2010-2011 was year was a year “on the move” for the Library. Services, collections and people moved forward, both figuratively and literally! Highlights of the year are noted below. Department Reports give additional details and accomplishments. The Librarian and Professional Staff Activities sections complete this annual report. The depth and breadth of activities are evidence of a staff constantly “on the move” in providing excellent library programs and services.

**COLLECTIONS ON THE MOVE**

- Archives and Special Collections (A&SC) really moved – both staff offices and collections left their original home in the lower level of Shadek-Fackenthal Library for larger, cohesive space for collections and a larger, more welcoming reading room for users.

- The Library received a fine facsimile of Ptolemy’s Cosmographia (1477) as a gift to honor Dan Porterfield, F&M’s 15th president.

- Volumes moved out as we withdrew significant bound journals reliably accessible through JStor.

- Former A&SC space now houses general collections, gift books and staging spot for weeding. Emptied shelves contiguous to the PS classification will allow for expansion of our literature collection.

- As a new foray into e-books and to support a new area of the curriculum, the Library licensed electronic content in Computer Science.

**PEOPLE ON THE MOVE**

- Mary Shelly, a “legend” in Interlibrary Loan, retired in June.

- We welcomed a new Science Librarian, Laura Eiford, in November.
Additional new hires include Jessica, Gutacher, Stacey Brownlie, and Andrew Yager,

Two new service areas, Content Services and Information Services, were formed. Marty Gordon, as Content Services Librarian, is responsible for acquisitions and cataloging. In his role as Information Services Librarian, Scott Vine assumes overview of Circulation and Reference.

SERVICES ON THE MOVE

- The Library’s redesigned web site is more intuitive for users and adopts the look of F&M’s web site.
- To help address the growing use of the Martin Library of the Sciences (MLS), additional seating is now available on the first floor. Use of MLS is up 8% over the previous year.
- The Polaris Science Center moved its evening operation into the Seminar Room of MLS.
- Weekend hours for chat reference expanded to include mid-day and late evening.
- We introduced a program to increase access to scientific articles through a “Pay Per Article” method rather than an annual subscription.
ARCHIVES AND SPECIAL COLLECTIONS

Overview:
This past year has been one of great progress for the Archives and Special Collections. In January of this year, the department relocated to the first and ground floors of Martin Library. After several months of renovations to the former computer classroom and laboratory in Martin, the department moved the contents of its reading room offices, and 2,750 linear ft. of collections. In addition to the move, several other initiatives were accomplished including the publication of Sally Griffith's history of the college, and the processing of the F&M Phi Beta Kappa records. Bibliographic instruction remained steady with 19 classes and 10 research appointments, and the department continued to play a leadership role in guiding the LCDP (Lancaster County Digitization Project.)

Notable Activities of the year:

College Archives -
Efforts in the archives this year focused on processing, expansion, and moving. With regard to processing, the department added 28.5 cubic feet of new material, while continuing to integrate archival material from records storage. In preparation for moving, 12 ranges of compact shelving were purchased and installed in Room 047, the former computer classroom. Shelving in Room 049 was also adjusted to increase storage capacity. All of the F&M collections are now housed in the ground level of Martin Library, facilitating access and security. In terms of outreach, professors David Schuyler and Kostis Kourelis again heavily utilized the archives for a number of architecture and Lancaster related courses. Jay Susanin continued to utilize the collection for the Diagnothian phase of his Pathways to History project. Correspondence from the Literary Societies was featured in a Lancaster news story, and led to a presentation at Willow Valley in the spring.

Electronic records continue to explode on campus with the growth of digital photography and the electronic creation of many F&M campus publications and committee minutes. For the seventh year, senior honors theses were collected in both paper and electronic form. Usage remained strong with the archival collections being heavily utilized for a number of important projects including campus landscape master planning, building renovations, alumni programming, donor cultivation, and preparation for the capital campaign. Recently archived records from the Registrar's Office, Capital Planning, and Advancement (Deceased Alumni) continue to be heavily requested by the administration.

For a complete list of archival material added this year, please see below:

Capital Programs, 13.0 cubic ft. - in process
College Memorabilia, 1.0 cubic ft. - processed
Development, 1.5 cubic ft. - in process
Honors Theses 2010/11, 1.0 cubic ft. - processed
Media Services, 2.0 cubic ft. - processed
Office of the Provost, 3.0 cubic ft. - processed
Phi Beta Kappa Records, F&M Chapter, 3.0 cubic ft. - processed
V.P. Finance, 4.0 cubic ft. - processed

Special Collections -
Three existing manuscript collections were reprocessed this year to include new donations:

MS 40 Lancaster County Ephemera Collection, .5 linear ft added
MS 52 Johannes Schwalm Historical Association Collection, .3 linear ft. added
As always, web based finding aids and MARC AMC records were updated for each collection.

Rare Books –
Many fine acquisitions have been added to our Rare Book collection this past year through gift and purchase. Major gifts and purchases included a fine facsimile of Ptolemy’s Cosmographia (1477), an English translation of the Nuremberg Chronicle, and an early Latin textbook from Franklin & Marshall College. Several new publications from Pennsylvania private presses were also added, as were a number of imprints relating to Lancaster history.
For a more complete list of rare books acquisitions, please see below:

A Good Boy Is . . .
Framed facsimile of PA German vorschrift fraktur (in English) by Henry Brubecher, 1825.
Friends of the Library Purchase

The definitive work on Shenandoah Valley Pottery.
Gift of Louise Steinman Ansberry

Gift of Louise Steinman Ansberry

Early F&M Latin language text owned and autographed by John Z. Heiner, F&M 1854.
Gift of Eric Uhlman ’85

The latest creation from David Moyer's private press in Muncy, PA.
Friends of the Library Purchase

Gift of William R. Berkley

First of a three volume English translation of the Nuremberg Chronicle. Volume 1 contains the translation of the 1st, 2nd, 3rd, and 7th ages.
Hawley Fund Purchase

Conclusions:
While this past year has been marked by solid progress in several areas, the relocation of the department to Martin Library has been our greatest achievement. With the new facility, the department is better equipped to serve individual and group researchers. Thanks to the hard work of Michael Lear, the department’s web site and linked resources have been transferred to the new server, giving the department a fresh “virtual” look to accompany our new physical surroundings.

