Library User Services Division
Lewis J. Ort Library
Annual Report
2012 - 2013
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HIGHLIGHTS FOR USER SERVICES 2012 - 2013

- Added CREDO Reference database
- Converted Frostburg Mining Journal from Microfilm to DVD
- Provided sources of information during federal government shutdown
- Attended
  - Mid-Atlantic Regional and Archives Conferences
  - West Virginia Library Association Conference
  - Computers in Libraries Conference
  - Association of College and Research Libraries Conference
  - Braddock Road Preservation Association 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
- Jasmine Branch, State Student Worker, Fall 2012 & Spring 2013
- Zach Burkhardt, State Student Worker, Fall 2012 & Spring 2013
- Scott Gao, State Student Worker, Fall 2012 & Spring 2013
- Wesley, Jacobs, State Student Worker, Fall 2012
- Thomas James, State Student Worker, Spring 2013
- David Knox, State Student Worker, Fall 2012 & Spring 2013
- Oscar Lomibao, State Student Worker, Spring 2013
- Jeremiah Miller, Federal Student Worker, Fall 2012 & Spring 2013
- Alison Reinhardt, State Student Worker, Fall 2012 & Spring 2013
- Devin Roy, State Student Worker, Fall 2012
- Jarred Sleets, Federal Student Worker, Fall 2012 & Spring 2013

MaryJo Price, Special Collections/Reference Librarian, Librarian IV
- James Coppedge, State Student Worker, Fall 2012 & Spring 2013

Dr. Seán Henry, Coordinator of Library Instruction,
Library Webmaster/Reference, Librarian III
- Brian D. Neumyer, State Student Worker, Fall 2012 & Spring 2013

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

Lisa Hartman, Government Documents Supervisor, Reference Librarian I, March 21, 2013-
Ron Clark, Library Technical Assistant II
- Andrea Shaffer, Western Maryland Consortium Summer Youth Activities Participant

User Services Fall Division Meeting
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
Alleghany County Historical Society
Mineral County Historical Society, Treasurer and Board Member,
National Association of Women in the Arts
Frostburg Museum Association
Western Maryland Archeological Society

Chaired: User Services Meetings
Search for Reference Librarian I: Government Documents

Served: Faculty Appeals Committee 2011-
FSU Foundation, Special Gifts Committee
FSU Code of Conduct Panel Member
Library Director Search Committee
Library USMAl EDS Implementation Team
Library Development Committee Library Web Development Team
Assumption Parish Council

Liaison: English
Engineering
Physics

Dr. Gillespie, Jarred Sleets, and Pam Williams celebrate Jarred’s graduation.
Reference Electronic Collection Development

GVRL

Library faculty collaborated to expand online reference resources available remotely to FSU faculty, staff and students by selecting titles from Gale Virtual Reference Fall Sale list (GVRL).

A previous selection process had targeted adding digital titles to complement existing print titles in the reference print collection. The goal this year was to further enhance reference titles available remotely. Each library faculty member selected titles from the complete sale list; sixty-one different titles were identified. Those selections were combined on a spreadsheet and sorted to identify titles selected by more than one librarian. Twenty titles (128 volumes) selected by at least two librarians were ordered for the discounted price of $4,000.

Credo Reference

In addition to GVRL, the online Credo Reference package was offered to Maryland Digital Library partners for fiscal year 2014 for $5,318. Titles included in this online package represented broad multidisciplinary coverage that provided resources for multiple departments and interdisciplinary programs on campus. A catalog check of library holdings revealed that only eighty-two of the 590 package titles were duplicated by either print or e-book titles already in the collection. Credo was ordered for the consortia pricing.

Both GVRL and Credo represent digital reference titles that were permanently added to Ort Library resources and available through the catalog and Research Port both onsite and remotely.

Print Reference Collection Development

New or updated print reference titles acquired during the year are listed in the table below. In addition we purchased a privatized document, 2013 Statistical Abstract of the U. S.

