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HIGHLIGHTS FOR USER SERVICES 2011 – 2012

- Launched Maryland AskUsNow, Chat Reference Service
- Equipped Presentation Practice Room
- Purchased Konica Minolta 7000 Microfilm Scanner
- Completed Rare Book Room Expansion
- Established Twitter profile @ LibFSU
- Attended
  - Maryland Library Association Annual Conference
  - National Coalition Building Institute Training
  - Federal Depository Library Program Annual Conference
  - Virtual Worlds of Best Practices in Education
  - Braddock Road Preservation Conference
  - Appalachian Studies Conference

Submitted by Pamela S. Williams
Associate Director for Library User Services
USER SERVICES PERSONNEL

Pam Williams, Associate Director for Library User Services, Librarian IV
Gigi O’Baker, Library Technical Assistant III
  ➢ Shannon Bogle, State Student Worker, Fall 2011 & Spring 2012
  ➢ Wesley Jacobs, State Student Worker, Fall 2011 & Spring 2012
  ➢ Bill Miller, State Student Worker, Fall 2011 & Spring 2012
  ➢ Jarred Sleets, Federal Student Worker, Fall 2011 & Spring 2012
  ➢ RaSean Booker, State Student Worker, Fall 2011 & Spring 2012
  ➢ Kiara Collins, State Student Worker, Fall 2011 & Spring 2012
  ➢ Scott Gao, State Student Worker, Fall 2011 & Spring 2012
  ➢ Ali Perske, Federal Student Worker, Fall 2011
  ➢ Yolande Moktoi, State Student Worker, Fall 2011
  ➢ Zachary Burkhardt, State Student Worker, Fall 2011

MaryJo Price, Special Collections/Reference Librarian, Librarian IV
  ➢ Rachel Davis, Federal Student Worker, Fall 2011 & Spring 2012

Dr. Seán Henry, Coordinator of Library Instruction,
Library Webmaster/Reference, Librarian III
  ➢ Brian D. Neumyer, State Student Worker, Fall 2011 & Spring 2012

Theresa Mastrodonato, Coordinator of First Year Library Instruction
Reference Librarian I, August 22, 2011-

Jeff Maehr, Government Documents Supervisor, Reference Librarian II
Ron Clark, Library Technical Assistant II, January 4, 2012-
  ➢ Levauni Ferguson, Federal Student Worker, Fall 2011 & Spring 2012
Pam Williams

Title: Associate Director for Library User Services
Librarian IV

Member:
- American Library Association
- Association of College and Research Libraries
  - Western Pennsylvania/West Virginia Chapter of ACRL
- Maryland Library Association
- West Virginia Library Association
- Council of the Alleghenies
  - Attended Council Spring Dinner
- Allegany County Historical Society
- Treasurer and Board Member, Mineral County Historical Society
  - Attended Program Meetings
- National Association of Women in the Arts
- Frostburg Museum Association
  - Attended Museum Spring Dinner
- Western Maryland Archeological Society

Chaired:
- User Services Meetings
- Search for Reference Librarian I
- Search for Librarian Technical Assistant II

Served:
- Chair’s Council, February 2008-2011
- Faculty Appeals Committee 2011-
- FSU Foundation, Special Gifts Committee
- Library Development Committee
- Library Web Development Team
- Assumption Parish Council

Liaison
- English
- Physics & Engineering

Additions to the Print Reference Collection in 2012

Five print reference titles recommended by library faculty were added in 2012:

- Sage Handbook of Geographical Knowledge Ref G70.S24 2011
- Urban Politics 4v. Ref JS78.U733 2010
Equipment Upgrades in the Media Department

The Media Department on floor 2 has upgraded the Microfilm Readers with a new Minolta 7000 and printer. This Microfilm reader/printer is the preferred machine to use when viewing very old documents on film. The print quality is excellent and patrons are often referred to this machine when viewing some of our older microfilms. The machine is positioned much higher than our others, for better visibility and ease of comfort to individuals utilizing this machine. Two drafting chairs were also added.