Statistical Analysis and Trends:
The year-end statistical report suggests the following trends –

• To date, the F&M Scholars Square repository holds 2,075 items in seventeen collections, up approximately 13% from last year.
• Archive collections continue to grow at an increasing rate of 28 cubic ft. per year. With the move to Martin Library, the Archives and Special Collections has gained a small amount of additional reading room and storage space. However, given the rapid influx of records, archival storage space remains at a premium in Martin Library of the Sciences. The department continues to destroy duplicate or irrelevant materials in order to free space and tighten intellectual control of the collection.

• For the third straight year, departmental reference and research questions remained steady at 574 transactions per year. Service to college administration was up 31% for an all-time high of 196 requests. Service to the general public was down 36% to 161 transactions. These trends suggest that students, faculty, alumni, and administrators continue to make important use of our unique and valuable collections.

**COLLECTION DEVELOPMENT**

Collection Development activity this year was dominated by discussions about ebooks and new online databases. Some of last year’s new academic programs continued to have an impact on the collection, though no new curricular initiatives were introduced this year. Due to a flat budget the number of monographs added to the collection was about the same last year – 8,600 volumes (see the Acquisitions Department report for more details).

**Space Planning –**

For the second year in a row there was no significant shifting or weeding to report in the collection. Modest weeding continued in the L (education) stacks and in government documents. A separate “State of the Space” report has been compiled.

**Gift Collections & Book Sale –**

The library received 877 items as donations this year, which was a return to a normal level of gift activity after the record-breaking year of the Ansberry collection. The most significant gift was a beautiful facsimile of Ptolemy’s Cosmographia, donated in honor of incoming President Daniel Porterfield by William R. Berkley, a Trustee at Georgetown University. Major donors this year were Dr. Ian Zagon (Hershey Medical Center), Phyllis Whitesell (Director Emeritus of the F&M Writing Center), Shanghai Press (book on Chinese language and culture), Beth Rothskill (F&M parent), and the Government Department.

Still pending is the gift collection from Bill Hutson, Distinguished Artist in Residence at the college. The boxes of his materials are being stored on the ground floor of the Martin Library of the Sciences until the collection gets sorted. The library did not hold a book sale this year.

**Approval Plans –**

The merger of Blackwell with Yankee Book Peddler (YBP) has progressed fairly smoothly as far as the library’s university press approval plan is concerned. We hosted two training sessions with our YBP representative and were able to set up email notification of “approval slips” for several of the librarians. There were also initial discussions about using YBP as an ebook vendor. The lingering project of setting up a “slip” plan for foreign language books with one of our vendors, Casalini Libri has not yet been implemented.

**Selection Notes –**

Six grants were awarded to new and visiting faculty in support of new courses in Anthropology, BOS (2), Government, Judaic Studies, and Physics & Astronomy. The BOS faculty began a review
of their periodicals list, though no decisions were made. End-of-year funds were used to purchase photography books and to initiate an ebook plan for computer science. There was much investigation and discussion about ebooks this year. The Library finally decided to try a patron-driven plan with Coutts’ MyiLibrary. This will be implemented in Fall 2011.

CONTENTS SERVICES

On July 1, 2010 the Content Services Department was formed by the amalgamation of the former Acquisitions Department and most elements of the Catalog Department.

Budget

In FY 10/11 we added slightly (4.9%) more paid volumes than in FY09/10, continuing to “live within” a flat budget line environment. The average cost per paid volume decreased by $2,13, or 4.1% when compared with the previous FY09/10.

<table>
<thead>
<tr>
<th>Period</th>
<th>Books Purchased</th>
<th>Spent</th>
<th>Average Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/10 - 6/11</td>
<td>9,035</td>
<td>$445,492</td>
<td>$ 49.31</td>
</tr>
<tr>
<td>7/09 - 6/10</td>
<td>8,612</td>
<td>$442,975</td>
<td>$ 51.44</td>
</tr>
<tr>
<td>7/08 - 6/09</td>
<td>10,337</td>
<td>$541,338</td>
<td>$ 52.37</td>
</tr>
<tr>
<td>7/07 - 6/08</td>
<td>10,445</td>
<td>$519,960</td>
<td>$ 49.78</td>
</tr>
<tr>
<td>7/06 - 6/07</td>
<td>10,245</td>
<td>$513,636</td>
<td>$ 50.14</td>
</tr>
</tbody>
</table>

In FY10/11 the Library was fortunate to have $1,981,189 with which to underwrite library materials acquisition, access and preservation within its three primary materials budgets, which included a generous $25,464 continuing allocation to support new programs. It also benefited by a $27,500 one time allocation for new program firm orders and a group of “in addition to” endowed budgets, the latter equaling $ 57,980 in regular and rolled cash draws. Preliminary budget closure data indicates that $1,942,568 (or 98.0%) was fully utilized in these endeavors. In the Book Budget, we closed with a cash balance amount of $ 5,227, or 0.9 per cent of the FY10/11 allocation. For Periodicals, a cash balance of $11,159, which represents 0.8 per cent of the FY10/11 allocation, was left, including the special rolling allocation for new program development. And for Preservation, the budget line closed with a preliminary cash balance surplus of $2,908 or 10.2 per cent of the FY 10/11 allocation. Finally, not including Friends of the Library support, the Library benefited from seven major endowments for library materials acquisition and access whose total cash draw for FY10/11 was $57,980 of which only $34 (or 0.006%) was left unspent.

