which searches and provides full-text articles in journals in science, humanities, education, and business, and which the library has received since 2001.

InfoTrac (Gale), All Databases:

Above are use statistics for all InfoTrac databases. Usage information regarding specific InfoTrac databases is given below.
InfoTrac Academic OneFile:

![Graph showing usage of Academic OneFile from 2007-2008 and 2008-2009.]

*Academic OneFile* is a source for peer-reviewed, full-text articles from leading journals and reference sources.

**InfoTrac Expanded Academic ASAP and InfoTrac General Onefile:** Usage of these databases has declined as Academic OneFile is now preferred.

InfoTrac Business and Company Resource Center:

![Graph showing usage of Business and Company Resource Center from 2004-2009.]

Above are use statistics for Gale’s Business and Company Resource Center over the past five years. This database finds detailed company and industry news and information.
InfoTrac Informe:

Above are use statistics over the past three years for Gale’s Informe database. This database, created for Spanish-speaking users, provides indexing, images, and full text of popular Hispanic magazines.

InfoTrac Literature Resource Center:

Above are use statistics over the past three years for Gale’s Literature Resource Center database. This database provides access to biographies, bibliographies, and critical analyses of authors from various ages and literary disciplines.
Issues and Controversies:

Above are use statistics, since 2002, for Issues and Controversies, a source of current, in-depth and objective information on prominent and widely debated issues.

JSTOR:

Above are use statistics for JSTOR, which offers researchers in the Arts and Sciences the ability to retrieve high-resolution, scanned images of journal issues and pages as they were originally designed, printed, and illustrated. JSTOR is not a current issues database, as there is a 1 to 5 year gap between the most recently published journal issue and the content available in JSTOR. As this chart shows, usage has increased, and this database has allowed the library to weed many print journals that otherwise would have required shelf space.
ProQuest, All Databases:

Above are various use statistics for all ProQuest databases since 2000. Usage information regarding specific ProQuest databases is given below.

ProQuest Criminal Justice Periodicals:

Above are use statistics for ProQuest’s Criminal Justice Periodicals database over the past five years. This database provides access to a collection of U.S. and international criminal justice journals in law enforcement, corrections administration, drug enforcement, rehabilitation, family law, and industrial security.
ProQuest Ethnic NewsWatch:

Above are use statistics for the past six years for ProQuest’s Ethnic NewsWatch, a database containing full-text articles from newspapers, magazines and journals from ethnic, minority and native presses in various languages.

ProQuest Education Journals:

Above are use statistics for the past six years for ProQuest’s Education Journals, a database containing full-text articles from journals in education and related fields. (This database has since been supplanted by EBSCOHost Education Research Complete.)
ProQuest Wilson Education Abstracts:

Above are use statistics for the past three years for ProQuest’s Wilson Education Abstracts database, which provides full text coverage and images for publications in areas including adult education, home schooling, language and linguistics, special education, and other related subject areas. (This database has since been dropped.)

ProQuest Newspapers:

Above are use statistics for the past four years for ProQuest’s Newspapers database, which provides full text coverage for state, national, and international newspapers. (This database has since been supplanted by EBSCOHost Newspaper Source.)
ProQuest Nursing and Allied Health:

Above are use statistics for the past three years for ProQuest’s Nursing and Allied Health (previously ProQuest Nursing Journals) database, which provides full-text access to trade and scholarly publications in nursing and allied health.

Sage Journals Online

SAGE Publications publishes over 470 journals in Business, Humanities, Social Sciences, and Science, Technology and Medicine. SAGE Journals Online is the delivery platform that provides online access to the full text of individual SAGE journals. (*Statistics for 2007-2008 start in September 2007.)

Viterbo subscribes to the full-text Health and Life Sciences Journals sections of the Science Direct and SciFinder Scholar: The life science and health journals sections of Science Direct provides for full text information. SciFinder Scholar only provides citations and abstracts only from the American Chemical Society and is used less frequently.
Journals in Online Databases

Number of full-text journals available online through subscription databases:

This chart, which references information below, shows a generally progressive increase in the number of “unique” journals (titles that appear in one or more of the databases) offered online in all databases. The number of total journals references to all journals in all databases, including those that are duplicated in multiple databases.
EBSCOHost Electronic Journals Service (EJS) session usage report:

**EJS: Electronic Journals Service**

![Graph showing usage report](image)

EJS is a searchable database the library provides to access the library’s growing number of online subscriptions.