Another area that has been updated is the Preview Room. It has been updated with state of the art equipment to include a 47 inch LCD panel, and a system that allows for VHS and DVD viewing. This system also has a document camera which allows you to display a document on the LCD panel for a group to view. The room has been utilized by students creating and practicing presentations as a group and individually too.
MaryJo Price

Title: Special Collections
Reference Librarian IV

Member: Allegany County Historical Society
         Auxiliary, American Legion Post #24, Frostburg
         Cooley Family Association of America
         Council of the Alleghenies, President
         Cresap Chapter, Daughters of the American Revolution (D.A.R.)
         MARAC (Mid Atlantic Regional Archives Conference)
         Maryland Master Gardener, Allegany County
         MHCC (Maryland History and Culture Collaborative)
         Native Plant Society, Western Maryland Chapter
         Sigma Alpha Iota, Co-Advisor
West Virginia Library Association

Served: Maryland Master Gardener, Allegany County
        Volunteered for Allegany County Fair Week, 2012
        Arboretum Task Group, Frostburg State University
        Arboretum Site Volunteer, Frostburg State University
        Cooley Family Association of America, Historian
        Attended 2012 Biennial meeting/reunion
        Council of the Alleghenies, President
        Presided at Symposium, annual spring and fall meetings
        Cresap Chapter, D.A.R., Librarian
        Cultural Events Series, Volunteer Usher
        Faculty Development and Sabbatical Subcommittee, Secretary
        Judicial Hearing Board
        Library Evaluation Committee, Alternate
        Library Review Committee, Chair
        Library Development Committee
        Library Web Development Committee, Alternate

Liaison: Chemistry
         Geography
         Music
         Nursing

Ron Clark and MaryJo Price working on inventory in SPC.
The 2011/2012 Fiscal Year saw the completion of the Rare Book Room (RBR) expansion project. After analyzing multiple plans, Dr. Gillespie and MaryJo met to discuss the new arrangement. He suggested that the folio be separated from the more uniformly sized materials. We used this plan when placing the items back on the shelves. The new design works very well. With all items in place, the added room for the framed art, new shelving and consistent labeling, the RBR has a neater appearance and enables staff members to quickly locate items requested by our users.

Suzanne Boyd and Rhonda Hensel assisted MaryJo shift all items in the Rare Book Room (RBR). Gigi O'Baker assisted her in re-labeling the newly arranged shelves. This required new labels for the ends of shelving units as well as adding shelf markers to indicate location by call number of the items now shelved in the RBR Folio section. The RBR is much neater and provides easy access to the collected materials.

Information was collected this year from the Maryland Historical Trust Inventory of Historic Properties at [http://www.mdihp.net/database](http://www.mdihp.net/database) that provides access by text, county, property or address. Survey entries for Frostburg were listed in the 1970’s and 1980’s. Each entry includes the name of the structure, its location, classification, owner on the date of the survey, description, significance, references, maps (either Sanborn or topographic) and photos. Developing a current photographic inventory would provide a valuable local history archive.
Library Instruction & Web Development

Library Instruction in Fiscal Year 2012 comprised 162 total instruction sessions involving 3290 students and 165.21 library instruction contact hours. This reflected an approximate 6% overall decrease in the number of sessions from the previous academic year. Fall 2011 and Spring 2012 saw a decrease of 3.9% and 8.4% respectively over the semesters of the previous year. Fluctuations in the number of library instruction sessions are often influenced by the number of student enrollments. Six librarians taught instruction sessions during the 2011/2012 academic year, and the following chart shows the number of instruction sessions conducted per librarian.
A total of 30 Freshman Orientation (ORIE) 101 tours were conducted in Fiscal Year 2012, an increase of almost 27% from Fiscal Year 2011, when 22 sessions were conducted. Theresa Mastrodonato did an excellent job of marketing library instruction to ORIE instructors, and even more participation is anticipated to share in the 2013 Annual Report.

Fall 2011 and Spring 2012 Information Literacy surveys administered to first-year English Composition students achieved an overall correct response rate of 78.45 (78.1% and 78.8% respectively for Fall and Spring). This overall correct response is well above the 70% benchmark, but a little lower than the unprecedented 79.9% in Spring 2011. A total of 773 students in 45 English 101 sections and two English 111 sections completed surveys in 2011/2012.

**Information Literacy Survey Results: Fall 2007 – Spring 2012**
FY 2012 was a pivotal year for the Library’s Web presence: In December 2011, Dr. Henry and his student assistant Brian Neumyer launched an entirely new library website on the campus-wide Web content management system platform Mura administered by the Department of Academic Computing and Instructional Technologies (ACIT). The new website platform has dynamic content support to engage users (RSS feeds, Web 2.0 widgets for embedded video, audio, etc.). It also has features to easily update much content on a routine basis.

According to Google Analytics information, the library website received 46,609 visits in FY 2012 from 11,865 unique visitors. However, between Dec. 20, 2011, when the new website was launched, and March 28, 2012, the site was improperly linked to Google Analytics by ACIT and no statistics were captured.