Program

In this first of a two year long transition period the Department met its first two of five objectives, those being the Identification and re-assignment of the duties of the former Catalog Librarian as well as the formulation of remaining professional staff position descriptions. It also began the process of meeting its third transition objective, to wit the pinpointing of any log jams in the flow of work and how they be might be addressed. The FY09/10 mandatory budget reduction continuations cancellation program was completed. Between September 28, 2009 and
October 14, 2010 seventy-two titles were cancelled for a total annual savings of approximately $16,840. A successful transit, necessitated by a merger, from one Approval Plan vendor to another was accomplished. The Department was able to continue to avail itself of both the Barnes & Noble and Amazon.com market places by engaging the services of the College Book Store (in the first instance) and also establishing a credit line in the latter case. An exploratory “pay-per-article” program in one discrete area of the physical sciences was launched to see if this alternative method of content access might be suitable in some cases as a replacement for traditional a la carte subscriptions. The Department initiated and supervised an inventory project of the Library’s art books during the academic year. The inventory uncovered a number of books that were missing, badly damaged, or shelved incorrectly. Approximately 1,000 titles were gifted to the Library from the collection of Louise Steinman Ansberry. A large collection of over 10,000 bound and sewn volumes and microfilm reels were withdrawn as the Department executed the first wave of the JSTOR withdrawal. In addition, 3,497 volumes from the LC classification were withdrawn. These tasks required great physical effort coupled with like mental attention to detail and will stand as major events in the history of content administration as well as symbol of the Library’s shift toward dependence upon electronic format. Steps were taken to further protect our DVD, CD, and CD-ROM collection by affixing ownership labels discs on it. The Department initiated a separate item record template for the cataloging and processing of Blu-ray discs. Finally, with the assistance of the Systems staff, the Department further clarified the online video order form to include “date needed information.”

INFORMATION LITERACY

The year began with two fewer librarians than the previous year, with a search underway to fill the Science Librarian position. As the fall semester is significantly busier than the spring for information literacy enhancement activities of librarians—for any given year—the absence of two librarians proved challenging. With the cooperation of five librarian colleagues, the Information Literacy Librarian coordinated library research instruction for the academic departments lacking a liaison librarian for the fall term. The current Science Librarian joined the staff late in the fall semester. The Information Literacy Librarian met with the new Science Librarian to transfer documentation and knowledge of information literacy in the sciences at F&M, plus general principles and practices. The number of library research workshops for the year declined only slightly despite the lower staffing level in the fall. The significant decline in Research Appointments was likely the result of the sabbatical status of two professors who required their students in multiple courses the previous year to meet individually with a librarian. (Greater statistical detail appears below.) The Information Literacy Librarian consulted on assignment design with two first-year seminar faculty, provided individual bibliography reviews for one course, conducted two workshops for first-year seminars on plagiarism prevention, and continued collaborating with the History methods course instructors on assignment design and student preparation for the library research assignment.

First-Year Students
First-Year Seminars
Twenty-eight (or 68%) of the 41 first-year seminars offered this year featured at least one library research workshop, which is the same amount as the year before. Five seminars featured two or more workshops.

First-Year Seminar Student Research Workshop Survey
First-year seminar students who attended a library research workshop were surveyed regarding their workshop experience. The responses echoed those of recent years, as students expressed familiarity with searching for books/using a library catalog, lack of familiarity with journal literature and indexing, and a desire to be shown where everything is in the entire physical collection. Commentary new this year, as noted by several students, spoke to both a sense that
mastering the research skills addressed in a workshop will “just take time” and/or “I will learn with practice,” and that the skills learned would “be useful in my other classes.”

First-Year Seminar Faculty Survey
All first-year seminar professors were surveyed regarding their students’ course performance. Eleven of the fourteen professors completing the survey had arranged at least one library workshop for their seminar. Five respondents were moderately to completely satisfied with the breadth and depth of sources students consulted and featured in their bibliographies. Two professors expressed deep dissatisfaction with student performance. In answer to a question regarding student research behaviors of particular interest to faculty, three respondents indicated frustration with students’ use of non-scholarly internet mediated resources, despite assignment directions to the contrary. One professor commented: “The attachment to the web is incredible, [as is] the total aversion to stepping foot into the library.” In answer to the same question, one professor commented “several students were impressively thorough,” and another shared that one student went far beyond expectation and directly contacted family members of an individual for whom the student was unable to locate much published biographical information. Of the three professors who had no workshop, one commented his papers were “all on topics covered in class,” another “I need to be more assertive in placing my students in contact with the reference librarians,” and the third was satisfied with the majority of his students’ performance, adding “A few are still very much dependent on the Internet, and could have used a couple more trips to the library.”

Upper-level Students
The History 360 course “History Workshop: Methods and Practice” is offered both semesters each year. The Information Literacy Librarian continued collaborating with faculty on the two library research workshops and “library document hunts.” The “hunt” is revised every semester to provide a meaningful library research challenge while encouraging student success. Overall student performance on the two “hunts” this year improved over years past. The most commonly made errors on the hunt were failure to follow directions, and inattention to detail on the final submission—in that the search strategies to arrive at the content were appropriate, but the final submission of content was flawed. For 15 sophomore, junior and senior Hackman Scholars in Chemistry, the Science Librarian provided five chemical research workshops.

Faculty Commentary
A “Coffee & Conversation: Student Research Practices” event was held for faculty prior to the beginning of the fall semester. Five new professors joined five current professors and two librarians for the discussion. The conversation began with one more senior member of the faculty stating: “I am here because I do not understand our students.” The topic of most interest and discussion was in regard to effective assignment design. Continuing members of the faculty offered guidance and suggestions to each other and to the new faculty members, with repeated comments stressing the value of stating one’s expectations for an assignment as clearly as possible—from the desired content to the types of research resources consulted to the formatting of the final version. The conversation concluded with a review of campus resources available to support students in their academic work.