<table>
<thead>
<tr>
<th>Updated Titles</th>
<th>New Titles</th>
</tr>
</thead>
<tbody>
<tr>
<td>DSM-5</td>
<td>Complete Costume Dictionary</td>
</tr>
<tr>
<td>Bartlett’s Familiar Quotations</td>
<td>Encyclopedia of National anthems</td>
</tr>
<tr>
<td>MLA Literary Research Guide</td>
<td>Space Atlas</td>
</tr>
<tr>
<td>Bluebook: A Uniform System of Citation</td>
<td>Encyclopedia of World Dress &amp; Fashion</td>
</tr>
<tr>
<td>Tests: A Comprehensive Reference for Assessments in Psychology</td>
<td>Directory of Venture Capital &amp; Private Equity Firms, Domestic &amp; International</td>
</tr>
<tr>
<td>Education and Business</td>
<td>Latin American Dictionary</td>
</tr>
<tr>
<td>Publication Manual of the APA</td>
<td>An American Political Archives Reader</td>
</tr>
</tbody>
</table>
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
Cresap Chapter, Daughters of the American Revolution
Delta Zeta
Frostburg Museum
Genealogical Society of Allegany County
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

Served: Cooley Family Association of America, Historian
Council of the Alleghenies, President
Cultural Events Series, Volunteer Usher
Daughters of the American Revolution, Librarian
Delta Zeta, Initiation Advisor
Frostburg Museum, Volunteer Deaccessioning Committee
Judicial Hearing Board, Panel Member
Library Development Committee
Library Evaluation Committee, Alternate
Library Review Committee, Chair
Library Web Development Committee
MARAC, Program Committee, Spring 2013 meeting
MARAC, Coordinator of Vendors, Spring 2013 meeting
Maryland Master Gardener, Allegany County volunteer
Sigma Alpha Iota, Co-Advisor

Liaison: Chemistry
Geography
Music
Nursing
African American

MaryJo Price instructing students in a geography class.
Instruction and Research Projects in Special Collections:

The 2012-13 year ended with major use by three University classes using the Special Collections for in-depth research for class assignments. I coordinated with two professors in English and History to assist them in broadening the scope of their students’ research. The classes taught at Frostburg State were “Realism and Naturalism,” (English 376) and “Women in Literature,” (English 450) taught by Dr. Amy Branam and “The U.S. in the 20th Century, 1945 – Present” (History 467) taught by Dr. Greg Wood. These sessions with the two professors required teaching an introductory session with all the students and then meeting with each of the students throughout the semester for English 376 and History 467. While collaborating with Dr. Branam and Dr. Wood gave the students an opportunity to use unique resources, scheduling time for the students presented a challenge. This was an excellent opportunity to expose the students to a variety of sources, and I look forward to working with the professors in the future.

Continuing with promotion of the Special Collections and its resources, I connected with Matthew Ravenscroft, History Teacher at Mountain Ridge High School, for the Historical Research Methods students to use the resources of the Special Collections and the Rare Book Room for information on their research project culminating in the DVD “200 Years of Mountain City Memories.” The students spent about three hours one Tuesday locating initial information and resources, expressing surprise that such interesting and old sources existed. I provided instruction and guidance for their research and had the honor of being among those interviewed for the DVD. The viewing was held in May at Mountain Ridge with the students donating a copy of the DVD to the library. Matthew Ravenscroft has requested to continue using Special Collections for the students’ research on future projects.

Instruction

The two major areas of instruction included the two liaison areas of music and geography. Dr. Jim Lyons, music, had his students in the library for two different segments of library learning. I provided an instruction session going over basic search strategies, Library of Congress classification, and general library tips. A few weeks later, the students returned to spend their time in the “M” section of the library looking for scores, biographies, theory, teaching techniques, etc. within the stacks.

Dr. Fritz Kessler brought his Geography 310, “Introduction to Cartography,” students to the library for an instruction session to locate resources for their mapping project. Each semester the theme changes which gives me an opportunity to increase my research and teaching skills.
Research requests during the year offered challenges with two doctoral candidates using Special Collections for information needed for their dissertations. They needed resources on three past presidents of the University, history of the University and the town, and an overview of the area’s history, culture, and economy. Another research question surfaced with the dedication of Braddock’s Stone.

A search for Smyth’s Inn, named on the stone, ended in locating where the tavern had been and unearthed the history of Redstone/Old Fort in Fayette County, PA. This research assisted several residents preparing presentations for the Frostburg Bicentennial Celebration in September.

Special Collections Projects

The project with Crowley Company, Frederick, Maryland for digitization of the Frostburg Mining Journal continues to progress.