**Serials Solutions:**

![Graph showing Serials Solutions Usage](image)

Through the library’s Serials Solutions lists, users are able to search and access journals that are available online through the various full-text databases the library subscribes to. (*Total searches include above and other types of searches.*)
Serials

Journals sent and received through the Backserv:

Although the numbers are not extraordinary, we did send some of our weeded *Current History* to a library in Moscow. We worked with World Services of La Crosse for free transportation via visiting students. It is gratifying to get the thank-you notes from libraries all over the country that benefit from our discards. Canadians are especially appreciative of this sharing mechanism. Sometimes we have discards not needed by other libraries, and this year 353 single and 45 bound volumes were sold to a vendor, adding several hundred dollars to our serials budget. We continue to use the excess postage to help defray our outgoing mail costs.

Print and electronic subscriptions:

Our print holdings number 549 active titles. The chart above illustrates that the number of electronic subscriptions is constant at 49 titles, with number of print slightly declining. As shown below, the number of titles continues to decline, with 275 current subscriptions, 221 discontinued titles and 53 gift subscriptions (11 from UW-L).
Sources of Serials Holdings:

Journal use by department (all formats):

Nursing and education have a long history of strong use. The art numbers are inflated by all art journals being routed to the art department for their perusal.
Journal departmental costs by department (all formats):

![Bar chart showing departmental costs by year and format for various departments such as ART, BIOLOGY, BUSINESS, CHEMISTRY, COMPUTERS, CRIMINAL JUSTICE, EDUCATION, ENGLISH, ENVIRONMENT, GENERAL, HISTORY, LIBRARY, MATH, MUSIC, NURSING, NUTRITION, and PHILOSOPHY. The costs are displayed in different years (2004/05, 2005/06, 2006/07, 2007/08, and 2008/09) and formats (all).]
Highest costs are incurred in supporting our Nursing programs (over $22,000). Psychology and Social Work have had increased budgets in the past several years to build up those holdings. Education has maintained an expenditure of $7000 fairly consistently. The proportion of the serials budget allocated to electronic journal titles is approximately one third of the total, $20,000. We are keeping track of cost/use, but the software to process the statistics is not standard, and we do not yet have a long history for comparison. Preliminary reports indicate that electronic cost/use is much higher than print cost/use. In another year or two we will have more data for analysis and assessment.
Overview

This report is from December 1, 2008 – June 30, 2009.

Finances

The functionality of the Acquisitions Department is to monitor the spending of the various liaisons to ensure they stay within their allocated budgets. It also involves working with the Business Office to ensure both departments’ transactions are equal.

Vendors

We use a variety of vendors to order our books, CD’s, DVD’s and supplies. I used Amazon for approximately 90% of our orders. They provide free shipping on the majority of the orders, their prices were lower than other competitors and the use of their website to follow-up on orders and view past orders is convenient. Their problem resolution process was simple and time proficient.

Our contract with Naxos allows Viterbo staff and students to have access to classical music 24/7. This has decreased the number of CD’s we order for the music department.

Staffing

This is a part-time position, which was vacant July through November 2008. I began to process orders in December of 2008. The liaisons slowly submitted the book/CD/DVD requests for their departments. In February 2009, a cut-off date was established to ensure we would were able to fulfill the requests and allocate enough time to balance the budgets. Due to the volume of orders, a work-study student assisted in the processing and handling of the incoming shipments.

Special Projects

This year we received a large donation of approximately 1200 CD’s (which is not included in our Gift totals) and required the involvement of the majority of our work-study students and several staff members from the Library worked to complete this project in a timely manner. The project was divided into four phases; three phases have been completed to date. The final phase is scheduled to be started in August 2009.
Sustainability

In keeping with established sustainability goals of the University and the library, I reuse or recycle paper. Cardboard boxes are reused to ship books/videos for ILL requests or are broken down to be recycled. Various packing materials are reused, others discarded. More steps have been taken to decrease the amount of copies made.

Goals

The first six months have been a learning experience which promotes the analysis of current procedures and processes. Looking forward to the 2009 – 2010 fiscal year, a change will be made in the balancing procedure, which is designed to decrease the amount of time required for year-end balancing.