Library Research Workshops: Comparative Statistics:

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<tbody>
<tr>
<td>Courses</td>
<td>105</td>
<td>108</td>
<td>104</td>
<td>112</td>
<td>102</td>
</tr>
<tr>
<td>Workshops</td>
<td>121</td>
<td>124</td>
<td>118</td>
<td>130</td>
<td>120</td>
</tr>
<tr>
<td>Students</td>
<td>1,864</td>
<td>1,947</td>
<td>1,944</td>
<td>2,064</td>
<td>1,765</td>
</tr>
<tr>
<td>Depts</td>
<td>23</td>
<td>22</td>
<td>25</td>
<td>25</td>
<td>24</td>
</tr>
</tbody>
</table>
INFORMATION SERVICES

With a librarian retirement, the circulation and reference areas were combined into an Information Services department starting in July 2010. Despite staffing changes, a new reporting structure and temporary adjustments made while necessary hiring was completed, both of these areas continued to provide excellent service to the F&M community throughout this past academic year. Three job descriptions were updated, and the others will be examined and updated this coming year.

Circulation

The number of people entering both libraries increased this year, although overall circulation of items decreased. During the 2010/2011 fiscal year, the library had 10,057 registered borrowers, with 3,307 borrowers actively using the library. 2,085 Franklin & Marshall students and 159 faculty members were active borrowers. For comparison, during FY 2009/2010, 1,774 students and 170 faculty were active borrowers. Detailed circulation statistics are provided in Table 1. Items placed on Reserve increased to 884 items this year (up 3%). Circulation at the Reserve Desk decreased, but of those reserve items, 58% were used. EZ Borrow, a patron-initiated interlibrary book loan service, underwent significant changes in January, switching to a new software/service provider and a different user interface. Perhaps due to these changes and the ongoing development of a statistics gathering system for all of EZ Borrow, the recorded requests made by F&M users decreased. However, due to system-wide adjustments made to load-leveling and load-balancing of requests, the amount of books lent to other schools increased by 27%. Over the past five years, F&M users have requested approximately 12,500 items through this lending system.

Extended hours (8 days) and 24/7 hours (5 days) were again offered at the end of each semester. The building is staffed by a group of library employees willing and able to adjust schedules to later or overnight hours. During extended hours, the average overnight attendance was 118, and during 24/7 hours it was 235. With the implementation of extended and overnight hours twice during the academic year, the Library was open an additional 162 hours.

Table 1: General Circulation Statistics

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<tbody>
<tr>
<td>Gate Count</td>
<td>320,433</td>
<td>333,454</td>
<td>318,933</td>
<td>283,509</td>
<td>294,404</td>
<td>3.8%</td>
</tr>
<tr>
<td>Shadek-Fackenthal</td>
<td>194,152</td>
<td>195,693</td>
<td>196,284</td>
<td>184,565</td>
<td>187,563</td>
<td>1.6%</td>
</tr>
<tr>
<td>Martin Library</td>
<td>126,281</td>
<td>137,761</td>
<td>122,649</td>
<td>98,944</td>
<td>106,841</td>
<td>8.0%</td>
</tr>
<tr>
<td>Total Transactions</td>
<td>73,147</td>
<td>66,112</td>
<td>69,312</td>
<td>66,754</td>
<td>61,669</td>
<td>-7.6%</td>
</tr>
<tr>
<td>Student</td>
<td>34,086</td>
<td>28,514</td>
<td>31,745</td>
<td>30,771</td>
<td>26,494</td>
<td>-13.9%</td>
</tr>
<tr>
<td>Reserve Desk</td>
<td>3,594</td>
<td>2,668</td>
<td>2,455</td>
<td>2,219</td>
<td>1,955</td>
<td>-11.9%</td>
</tr>
<tr>
<td>FPS</td>
<td>17,499</td>
<td>17,448</td>
<td>16,744</td>
<td>15,772</td>
<td>15,610</td>
<td>-1.0%</td>
</tr>
<tr>
<td>Other</td>
<td>5,644</td>
<td>5,545</td>
<td>5,541</td>
<td>6,156</td>
<td>5,830</td>
<td>-5.3%</td>
</tr>
</tbody>
</table>
After a decrease in the number of in-person general reference transactions over the last three years, this past year brought a marked increase in desk traffic from the F&M community. There was a drop in email reference, while chat reference numbers stayed about the same. This comes after a redesign of our library web site, including the appearance, branding and software used for our virtual reference services. We hope that as advertising and familiarity with these services grows, so too will use of them.

In general, use of our 160+ licensed electronic resources again grew over last year. The campus continued to expand its use of our Wilson, Lexis/Nexis and JStor products. Searches in PsycArticles, America: History and Life, Business Source Premier and several other databases increased again even after major increases in recent years. Use of MathSciNet doubled from last year, and use of Biological Abstracts, HRAF and ERIC doubled for a second straight year. Other highlights include major increases in the use of American National Biography, General Science Full Text and SciFinder Scholar. Over the course of 10/11, 11 new online resources were trialed and formally considered for addition to our collection. Major additions to our electronic resource collection this year included the Arts and Humanities Citation Index, the ACM Digital Library, the Avery Index to Architectural Periodicals, and the Humanities and Social Sciences Index Retrospective.

A title by title weeding of the paper reference collection was on hold this year, though we have completed about 60% of the collection. The practice of removing older paper editions and searching for new paper and online alternatives was continued. Other projects included the transition of several First Search databases to other vendors, training others on the use of our new chat software, contributing to the Library's new Twitter and Facebook presences, and additional marketing of our face-to-face and virtual reference services. We continue to adjust services and schedules as needed to meet the needs of our students, staff and faculty.