From the incomplete Google Analytics information on hand, it appears that September 26, 2011 was the busiest day for site traffic with 449 visits. The most frequently viewed pages during the entire fiscal year other than the library home page were the gateway pages for Research Port and catalogUSMAI (20,111 and 10,017 page views respectively).
LibGuides

LibGuides are used actively online subject research guides, specific course guides ("online handouts") and important library policy pages. Dr. Henry configured LibGuides to work with Google Analytics for FY 2012 reporting and there were 12,620 visits from 7,731 unique visitors during the fiscal year. Aside from the frequently used navigation and directory pages in LibGuides, the most frequently visited pages were the Library Hours page (2636 page views), ORIE: Introduction to the Library (697 page views), and Management, Accounting, Economics, Marketing & Finance Research Guide (581 page views).

Mobile Presence

The Library profoundly increased its mobile presence during FY 2012 with a new mobile-friendly website hosted on the LibGuide Mobile Site Builder platform in March. The site consists of a hierarchy of LibGuide pages with important content (library hours, policies, etc.) and a link to the mobile version of WorldCat@FSU for catalog and database access. Additionally, WorldCat@FSU was implemented as the library portal in version 2 of the Frostburg2Go smartphone application, which was launched in June.
Library News and Events Blog

Thanks to Theresa Mastrodonato’s, Randy Lowe’s, and Jeff Maehre’s relevant blog entries and updates, the Library News and Events blog received 1587 visits from 830 unique visitors in FY 2012, according to Google Analytics. The busiest date for the blog was April 26, 2012, when it received 28 visits, possibly in response to Randy Lowe’s April 25, 2012 entry about e-book availability.

Twitter

Dr. Henry established the micro-blogging Twitter profile @LibFSU for the Library in March in order to push out content from the Library News and Events blog posts to a wider audience and interact with Twitter feeds from FSU administration, faculty, students, as well as USMAI library entities and other stakeholders.
Theresa Mastrodonato

Title: Coordinator of First Year Library Instruction  
Reference Librarian I

Member:
American Library Association (ALA): 2005 – present
Association of College and Research Libraries (ACRL): 2010 – present
Maryland Library Association: 2012
Frostburg Museum: 2012
Council of the Alleghenies: 2012
Western Maryland Chapter of the Archeological Society of Maryland

Presented:
Presented overview of ORIE sessions to ORIE instructors

Served:
Liaison for Frostburg State University to Maryland AskUsNow
Served as member of Access Services Librarian Search Committee
Served as member of Web Development Committee
Served as member of the Collections Committee at the Frostburg Museum

Liaison:
Accounting
Computer Science
Mathematics

ORIE 101 Instruction Classes

Theresa Mastrodonato became the Coordinator of Library Instruction for First Year Students when she arrived in August 2011. Theresa sent an e-mail to all faculty teaching the ORIE 101 classes at the end of September. The e-mail provided Theresa’s background and information on contacting her. It also reminded faculty who had not scheduled a class to do so. For the fall semester 2011, 33 of the 50 ORIE classes came into the library for instruction classes, serving 525 students.

We are now several weeks into the semester and I just wanted to take this opportunity to introduce myself to all the instructors of the ORIE 101 classes. My name is Theresa Mastrodonato and I am the Coordinator of Library Instruction for First Year Students. I am new to FSU (since August) so I am as new as the first year students and I came from the University of Maryland Eastern Shore where I worked for the past 4 years.

I will be working with your ORIE 101 classes as they are introduced to the library and providing them with a chance to see what the library has to offer.

This is also a small reminder for those that have not scheduled a library session for their ORIE 101 classes that I am still available to schedule a session. We have many openings in October and November. I can create a session that is specific to the subject you are working on with the students or have a general session. All sessions include a scavenger hunt which allows the students to see and go to different places in the library to find resources.

I am here to work with your classes and look forward to working with everyone in the future!

If you would like to schedule a class, you can contact me directly or use this link: http://www.frostburg.edu/libraries/services/orie/docs_to_schedule_a_class.doc.

Thank you!
Theresa Mastrodonato

Reference Librarian I, Coordinator of Library Instruction for First Year Students

Frostburg State University
Frostburg, MD 21532
301-633-4429
Vmastrodonato@frostburg.edu
Theresa updated and revamped the scavenger hunt that had been used by the previous coordinator. The new scavenger hunt was created so that each team was introduced to the stacks, reference collection, and print periodicals.

Additionally, different teams were asked to answer questions such as finding group study rooms, locating the Media Desk, and reviewing the Code of Conduct bookmark. A generic scavenger hunt was created for those faculty who did not have a specific topic to be covered. The generic scavenger hunt covered many different topics.

For those classes that had a specific topic, each scavenger hunt was custom designed. For example, an ORIE 101 class that focused on music had a scavenger hunt that focused on finding music resources. Another ORIE class that focused on art spent most of their time in the Special Collections Room instead of completing a scavenger hunt.