Rachel Pincus, the Crowley representative, provided a tour of the facility for Theresa Mastrodonato and me.

Rachel demonstrated the various levels of options for OCR (Optical Character Recognition), arrangement of issues and pages, and the variations visible from the microfilmed images of newspapers. As we move into Fiscal Year 2013-14, the project is very close to completion.
Dr. Seán Henry

Title: Library Webmaster/Coordinator of User Education
Reference Librarian III

Member: Special Libraries Association (SLA)
Maryland Chapter, 2011 Past-President
Academic Division
Gay, Lesbian, Bisexual, and Transgendered Issues Caucus
Virtual Worlds Advisory Board Director
American Library Association (ALA)
Association of Virtual Worlds

Chaired: USMAI User Interface Task Group, 2013 Co-Chair
Library Web Development Team

Presented: Workshop Facilitator:
OneSearch: Come Along on a New Journey of Library Research Discovery!
12th Annual Technology and Strategies for Teaching Excellence Conference,
Frostburg, May 2013.

Served: FSU Faculty Promotion and Tenure/Permanent Status Subcommittee (Secretary)
FSU Social Media Group
FSU Distance Education Advisory Group
FSU Blackboard Mobile Implementation Group
USMAI Next Generation ILS Working Group
Frostburg Palace Theatre Board of Directors (Secretary)
SLA Maryland Chapter Webmaster
SLA Maryland Discussion List Coordinator

Liaison: Accounting
Marketing and Finance
Economics
Management
Foreign Languages and Literatures
Philosophy

Dr. Seán Henry Teaching in the LIC
Library Instruction

Library Instruction in Fiscal Year 2013 comprised 169 total instruction sessions involving 3,120 students and 171.51 library instruction contact hours. This reflected an approximate 4% overall increase in the number of sessions from the previous academic year. Fall 2012 saw an increase of 19.5% and Spring 2013 a decrease of 16% respectively over the semesters of the previous fiscal/academic year. Fluctuations in the number of library instruction sessions are often influenced by the number of student enrollments as well weather delays and closings in the early Spring semester.

Six librarians conducted instruction sessions during the 2012/2013 academic year, and the following chart shows the number of instruction sessions conducted per librarian. We were glad to welcome Lisa Hartman to the instruction librarian team in Spring 2013.

A total of 49 Freshman Orientation (ORIE) 101 tours were conducted in Fiscal Year 2013, an increase of 63% from Fiscal Year 2012, when 30 sessions were conducted. Theresa Mastrodonato did an outstanding job of marketing library instruction to ORIE instructors and developing methods to actively engage ORIE 101 students in the library.
Fall 2012 and Spring 2013 information Literary surveys administered to first-year English Composition students achieved an overall correct response rate of 79.5 (77.5% and 81.5% respectively for Fall and Spring). This overall correct response is well above the 70% benchmark, and the unprecedented Spring 2013 correct response rate of 81.5% is the highest ever.

A total of 657 students in 38 English 101 sections and two English 111 sections completed surveys in 2012/2013.

Dr. Seán Henry assisting students during a history class.
Web Development

Library Website

During 2012-13, Dr. Henry and his student assistant Brian Neumyer maintained and updated the library website after its complete redesign in 2011-12. The biggest challenge of 2012-13 was to integrate the EBSCO Discovery Service OneSearch query box as part of the library website home page. EBSCO developers provided code to generate a tabbed content box incorporating a query box, but that code was not completely compatible with Mura, the system FSU uses to administer and display Web content. After a lot of troubleshooting, Dr. Henry, assisted by experts in the Department of Academic Computing and Instructional Technologies (ACIT), was able to generate a functional tabbed content box featuring OneSearch functionality, but it was still extremely difficult to maintain and update in Mura. At the end of 2012-13, there were plans underway to replace this “glitchy” tabbed content box with a more stable alternative programmed directly in Mura by ACIT’s newly-hired Web Application Engineer, Jeremy Spencer-Garlitz. According to Google Analytics information, the library website received 79,130 visits in 2011-12 from 26,292 unique visitors. This is a 122% increase in the number of unique visitors from 2011-12, but such a large rate of increase may be the result of incomplete statistics in 2011-12. Tuesday, April 30, was the busiest day for site traffic with 660 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 (25,355 and 11,993 page views respectively).