Reference transactional and electronic resource statistics are available in separate Excel documents.

INTERLIBRARY LOAN (ILL)

Many changes in Interlibrary Loan (ILL) practices, and challenges of ILL technologies, had the ILL staff members continuously adapting throughout the year—all while consistently providing exemplary customer service. The F&M community continued to challenge ILL with requests for materials already held in our collections, and with multiple requests for publication-quality images—the latter inspiring a change in policy. Many familiar lending libraries have either begun charging fees for services or have increased existing fees. Reliance upon direct contact with authors for access to content occurred with greater frequency and success. ILL staff increasingly relied upon their respective Internet searching skills to locate and provide access to old and rare texts as such items are appearing online in greater numbers. Preparations continued for multiple new ILL technologies to be implemented. The incompatibility of a core technology led to a delay and ultimate selection of another, more robust technology, scheduled for implementation next year.
While ILL staff members regularly receive messages of gratitude from faculty and staff, it was a pleasant surprise to receive a message from a student, stating: “You have been integral to my learning process this semester and I could not have flourished without your assistance.” One professor’s message indicated surprise when several ILL requests placed by his students went unfilled, as he was accustomed to ILL being able to locate and access “everything, every time.” Upon investigation, it was determined that a few student requests featured incorrect citation information, and a few requested items were not widely held, and thus not available.

F&M maintains its status as a net lender of materials, despite a 10% decrease in overall lending activity. F&M borrowing of materials decreased by 13%. Digital receipt and delivery accounted for 37% of all fulfilled ILL transactions, and 69% of all article lending and borrowing, which represents a 5% increase compared with the previous year. This is the second year digital delivery has increased by that amount. ILL packaging and shipping of EZ Borrow materials increased, and for the first time the ILL and EZ Borrow services combined sent over 5,000 packages through the IDS delivery system.

The end of the fiscal year saw the end of the thirty-one year career of ILL Assistant Mary Shelly. An all-campus celebration and library potluck were held to honor her. She submitted the following comment in her final monthly report: “It has been a wonderful journey through this office and building. Many thanks for all your good support.”

### ILL FIVE-YEAR STATISTICS:

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<tbody>
<tr>
<td>Borrowing:</td>
<td>5,333</td>
<td>5,285</td>
<td>5,736</td>
<td>5,283</td>
<td>4,763</td>
</tr>
<tr>
<td>Lending:</td>
<td>8,105</td>
<td>7,991</td>
<td>6,978</td>
<td>7,157</td>
<td>6,286</td>
</tr>
<tr>
<td>TOTAL:</td>
<td>13,438</td>
<td>13,276</td>
<td>12,714</td>
<td>12,440</td>
<td>11,049</td>
</tr>
</tbody>
</table>

IDS (Interlibrary Delivery Service) shipping by ILL for ILL and EZ Borrow:

|        | 2007 | 2008 | 2009 | 2010 | 2011(*open thru 9/30/11 |
|--------|------|------|------|------|-----------------
| 4,387 | 4,793 | 4,831 | 5,018 | *4,147 |

**MARTIN LIBRARY OF THE SCIENCES**

The Science Library has undergone significant changes during the 2010-2011 fiscal year. Archives & Special Collections moved into the building and plans are underway to host the Polaris Science Center, a student-run tutoring program, on the 2nd floor.

Four staff members are new this year. In the hiring interim, the Science Library remained operational due to contributions of Martin and Shadek-Fackenthal staff. The new staff extended IM Meebo service to include 11 am – 1 pm weekends and 7 pm – 12 am Friday and Saturday (evening service 7 pm – 2 am Sunday – Thursday had been added 2 years ago).

The Martin Library of the Sciences celebrated its 20th Anniversary on April 12, 2011 with a lobby display. As an aging building, “carpet, paint, casual seating, and furniture laminate show signs of significant wear” [Annual Reports 06/07, 07/08, and 08/09]. Small improvements were made this year with the re-lamination of study carrels, new lobby signage, and addition of 32 chairs and 18 tables. However, building-wide wear still needs to be addressed.

Over the past few years, the Science Library has seen increased student traffic. This year, during our peak hours (5 pm – 11 pm) the building hit record attendance at 97 students, compared to 114 seats (not all have study surfaces). Students reported increasing turn away due to lack of appropriate seating (chairs and tables were ordered to alleviate crowding, short-term).
Although other spaces are available for study on campus, the Science Library remains the only staffed space open after midnight and late-night weekends. Our gate count (106,841 visits) increased 7.4% compared to last year. This is not the highest number of visits in the past 7 years, but student visits are increasing in length and depth creating the crowding.

Reference questions have decreased by 1.4%, although the number of technical (+9.8%) and IM Meebo (+49%) have increased significantly. Though the majority of questions are asked from 1 – 3 pm, this average shifts to the later hours when school is in session.

Book circulation has increased by 2.4% compared to last year. The top circulating disciplines are medicine, psychology, technology, and mathematics by numbers. The top disciplines corrected by collection size are geography/environment, agriculture, psychology and medicine. Circulation increased in 7 disciplines. However, re-shelving of books, microfilm, and periodicals has decreased by 24% since last year. This decrease may reflect a shift from physical materials to electronic materials, both in terms of availability and user preference.

To increase access to journal articles, a Pay Per Article Program was trialed with Physics faculty. Although usage was far lower than predicted, the outcome of the trial has not yet been determined. For low-use journals, it may be a more efficient purchasing option.

In the coming year, with the opening of the nearby New College House and increase in student enrollment, the crowding, changes in student usage and changes peak hours will likely be the largest challenge. Monitoring and re-evaluation of the space and services may present opportunities to optimize space and service design for current student use.