Launch of Chat Reference Service, Maryland AskUsNow

During the 2010-2011 academic year, several chat reference services were investigated for use with Library H3lp being selected for use. However, with the resignation of the project liaison, the chat reference service was ultimately tabled in February 2011. When Theresa Mastrodonato arrived in August 2011, a chat reference service was again investigated. Theresa had over two years of experience with Maryland AskUsNow while at her previous position. Once Theresa reviewed what had been previously investigated, she recommended Maryland AskUsNow. Theresa then met with Pam Williams and Gigi O’Baker, both who had previously worked on bringing a chat reference to the library. Maryland AskUsNow’s advantages were highlighted, including stability of service and zero cost to the library for implementation. Pam Williams and Gigi O’Baker agreed that Maryland AskUsNow was a good choice and voted to move ahead with the process for approval by the library director. Meetings with the Technical Services Department, Lea Messman-Mandicott and Randy Lowe took place to discuss the technological needs of providing the service. A meeting with Dr. Gillespie, Pam Williams, Gigi O’Baker, and Theresa Mastrodonato finalized plans to move forward with offering the service.
Theresa Mastrodonato was named main contact for the Library to Maryland AskUsNow. Julie Strange, the Statewide Coordinator for Maryland AskUsNow was contacted about Frostburg State University becoming a member of the service. As part of the service, the library is required to provide 5 hours of service (2 of which must be a combination of public & academic). Julie and Theresa worked together to set up training for those participating. Six members of the staff volunteered to be a part of the service: Pam Williams, Sean Henry, Jeff Maehre, Liz Keller, Gigi O’Baker, Theresa Mastrodonato, and MaryJo Price, as a backup. Face-to-face training took place on December 9, 2011 from 1 – 4 pm. Prior to the face-to-face training, those participating in the service completed several online tutorials and practiced asking a question using the service. This allowed those participating to see how the service worked from the customer side.

The service was launched officially on February 6, 2012 and was announced to the university community through a blog post on the library’s home page and through an announcement in Statelines, a weekly e-mail newsletter sent out to the campus. Additionally, many library instruction classes were provided with bookmarks that explained how to access the new service and a display was created for the third floor of the library highlighting the service. From February to June, 2012 students asked 45 questions. Almost 50% of the questions from students were asked during the 6 – 11 pm time period. During the period January to June, 2012, library staff answered 80 questions.

Math Resource Review – Liaison Activity

In October 2011, the librarians met to determine liaison duties for 2011-12 academic year. Theresa Mastrodonato volunteered to take on liaison duties for Accounting, Computer Science and Mathematics. Theresa decided to begin her liaison duties by reviewing the Mathematics resources in the library. This was accomplished in two ways. The first was looking at the Mathematics Association of America Basic Library List for what should be in an academic library to meet its standards. The books on the list are categorized as 3 stars, 2 stars, 1 star, or no stars. Theresa started with the 3-star and 2-star books.
to determine what the Ort Library had available. Once this review was completed, Theresa sent the results to the Mathematics Department with her introduction. Secondly, in order to understand what was available in each collection, Theresa asked Virginia Williams, Cataloging Librarian, to provide a shelf list of all the books in her collections. After receiving the shelf lists, Theresa spent time in each area of the stacks making sure: each book on the shelf list was in the library; noting any missing books; noting any books not on the shelf list; and noting books in poor shape. Once this was completed, Theresa had a better understanding of the coverage in each one of her areas. She also sent, to each department, information on the books available in the library on their subjects.

Jeff Maehre

Title: Government Documents Coordinator
Reference Librarian II

Member: American Library Association
Association of College and Research Libraries

Attended: FDLP Annual National Conference
Maryland State Documents Center Annual Meeting
Maryland State Data Center Training Session
“Pinterest in Higher Education” Webinar
ACRL online course, “Critical Thinking in Instruction, From Planning to Assessment”

Presented: “Pinterest in Education, 2012 TASTE”

Served: Graduate Council
Library Advisory Committee
Library Development Committee

Liaison: Communication Studies
Mass Communication
Management
Leadership Studies

Government Documents

Federal and State Government Documents Depositories

Annual Selection, 2011-12

These are the items de-selected from the federal depository, effective the fiscal year 2011-2012. Proposed De-selections 2011

Agriculture Department

Food and Nutrition Service
A98.17: Study of WIC Participant and Program Characteristics (biennial) 0074-A-05

National Oceanic and Atmospheric Administration
C55.49/4: NOAA Coastal Ocean Program, Project News Update (quarterly)

Health and Human Services Department

Substance Abuse and Mental Health Services
**Homeland Security**  
Federal Emergency Management Administration  
HS5.102: General Publications