LibGuides

LibGuides are used actively as online subject research guides, specific course guides, and important library policy pages. As of the end of 2012-13, there was a total of 160 LibGuides in the Ort Library account. There were 18,848 visits from 12,339 visitor (49.41% and 59.65% respective increases over
Aside from the frequently used navigation and directory pages in LibGuides, the most frequently visited pages were the Library Hours page (3,671 page views), Databases Available to the FSU Community (2,307 page views), and the gateway to the Ort Library Mobile Site hosted on the LibGuides platform (1,757 page views).

Mobile Presence

As mentioned above, the Library's mobile-friendly website hosted on the LibGuides Mobile Site Builder received 1,757 page views. Since July 2012, it has been the Library portal link in the Frostburg2Go smartphone application and updated to give the EBSCO Discovery Service OneSearch access, supplanted WorldCat@FSU, which never worked very well in the Frostburg University mobile environment.

Library News and Events Blog

Thanks to Theresa Mastrodonato's and Lisa Hartman's relevant blog entries and updates (plus an occasional blog entry by Dr. Henry), the Library News and Events blog stays current and received 975 visits from 749 unique visitors in 2012-13, according to Google Analytics. Unfortunately the numbers of visits were down 38% compared to 2011-12, but better results are expected in 2013-14! In 2012-13, the two most visited blog entries were about plagiarism (Oct. 3), and an extended library hours announcement (April 30), both posted by Theresa Mastrodonato.

Twitter

The Ort Library's micro-blogging Twitter profile @LibFSU continues to be an effective vehicle to push out content from the Library News and Events blog posts and other library announcements and information to a wide audience. It is evolving to be a more immediate vehicle for sharing library news via social media than the blog. Several @LibFSU Twitter posts were "re-tweeted" by @frostburgstate (official FSU News channel on Twitter), and Dr. Henry took the initiative of contacting and following the official Twitter profile for the FSU Class of 2017 shortly after the June 2012 "Preview FSU" sessions, almost doubling the number of @LibFSU followers from 34 to 75 in the last weeks of the fiscal year. During 2013-14, Dr. Henry will investigate ways to accurately capture Twitter account activity via analytic applications.
Theresa Mastrodonato

Title: Coordinator of Library Instruction for First Year Students
Reference Librarian I

Member:
- American Library Association (ALA): 2005 – present
- Western Pennsylvania/West Virginia Chapter ACRL: 2013 – present
- Frostburg Museum: 2012 – present
- Council of the Alleghenies: 2012 – present
- Western Maryland Chapter of the Archeological Society of Maryland: 2012 – present

Served:
- Liaison for Frostburg State University to Maryland AskUsNow!
- Elected to serve as member of Faculty Handbook Committee
- Volunteered to serve as Chair of Library Advisory Group (Spring 2013)
- Elected to 2-year term for Library Advisory Group
- Serve as Board Member for Frostburg Museum

Liaison:
- Biology
- Computer Science
- Mathematics
- Recreation and Parks Management
- Interim for Communication Studies and Mass Communication

ORIE 101 Instruction Classes

During fall semester 2012, all 50 of the ORIE 101 classes were required to have their students attend a library instruction session. For the fall semester 2012, 47 (94%) of the 50 ORIE 101 sessions came into the library for an instruction session. The total number of students who came in for a library instruction session for ORIE 101 was 737, which was an increase of 29% from fall 2011 in the number of students having a library instruction session for ORIE 101.
The scavenger hunt format for the ORIE 101 library instruction sessions worked so well during fall 2011 that the format was continued into fall 2012. Each team (usually 4 students) was asked to find resources in the library in the stacks, reference collection, and print periodicals. Additionally, the teams were asked to find places in the library, such as group study rooms and the media desk. As in the previous year, a generic scavenger hunt was created for those classes that wanted a more general introduction to the library. However, each instructor was offered the opportunity to have the scavenger hunt focus on a specific topic that was being covered in class. For example, one ORIE class focused on topics in computer science and e-book access.

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Classes</th>
<th>Fall 2011, 67% of ORIE classes came for a library instruction session.</th>
<th>Fall 2012, 94% of ORIE classes came for a library instruction session.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>49</td>
<td></td>
<td>33</td>
</tr>
<tr>
<td>2012</td>
<td>50</td>
<td></td>
<td>47</td>
</tr>
</tbody>
</table>

ORIE Student Group
Maryland AskUsNow!