**Accomplishments & Challenges**

**Accomplishments:**  
- Hired and trained 1 full-time supervisor, 2 part-time supervisors, and 1 Science Librarian.
- Additional seating for 36 added to the Science Library.
- Shifted Government Publications and G-GE stacks to accommodate collection growth.
- Began trial of Pay-Per-Article program in Physics department.
- Archives & Special Collections successfully moved to Martin Library of the Sciences.
- Began discussion to move Polaris Science Center into the Martin Seminar Room.

**Challenges:**  
- Only 2 (of 6) staff have worked more than one year at the Martin Library of the Sciences.
- Seating and study space is limited compared to demand. During busy hours (7 pm – 11 pm) the Library is often at capacity.
- Carpet, furnishings, and walls are worn and could use maintenance.
- Demand for online access to science journals exceeds the Library’s fiscal ability to provide access.

**SYSTEMS**

The SirsiDynix integrated library system (ILS) was upgraded to Symphony version 3.4 during Spring break. This was a significant upgrade, primarily delivering the tools necessary to
customize the public catalog. Format and aesthetic customization will occur during the summer, to be ready for the fall term.

GoPrint continued to save the Library and ITS from printing waste and management hassles. Overall printing reached another high at 1,953,579 pages, representing a significant 14% increase over last year. As in previous years, the Library handled most of our managed college printing, about 85%, leaving 15% handled by ITS.

For the first time in many years, the Library homepage count fell to 345,807 hits, a 2% decrease over the previous year, an unfortunate statistic, since the non-ILS Library website was entirely revised just prior to the academic year. Regardless, anecdotal evidence at the Ask Me desk, workshops and during Librarian House Calls indicates that the new website was well received.

With a recent flurry of Hackman activity, we saw an uptick in microform printing this year. Our 4 reader-printer units produced 9,487 pages, representing a 15% increase over last year. Given the combination of older, failing reader/printers, and sustained usage, we are considering upgrading our microform printing capabilities in the coming years.

Of special note this year, the Library hosted the SirsiDynix Northeast Regional Group (SNRG) conference. SNRG roughly spans geographically from Maryland up through eastern Canada. The conference attracted over 130 attendees from 11 states and Canada. The last time F&M held a similar conference was DRAGNET (former ILS) in 1995. The conference was a tremendous success, and much good information was shared.

VISUAL RESOURCES

Overview. 2010-2011 was a year of progress and development for Visual Resources and auxiliary interdisciplinary services.

- The complete backlog of licensed images, purchased in 2007, was committed to the Visual Resources Collection in Scholars Square.
- The Visual Resources Librarian became liaison to the Classics Department due to a retirement, and the responsibility of liaison to the Sociology Department was transferred to another librarian.
- The Visual Resources Librarian played a significant role in the redesign of the library web site.
- Library instruction responsibilities included the development and teaching of four new classes.
- The Visual Resources Librarian was promoted to Senior Assistant Librarian.

Services to User Groups.

Students—Visual Resources staff provided classroom instruction for 84 students (classroom setting); held 8 individual research appointments; served 214 reference desk hours; and answered 100 reference questions “off-desk.” Library instruction for Studio Art students increased significantly, as three new class guides were developed and two new bibliographies were written to support projects in that Art Department concentration. In addition, Mike Horn, Visual Resources Assistant, gave instruction to the students in ART 374 on how to use ARTstor and the slide library. The Classics Subject Guide underwent a major revision to make it a clearer and more comprehensive resource for both students and faculty. The guide, “Finding Images on the Web,” was updated, and a “Citing Images” guide was written and added to the library web site’s Research Tips section.

Faculty—Both the Visual Resources Librarian and the Visual Resources Assistant met with John Holmgren, new Photography tenure-track faculty member, to provide an orientation to art and visual collections, associated technology, and collection development. Visual Resources staff
also made introduction to Professor Jed Thorn in Classics and communicated with that entire department’s faculty to assure a smooth transition to a new librarian liaison. The Visual Resources Librarian collaborated with Professor Virginia Maksymowicz throughout the semester on projects related to ART 230 Papermaking. The librarian presented the artists’ books collection to students, wrote bibliographies to assist them in their research, mounted an exhibition of class projects in the library display cases (with the help of Christopher Raab and Michael Lear), and participated in the students’ critique. Throughout the spring semester the librarian worked closed with Professors Holmgren and Kourelis to select specially funded materials in support of new programs in Architectural History and Photography. She also wrote the library component of Professor Annalisa Crannell’s CAT iPad pilot project proposal for MAT 130.

**Campus**—The Visual Resources Librarian represented the library at Admission’s “Beginnings” event; and at the invitation of the Phillip’s Museum, she taught a one-day rug-hooking workshop based on objects in the Museum’s Pennsylvania Folk Art collection.

**Library.** As a member of the library web site redesign working group, the Visual Resources Librarian provided research, content and design ideas, and usability testing materials. Visual Resources staff also participated in the second round of Science Librarian candidate interviews, and ultimately gave Laura Elford, the selected candidate, orientations to the Art Department slide collection and other visual and art resources.

**Collection Development**—Visual Resources Staff completed its review of the Louise Steinman Ansberry gift book collection. In the end 149 art and art-related books were reviewed. Seventy-eight were added to the collection, 10 were substituted for books of inferior condition in the collection, and 43 were not added to the collection but offered to the Phillips Museum before boxing up for the next library book sale. In another initiative, the Visual Resources Librarian collaborated with Rick Thompson, cataloging assistant, to inventory all N-classified books. This productive exercise resulted in the discovery of 68 books missing (but not checked out). These books—many of which are key to the college’s Art History and Studio Art curriculums—are systematically being reviewed and in many cases ordered, to get them back into the collection and once again available to students and faculty members. A successful effort was made to not only retain but also greatly expand access to the Arts & Humanities Citation Index, a key research database. Resources for the new programs Architectural History and Photography were acquired with a one-time budget allocation and were the result of active and ultimately successful negotiations between the relevant faculty members and the Visual Resources Librarian. The resources acquired include Avery Index to Architectural Periodicals, Arts & Humanities Citation Index back file, books, and periodicals. Finally, the Classics Department completed its title-by-title review of department-associated JSTOR journal back files.