**Interior Department**  
Geological Survey  
I 19.53/2: Water Resources Data for Hawaii MF 0619-E-11  
I 19.53/2: Water Resources Data for Idaho MF 0619-E-12  
I 19.53/2: Water Resources Data for Louisiana MF 0619-E-18  
I 19.53/2: Water Resources Data for Michigan MF 0619-E-22  
I 19.53/2: Water Resources Data for North Dakota 0619-E-34  
I 19.53/2: Water Resources Data for Rhode Island MF 0619-E-35  
I 19.53/2: Water Resources Data for Outlying Areas 0619-E-39  
I 19.81: 7.5' Series (New York) P 0619-M-32

**Labor Department**  
Labor Statistics Bureau  
L 2.117/2: Employment Cost Index for Northeast (quarterly) 0769-K  
L 2.136: Special Publications (series) 0769-A-02  
L28.9: Digest and Decisions of the Employees’ Compensation Appeals Board (annual) 0745-A-06

**Social Security Administration**  
Comptroller of Currency  
T 12.2: General Publications (no format listed)

**Transportation Department**  
Research and Special Programs Administration  
TD 10.2: General Publications 0982-K-02

**National Highway Traffic Administration**  
TD 8.22: NHTSA Technical Reports (irregular) 0982-D-19  
TD 8.61: Crashworthiness Research News 0982-C-35

**National Advisory Council on Indian Education**  
Y 3.IN 2/10:1 Annual Report (MF) 1070-B-05

**The Corporation for National and Community Service**  
Y3. N 21/29:10 Directories (MF) This class is also collected by ACM 1089-U-10

**2012**  
No items were de-selected in 2012. These items were added in 2012, effective the 2012-13 fiscal year.

Education Department  
ED 1.26/2: Semiannual Reports to Congress on Audio Follow-Up (microfiche) 0455-L-01  
ED 1.73: Forms (print) 0455-B-15  
ED 1.80: Working papers (series) 0455-B-21

**Statistics**


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Federal Government Documents

The Federal Government Documents area on Floor 2 has a new look. The file cabinets containing our collection of folded maps were moved from this area and placed in the State Documents section.

Maryland State Documents

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<th>New titles</th>
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</tbody>
</table>

State Documents

The major development in the depository of Maryland State Documents is the organization and presentation of a fair number of documents in electronic form. The online repository, created in spring 2012, collects, at the time of this writing, nearly two thousand documents in electronic form, previously available only at the websites of various agencies.

At the time of this writing, the URL for the depository is [http://mdstatedocs.slrc.info/](http://mdstatedocs.slrc.info/).
TRAINING AND DEVELOPMENT

Transportation Forum

MaryJo Price and Pam Williams attended the Transportation forum, “Cumberland by Road, by Rail, by Water” sponsored by the Allegany Museum, Allegany Historical Society, C&O Canal Assoc., the City of Cumberland, the Cumberland Road Project, the Gilchrist Gallery, and the National Park Service. Presenters covered the area’s transportation history marked by the 200th anniversary of the ground breaking for the first federally funded road in America, the Cumberland/National Road. Other transportation highlights included the western terminus of the Baltimore & Ohio Railroad from 1842 to about 1850 at Cumberland as well as the Cumberland & Pennsylvania, the Western Maryland, the Georges Creek and the Pennsylvania Railroad. Cumberland was a busy boat building center and transfer point for the coal from the Western Maryland mines being shipped east along the canal waterway with the terminus of the Chesapeake and Ohio Canal.

Braddock Road Preservation Fall Conference

The Braddock Road Preservation Association at Jumonville, Pennsylvania, requested that MaryJo design a display of the John Kennedy Lacock materials for their fall conference. She selected the most appropriate materials and brought the items to the conference for display. A major part of the display centered on scanned images of the Lacock glass slide presentation. The conference included a the bus tour from Jumonville to Braddock, Pa, the scene of the confrontation between the French/Native Americans and Braddock. It was the first attempt of the British to control Ft. Duquesne. The tour provided invaluable information on this military landmark of the French and Indian war in 1755.

ASA Conference

MaryJo also attended the Appalachian Studies Conference “The Wide Reach of Appalachia” at Indiana University, Indiana, PA. This was the first time that a national ASA conference had met anywhere to the north of Morgantown, West Virginia. Exposure to the variety of Appalachian themes and experts, as well as conversations and discussions of topics on mountain top removal, provided information and resources not previously available.
Maryland Library Association (MLA) Annual Meeting

Theresa Mastrodonato attended the MLA annual meeting in Ocean City, Maryland on May 10 and 11, 2012. Major conference sessions that were attended included understanding the differences between face-to-face reference questions and online/chat reference questions, discovery tool use as seen through user interaction, and utilizing Google+ in the classroom. The Google+ demonstration included a speaker presenting their part of the program using Google Hangouts. Theresa also attended a session on how one library was using qualitative data analysis in library surveys and focus groups to help with making library decisions to add or improve library services.