The 2012-2013 academic year was the first full year of the Maryland AskUsNow! 24/7 chat reference service. From July 2012 through June 2013, 160 FSU students asked questions using the service. During the same period, librarians chatted with 105 students, both at FSU and within the state of Maryland. September (22), October (36), and November (29) were the busiest months during the academic year for student use of the service.

During September 2012, a display highlighting Maryland AskUsNow! was created. This display focused on the service and illustrated how to access the service through the library’s home page. Additionally, at the beginning of the fall and spring semesters, a blog posting was created highlighting Maryland AskUsNow! Finally, during each ORIE 101 library instruction session, students were provided a bookmark highlighting Maryland AskUsNow! and how to access the service.

Library Blog

Theresa Mastrodonato and Sean Henry continued providing a new Featured Online Resource to students through the library blog. Some Featured Online Resources for the 2012-2013 academic year included The Museum of Modern Art (MOMA), Google Scholar, and Congress.gov. Lisa Hartman has also agreed to create Featured Online Resource postings for the library blog.

Additionally, posts were created by other librarians to introduce new displays on 3rd and 5th floors. Randy Lowe created a post on October 19, introducing the library’s new discovery tool, OneSearch.
**Lisa Hartman**

Title: Government Documents Coordinator  
Reference Librarian I

Member: American Library Association  
Association of College and Research Libraries  
Reference & User Services Association  
Government Documents Roundtable  
Pennsylvania Library Association  
Maryland Library Association

Facilitated: Hosted Mary Spalding & Appalachian Disaster and Emergency Health Information Outreach Workshop (FSU, 6/25/13)

Served: Elected to Faculty Development and Sabbatical Committee

Liaison: To be determined.

**Government Documents**

The Government Documents department experienced personnel changes in 2012-13 due to the departure of Jeffrey Maehre in July 2012. Processing and maintenance of the Federal Depository Library Program documents were uninterrupted, due to the responsible performance of Ron Clark, Media and Government Documents Technician.

**Departure of Jeff Maehre**

Jeff Maehre, who had served as the Government Document Supervisor since 2007, accepted a new position at Eastern Michigan University and was feted to a farewell reception on August 9, 2012.
Reference Librarian I/Government Document Supervisor Search

The search to fill the vacant government document position began September 11, 2012. The Search Committee consisted of Pam Williams (Chair), Dr. Sean Henry and Virginia Williams. The committee revised the application rubric sheet, reviewed 97 applications, conducted 11 telephone interviews and four onsite interviews. Lisa A. Hartman was hired March 21, 2013.

Federal Documents

GPO Survey

Completed on 8/27/2012.

Congressional Records Project

A request for information from the Beall Archives concerning a local World War II veteran, “Bull Evans,” led to the discovery that the Ort Library catalog contained only a portion of holdings for the Congressional Record. Pam Williams met with Virginia Williams on cataloging the complete print and microfiche holdings for the Congressional Record.

In order to complete the project Gigi O’Baker designed a spreadsheet to inventory the library holdings and Ron Clark worked with student workers to document the actual holdings. After the shelf inventory, Virginia Williams completed the catalog record illustrated above.
In addition to providing catalog access, Media staff developed a spreadsheet available on the “P” drive that helps to identify missing volumes from the collection and to request them from the “Needs and Offers” on the ASERL database.

Access to an online version dates from September 27, 1996 and is available at http://www.gpo.gov/fdsys/browse/collection.action?collectionCode=CREC

Annual Selection, 2012-13

Three item numbers were added to the FSU selection profile for 2012-13. These will support the new Doctorate of Education program at FSU. No de-selections were made.

Selections:

- 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

De-selections

No de-selections made for 2012-13

Statistics

**Federal Government Documents July 2012 – June 2013**

<table>
<thead>
<tr>
<th>Print Titles</th>
<th>Print Pieces</th>
<th>Microform Titles</th>
<th>Microform Pieces</th>
<th>Transfer Titles</th>
<th>Transfer Pieces</th>
<th>Periodical</th>
<th>CD-ROM Titles</th>
<th>Total Titles</th>
<th>Total Pieces</th>
</tr>
</thead>
<tbody>
<tr>
<td>869</td>
<td>869</td>
<td>1462</td>
<td>2840</td>
<td>347</td>
<td>347</td>
<td>23</td>
<td>6</td>
<td>2416</td>
<td>3794</td>
</tr>
</tbody>
</table>

**State Documents**

No major changes were made in Maryland State Documents in 2012-13.