**Visual Resources.** Visual Resources continues to stay up to date about new features and programs that the ARTstor digital library offers to its institutional subscribers. ARTstor’s Shared Shelf is being investigated as an option for hosting Franklin & Marshall’s digital visual resources collection. This option would allow the library to overcome major limitations in Scholars Square that prevent access to licensed content to the vast majority of campus users. The Visual Resources Librarian also attended an ARTstor webinar for an overview of the new Administrator site. Two significant licensed collections—tied up in a backlog due to the need to have their use restricted—were completely committed to Scholars Square: Prints and 17th century Dutch still lifes, and history of fashion.

**Conclusion.** A change in liaison responsibilities due to retirement resulted in a liaison-area assignment that is more in line with Visual Resources Librarian’s areas of expertise and her own academic background. Due to the respective characteristics of the Sociology and Classics departments, their curriculum and faculties, this change resulted in fewer library instruction classes and research appointments. However, it allowed the Visual Resources Librarian more time to develop research resources, focus on ongoing and collaborative work with art classes,
engage in more deliberate and studied collection development collaborations with faculty, and clear the backlog of purchased digital images. 264 licensed images were researched, cataloged, and committed to Scholars Square. Finally, interest in a Visual Studies program was resurrected by the college and will offer excellent professional development opportunities for the Visual Resources Librarian in the coming year.

**LIBRARIAN ACTIVITIES**

**LAURA EIFORD** Instruction: ENV114, BIO375, Chemistry Hackman Orientations (Morford, Leber/Moog, Thomsen, Koloko, Yoder sessions); 11 research appointments

**Professional meetings and workshops:** ACRL 2011 Annual Conference, ACLCP Spring Meeting, SNRG 2011 Conference Committee Member (Programming), SNRG 2011 College committees and workshops: Providing Performance Feedback

**MARTIN GORDON** Instruction: RST122, ECO270, 3 research appointments.

**Professional meetings and workshops:** Lyrasis webinar on financial reports, and an OCLC billing webinar

**Lectures and publications:** Co-presented a SNRG (2011) workshop on SIRSI rollover.

**ANDY GULATI** Instruction: Workshops BIO220 (3 sections), ENV114, MUS107, TDF111, SPA261, SPA173, AST170, FRN115, LIT171, ECO103 (Fall), FND156, MUS272, SPA470, ECO103 (Spring); 14 research appointments

**Professional meetings and workshops:** SIRSI SuperConference; COSUGI Special Interest and Regional User Group Chair College committees and workshops: Advisor for CRA (Catastrophic Relief Alliance) and Regional Group Chair College committees and workshops: Cyclin disaster relief effort in Texas - January 2011; Administrative Computing Advisory Group; Fumentors

**Lectures and publications:** SirsiDynix National Conference session, “Around the Campus in 8 Days: Learn How Librarian House Calls Can Create a Buzz About Your Library”

**THOMAS A. KAREL** Instruction: BOS 200, ECO 270, ECO 275, ENV 117, ENV 170, ENV 172, ENV 216, GOV 100, GOV 224, GOV 305, GOV 309, GOV 410, GOV 470, PHY 171; 62 research appointments

**Professional meetings and workshops:** ACLCP Fall and Spring meetings; Federal Depository Library Conference (presenter); Charleston Conference on Acquisitions and Collection Development (presenter), SirsiDynix Northeast Regional Group Conference (presenter) College committees and workshops: Local Economy Center Board; Orthodox Christian Fellowship advisor

**Lectures and publications:** “Teaching Government Documents” (served on a panel) at the Federal Depository Library Conference (Arlington, VA); “Using Donations as a Collection Analysis Tool: Dispersal and Retention of 7,000 Unexpected Books,” at the 30th Annual Charleston Conference (Charleston, SC); “FDSys Can Be Contagious, or, Improving Online Access to Government Information,” at the SirsiDynix Northeast Regional Group Conference (Franklin & Marshall College) Reviewed the following books in Library Journal: Bob Dylan in America, by Sean Wilentz; Age of Fracture, by Daniel T. Rodgers; The Gospel According to Bob Dylan, by Michael J. Gilmour; and The Unexamined Orwell, by John Rodden. Continued to serve on the Editorial Board of The Behavioral and Social Sciences Librarian and reviewed 3 manuscripts. Other: taught the following graduate course at the College of Information Studies and Technology, Drexel University: INFO 680 “United States Government Information” (online).

**LOUISE KULP** Instruction: ART 126 (3), ART 216 (3), ART 230, ART 374, CLS 421

**Research appointments:** ART 126, ART 231, ART 243, ART 272, ART 374, CLS 421, CLS 490

**Professional meetings and workshops:** ACLCP Fall Conference, ACLCP Program Committee, ARTstor webinar for new Administrator site College committees and workshops: Knitting for a Cause student club co-advisor, Phillips Museum rug hooking workshop

**CHRISTOPHER RAAB** Instruction: Fall 2010: AMS 100, AMS 150, AMS 489, ANT 100, ART 230, CTY Latin, HIS 153, HIS 360, HIS 373, HIS 405, HIS 420; Spring 2011: AMS 280, ANT
100, ART 233, ART 271, ART 375, GER 341, HIS 316, HIS 360; 7 research appointments