Center for Teaching Excellence (CTE): Summer Retreat

Theresa Mastrodonato attended the CTE Summer Retreat entitled “Scholarship of Teaching and Learning” on June 13th in the Lane Center on the Frostburg State University campus. The goal of the session was to get faculty thinking about the type of research that can be done on campus and to generate research partners among the faculty. The major sessions for this retreat included a discussion of the Institutional Review Board and its process for approving research on human subjects. They also included strategies for combining teaching and research by using work you are doing in the classroom as subjects for your research papers. The retreat had a good mix of faculty from the different departments across campus.

Library Management Division of MLA

Pam Williams attended the Leaders, Recharge workshop presented by the Library Management Division of Maryland Library Association on October 27th. The morning session was led by Rayna Schroeder who offers workshops in the series, Joy of Life Coaching. She provided participants with exercises that would reveal degrees of emotional intelligence. These exercises enabled participants to understand that effective communication needed to consider the emotional intelligence of the receiver of the message. Both the form and the content of the message should be affected by the receiver.

Afternoon sessions involved Elizabeth Cromwell with advice for interacting with news media and Dolores Maminski, Associate Director of Frederick County Public Libraries, and James Kelly, Assistant Director for Public Services of Carroll County Public Library, with suggestions for strategic planning.
TASTE 2.0 Pinterest Presentation

Pinterest is a visual social-bookmarking site. A member of the Pinterest Community creates "boards" on which to pin graphic images that link back to their origin on the web. When a member logs in he gets newly pinned material from the members he is following or from their individual boards he is following.

This link http://pinterest.com/junderground/ will access a sample set of boards created by Jeff Maehre, who presented the Pinterest session.

National Coalition Building Institute Training

Gigi O’Baker participated in the three-day “Leadership for Diversity, Equity and Inclusion Train-the-Trainer” workshop held on August 8, 9 and 10, 2012. This training was hosted by the FSU Campus Affiliate chapter of the National Coalition Building Institute (NCBI). The training consisted of a series of incremental, experiential activities that fine-tune leadership skills necessary to build inclusive environments and increase cultural competence. Participants of this workshop were also required to attend the four-hour National Coalition Building Institute’s pre-training session held on August 9, 2012.
Federal Depository Library Program Conference

In Oct. 2011, depository coordinator, Jeff Maehre attended the FDLP annual conference in Arlington, VA. Topics included a plan on the part of the FDLP to revise Title 44, which makes provisions for the existence of the FDLP.


After attending the Depository Library Conference, Jeff Maehre reported that the United States Geological Service would no longer distribute print copies of topographic maps. They will be distributed as GeoPDF formats and will be accessible electronically. The website for accessing these maps is shown to the left.

Access this website at: http://nationalmap.gov/
Maryland State Data Center

Maryland State Data Center and Maryland State Depository Conference and Workshops

Maryland State Data Center

Jane Traynham, Manager of Maryland State Data Center, organized a November 2011 affiliate meeting in Baltimore that mapped out the data available from the State Data Center website. Presentations were later posted on: http://planning.maryland.gov/msdc/Affiliate_Meeting/2011/SDCmeeting2011.shtml.

Towson University’s Albert S. Cook Library hosted a workshop on mining Maryland data on June 7, 2012 that provided the opportunity for affiliates to access data from the website through hands-on activity after a demonstration.

Maryland State Depository

The Enoch Pratt Free Library in Baltimore hosted the annual state depository conference in October. The main topic of this conference was development of an online repository of state documents.

Darcell Little, Manager of the Documents Unit of the State Publications Depository & Distribution Program at Enoch Pratt Free Library/State Library Resource Center called a meeting of SDDP members on November 8, 2011 to investigate:

- Monthly listing of electronic documents
- Revision of the subjects covered in the electronic repository to include Chesapeake Bay, Environmental Education and statistical information
- Decrease the effort to distribute print publications.

Website for this new digital collection of state documents is available at http://mdstatedocs.slrc.info/cdm/landingpage/collection/mdgov
Virtual Worlds of Best Practices in Education 2012 Conference

Dr. Henry participated in two professionally rewarding events during FY 2012 in the multi-user virtual environment (MUVE) of Second Life.

In March, Dr. Henry attended VWBPE 2012 – Virtual Worlds Best Practices in Education Conference, a three-day event in Second Life. The theme of the conference was “Be Epic” and was attended by educators from around the world. Dr. Henry attended fifteen of the many concurrent conference sessions dealing with a wide variety of topics, such as twenty-first century literacies and fluencies, enhancing training activities in virtual worlds, and engaging students through role-play scenarios. Dr. Henry also attended a hands-on workshop for creating machinima (filmmaking in virtual world environments).

Machinima for Educators

As a follow up to the VWBPE conference, Dr. Henry participated in the VWBPE Machinima for Educators MOOC (massively open online course), a two week production-based course for creating machinima in virtual worlds. Many aspects of machinima were covered, including film techniques, storyboarding, and video editing with a variety of software products. Classes met in Second Life and assignments were submitted via the P2PU (Peer-to-Peer University) platform. Outcomes from this course helped Dr. Henry become more confident with video production techniques that could be used in other contexts, such as creating library online tutorials.
PUBLIC SERVICE STATISTICS

Percentage of 11-12 Reference Desk Coverage

Total Reference Desk Hours July 2011 – June 2012

Position Information Files designate desk service at about 30% for reference librarians. The total number of desk hours worked by each reference librarian is illustrated in the chart to the left.

Percentages of desk services are based on a 40-hour week, with a yearly total of 2080 hours worked as illustrated in the chart to the left.
### Five-Year All Service Areas Comparison – Breakdown of Transaction Types

<table>
<thead>
<tr>
<th>FY Year</th>
<th>Dir</th>
<th>Info</th>
<th>Instruct</th>
<th>Research</th>
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<td>07-08</td>
<td>10,250</td>
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<td>2,974</td>
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<tr>
<td>09-10</td>
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<td>796</td>
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<tr>
<td>10-11</td>
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<td>2,685</td>
<td>673</td>
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<td>11-12</td>
<td>9,406</td>
<td>2,690</td>
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## Special Collections 2011 – 2012 Monthly Breakdown

<table>
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<th>Instructional</th>
<th>Research</th>
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<tr>
<td>Sep-11</td>
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<td>38</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Oct-11</td>
<td>4</td>
<td>26</td>
<td>11</td>
<td>2</td>
</tr>
<tr>
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<td>Apr-12</td>
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<td>58</td>
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</tr>
<tr>
<td>May-12</td>
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<td>25</td>
<td>12</td>
<td>3</td>
</tr>
<tr>
<td>Jun-12</td>
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<td>Totals</td>
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<td>399</td>
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<td>23</td>
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</tbody>
</table>

### Special Collections 2011 – 2012 Monthly Breakdown Chart
2011 – 2012 Lib Ref

Lib Ref Questions Per Month 2011-2012

Five Year Lib Ref Comparison

<table>
<thead>
<tr>
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</thead>
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<td>16</td>
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<tr>
<td>June</td>
<td>14</td>
<td>15</td>
<td>9</td>
<td>14</td>
<td>9</td>
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<td>Yearly Totals</td>
<td>186</td>
<td>227</td>
<td>234</td>
<td>225</td>
<td>236</td>
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</table>
Maryland AskUsNow

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of Questions Asked by FSU Students</th>
<th>Number of Questions Answered by Library Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>01-12</td>
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<td>3</td>
</tr>
<tr>
<td>02-12</td>
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<td>26</td>
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<tr>
<td>03-12</td>
<td>15</td>
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<td>04-12</td>
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<td>05-12</td>
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<td>9</td>
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<tr>
<td>06-12</td>
<td>3</td>
<td>7</td>
</tr>
</tbody>
</table>
Theresa Mastrodonato and MaryJo Price collaboratively worked on the coordination and design of the displays for floor three. Following a set schedule for the entire year, they matched celebrations on campus, in the community, in the nation, and worldwide.

Theresa pulled the supporting information, documents, images, and other materials for the cases. MaryJo, with input from Theresa, arranged the materials in the cases. The displays continued to catch the attention of students, staff, faculty, and community users during the year.

Displays for the cases on floor three changed several times throughout the year.

The displays included:


National Stress Awareness Month was celebrated in April. The display included an interactive board where library users put the way they de-stress.

During the month of May, library users viewed information on Freedom of the Press in honor of World Press Day.
Hoska Displays

September 11, 2011 celebrated the tenth anniversary of the attack on the World Trade Centers. Materials were loaned by President Jonathan Gibralter and Vice President for Economic & Community Initiatives, Stephen Spahr.

In recognition of Black History Month, the Hoska case displayed artifacts from the African Collection donated by Dr. Gary Horowitz. Items included dolls, statues, a wool blanket and masks. Photo not provided.

Other Displays - Floor Four & Five

The floor five displays celebrated Constitution Day in September and Irish American Month in March. Both of these displays recognize legislative mandates from Congress.