**Professional meetings and workshops:** ACRL 15th National Conference

**LISA STILLWELL**

**Instruction:** AMS 160, BIO 105a&b, BIO 220b&c, E&E 114, ENG 105a, ENG 105b, ENG 105c, ENG 105d, ENG 105e, ENG 105f, ENG 107, ENG 162, ENG 164, ENG 167, ENG 168, ENG 175, FND 172, HIS 360a, HIS 360b, RST 212, SOC 302; 12 research Appointments

**Professional Meetings and workshops:** Co-Chair ACRL 2011 Contributed Papers Committee; ACRL Task Force on Standards for Libraries in Higher Education, member; CPC Information Literacy Workshop Planning Committee; ALA Midwinter Meeting; Central PA Resource Sharing Group Meeting; ACRL 2011 Conference; PaLA Higher Ed Assessment workshop; ALA Annual Conference

**College committees and workshops:** AAUP Executive Committee; F&M Votes Executive Committee; Committee on Sexual Assault; Sexual Misconduct Hearing Panel; Conducted New Student Orientation session “Healthy Relationships”; Co-presented Ongoing New Faculty Orientation

**PAMELA SNELSON**

**Instruction:** ANT 100c, ANT 269, ENV 173; 4 research appointments

**Professional Meetings and workshops:** Chair ACRL Conference, Oberlin Group Directors Meeting, Oberlin Group Task Force on Publishing, CLIR and NITLE Annual Meetings, American Library Association Midwinter Conference, MSCHE Visiting Team

**SCOTT VINE**

**Instruction:** BIO 220, MAT 172, PSY 172, PSY 230abc both semesters, PSY 305, PSY 473, RST 112, CTY classes

**Professional meetings and workshops:** ALA Annual and Midwinter, ACRL National, ACRL Virtual Conference (Co-chair), ITS workshops on Twitter and Mobile Devices, PALCI Board Meeting


**Professional Staff Activities**

**STACEY BROWNLEE**

**Professional meetings and workshops:** ACLCP Spring Staff Meeting

**JENNIFER M. BUCH**

**College committees and workshops:** Common Hour Committee, Kneedler Award Nomination Committee

**Professional meetings and workshops:** Lexis/Nexis workshop, Harassment Prevention training, OCLC Webinar, and Tom Allen talk.

**DENISE CHMIELEWSKI**

**Professional meetings and workshops:** PALCI - Relais EZ Borrow training, Relais training Webinar, SirSIG Meetings, ACLCP 2010 Fall Conference

**College committees and workshops:** ITS Information Transfer Sessions

**LINDA DANNER**

**College committees and workshops:** *Student Employment Workshop for Supervisors*, Wellness Committee

**Professional meetings and workshops:** “YES, this IS a real job and you DO have to show up on time!” SNRG 2011

**JESSICA GUTACKER**

**Professional meetings and workshops:** ACLCP Spring Meeting, SNRG 2011 Conference

**Lectures and publications:** Co-presentation with Mike Lear, “Archives & Special Collections Session,” SNRG 2011

**ANDREA HARTRANFT**

**Professional meetings and workshops:** ACLCP Spring Staff Meeting, SNRG 2011 Conference

**MIKE HORN**

**College Committees and workshops:** Wellness Committee, Fringe Benefits Committee, Dipnic Committee; Student Supervisor Workshop

**Professional meetings and workshops:** Web Content Implementers meeting, Intro to Apostrophe (new CMS) Workshop, “Preparing Images for the Web” workshop, SNRG 2011, volunteered at PaLA conference

**JARED JULIUS**

**Professional meetings and workshops:** SNRG 2011
CAROL KORNHAUSER College committees and workshops: Student Employment Workshop for Supervisors, Staff Advisory Committee secretary. Professional meetings and workshops: Attended a YBP GOBI workshop, Fall 2010 ACLCP meeting, SNRG 2011

MICHAEL R. LEAR Instruction: AMS 150, AMS 489, AMS 280, ART 271, ART 375

Professional meetings and workshops: MARAC Fall 2010 Meeting, Vendor Coordinator; ACLCP Spring 2011 Conference; SNRG 2011

CHARLES LEAYMAN Professional meetings and workshops: ACLCP Fall Meeting, ACLCP Spring Staff Meeting, SNRG 2011

SHARON MCILHENNEY Professional meetings and workshops: Pennsylvania Library Association Annual Conference, Spring 2011. ACLCP meeting, Spring 2011 Lancaster County Library Association meeting

NIKKI REARICH College committees and workshops: Student Supervisor Workshop Professional meetings and workshops: Student Employment workshop - “This is a Real Job”, E-Z Borrow training, Relais Webinar and training, SNRG 2011

DIANNE RODA Professional meetings and workshops: Central PA Resource Sharing Group Meeting.

MARY SHELLEY Professional meetings and workshops: ACLCP Fall Meeting; Central PA Resource Sharing Group Meeting.

KEN SIEGERT College committees and workshops: Student Employment Workshop for Supervisors, FPS co-advisor to the Atheist Student Group Professional meetings and workshops: Attended a WorldCat Resource Sharing webinar, attended workshop "YES, this IS a real job and you DO have to show up on time!" SNRG 2011 conference sharing session moderator and attended same.

RICK THOMPSON College committees and workshops: Student Employment Workshop for Supervisors, served as FPS co-advisor to the Atheist Student Group Professional meetings and workshops: Attended workshop "YES, this IS a real job and you DO have to show up on time!" attended a WorldCat Resource Sharing webinar, SNRG 2011 sharing session moderator

SUSAN WOOD College committees and workshops: Student Employment Workshop for Supervisors. Professional meetings and workshops: Attended workshop "YES, this IS a real job and you DO have to show up on time!" attended three YBP GOBI workshops, YBP webinar, SNRG 2011 sharing session moderator