**LIBRARY CODE OF CONDUCT**

Welcome to the new semester! We have a lot of people in the building already--great! Be sure to familiarize yourself with our updated Code of Conduct. See the signs in the building--grab a bookmark at the circ desk or reference desk!

Posted by Jeff Maehe at 5:49 PM
Labels: Fall 2011, library conduct

**Course-Specific Electronic Guides**

Sometimes you’re not here to ask us for help. Our webpage features many tools to help you wherever you are. In addition to our guides to various topics and FSU programs, we are now in the process of rolling out several course-specific research guides:

- International Business 330
- English 101--Maehe
- MCOM 105
- MCOM 346
- Surf’s up!

Posted by Jeff Maehe at 4:01 PM
Labels: English 101, International Business, Libguides, Mass Communications, online reference guides, online tools, research guides, research tools, subject guides

Two examples of entries posted by Jeff Maehre describing changing library code of conduct policy and new online class resources are pictured on this page.
The Library News Blog also included a subseries of postings featuring online reference resources identified as Featured Online Resources (FOR's). Jeff Maehre and Theresa Mastrodonato posted regular entries for the FOR series.

The posting below announced the new online repository for Maryland state documents.

**Monday, April 2, 2012**

MD Government Documents Digital Collection

This week's Featured Online Resource is the State Publications Depository and Distribution Program's new digital collection. This is a collection of full-text documents, usually downloadable in PDF form, published by "Maryland State Agencies, Executive Commissions, Task Forces, and Interstate Agencies and covers subjects of interest to consumers and researchers alike."

Pictured, left, is the 2010 Data Book from the Maryland Higher Education, a 58-page PDF filled with numbers such as student enrollment, retention rates, etc. for colleges and universities in the state.

It serves as one example of government-created information available. A user will also find grant reports, reports on various bodies of water and other ecosystems, proposed regulations, etc. The depository is searchable and browsable, with links to sub-depositories.

Posted by Jeff Maehre at 10:45 AM

Labels: digital depositories, gov docs, state docs

All Library News entries were archived and are available at Library News Blog 2011.
Special Events

Service Recognition

Jeff Maehre and Gigi O’Baker were recognized for providing 5 years of continuous Service with a customized FSU mug.

Holiday Happenings

Library faculty and staff donated food for Thanksgiving food baskets to be distributed in the community.

Library faculty and staff donated items and prepared holiday gift bags for student workers that assisted in the library.
FUTURE DIRECTIONS

✓ EDS Implementation
Randy Lowe called the first meeting of the EDS Implementation Team on June 26, 2012. He served as Chair and led the team consisting of Pam Williams, Theresa Mastrodonato, Sean Henry and Virginia Williams on the implementation effort that will continue into the next fiscal year.

✓ Digital Reference Collection Development
An increasing number of online courses need online reference resources. CREDO is emerging as a viable subscription with Maryland Digital Library pricing at $5,385.00 for FY13. Ron Clark compared titles offered by CREDO with existing print titles and discovered that 87% of the titles offered in the package would be new titles for the Ort Library. A final decision will be made in FY13.

✓ Government Documents
Both the federal depository and the state repository are dropping print titles and moving toward electronic versions creating complex management issues for document collections.

✓ Derecho June 29, 2012
A severe wind storm in our area prompted MaryJo Price to investigate the implication of wind damage for the existing library disaster plan.

✓ Rare Book Room and Media Inventories
Following the shifting of RBR materials, MaryJo Price and Ron Clark plan to complete an inventory. In the Media Areas, Gigi O’Baker and Ron will also complete inventories of the Juvenile Collection, TMC Collection and DVD collection over the next year.
APPENDICES

SUPPORTING DOCUMENTS CD

USER SERVICES

Reference Services
Ref Activity Sheets 11-12
Ref Desk Schedules 11-12
Fall 11 Weekend Schedule
Spring 12 Weekend Schedule
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Chat Reference Handout
Chat Reference Plan
Libraryh3lp Status Update
Maryland AskUsNow Shadowing Schedule

Coll Dev
2012 Ref Collection Development
Highlighted Reference Titles

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2012 General Checklist
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2012 Spring Student Schedule

Library Instruction
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11-12 Instructors

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State Monthly Stats 11-12
GDap1

ANNUAL STATISTICAL REPORT
SBHE One year 11.1 Service Stats Report
Refdeskhhrsgraph
Public Service Desk Graph
Reference Desk Hours 11-12

FIVE-YEAR STATISTICAL REPORTS
SBHE Five yr. Comparison All Service Areas
Analysis of All Public Service Desk Transactions