Lisa Hartman and Andrea Shaffer
Students pictured on this page were responsible for answering directional and informational questions at a public service desk, assisting patrons using microform equipment, shelving resources, working on the microfilm shifting project, working on the DVD/VHS cleaning project, and with other projects as assigned.

<table>
<thead>
<tr>
<th>Name</th>
<th>Duties and Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jasmine Branch</td>
<td>Created bulletin boards, Friday afternoon coverage, Served as backup for coverage on Saturdays</td>
</tr>
<tr>
<td>Zach Burkhardt</td>
<td>Answered computer applications questions, Served as backup for late night coverage, Early morning (7:30 a.m.) opener spring 2013</td>
</tr>
<tr>
<td>Charles Wesley Jacobs</td>
<td>Early morning (7:30 a.m.) opener from fall of 2010 through fall 2012, Took on additional hours during 2012, Graduated Fall 2012</td>
</tr>
<tr>
<td>Haoran (Scott) Gao (Not Pictured)</td>
<td>Provided coverage on Sundays during summer sessions and intersession in 2012 and 2013, Provided coverage on Saturdays fall 2013</td>
</tr>
<tr>
<td>Haoran (Scott) Gao (Not Pictured)</td>
<td>General duties</td>
</tr>
<tr>
<td>Oscar Lomibao</td>
<td>General Duties</td>
</tr>
<tr>
<td>Jeremiah Miller</td>
<td>Watered plants, General duties</td>
</tr>
<tr>
<td>Alison Reinhardt</td>
<td>Friday afternoon coverage, General duties</td>
</tr>
<tr>
<td>Devin Roy</td>
<td>Provided coverage on Saturdays fall 2012 and Spring 2013, Served as back up for late night coverage, Graduated Spring 2013</td>
</tr>
<tr>
<td>Jarred Sleets</td>
<td>General duties</td>
</tr>
</tbody>
</table>

Students pictured on this page were responsible for answering directional and informational questions at a public service desk, assisting patrons using microform equipment, shelving resources, working on the microfilm shifting project, working on the DVD/VHS cleaning project, and with other projects as assigned.
Special Projects

✓ Using a laptop with wireless connectivity, Gigi O’Baker and Ron Clark completed a shelf reading/inventory of the DVD, Juvenile and TMC collections of the Library.

⇒ The DVD collection had six titles that were marked as “Lost” in the catalog. All have been replaced and are now available to library patrons.

⇒ The Juvenile collection was also missing six items. Catalog records indicated that all items were on the shelf. To date, none of them have been located. A request to have the records updated to indicate that these items are missing or lost was submitted.

⇒ The TMC collection did not go as planned. The shelf list first generated actually included all of the suppressed records as well as active records, making it impossible to do an accurate reading/inventory. Gigi and Ron will be doing another inventory of the TMC collection in FY 2014-15 utilizing an updated shelf list that does not include the suppressed records.

✓ Retired Coordinator of Integration and Director of the Office of Minority Affairs, Pansy Atkinson conferred with Pam Williams about the research potential for her stored manuscripts. Atkinson met with Library Director, Dr. David Gillespie, and Suzzane Boyd throughout FY 2012-13 to sort, organize and file materials in archival boxes and to create a finding aid for their content.

✓ Ron Clark assisted MaryJo Price with the inventory of the Special Collections and Rare Book Room. In the Special Collections area, several items were listed as missing and were noted as such. In the Rare Book Room all items were on the shelf. Charles Courtney assisted with checking the list and all areas of the library before the items were listed as missing. Doing inventory also acts as a means of shelf reading and reviewing the content of Special Collections.


All Rare Book Room items were located during the 2010 inventory.
TRAINING AND DEVELOPMENT

West Virginia Library Association Annual Conference 10/10/12

Moving Forward in Customer Service and Collaboration

Marshall University has developed a one service desk design that addresses both IT questions and traditional information/reference transactions. Most of the archive print reference titles had been relocated and were superseded by a core of digital reference resources. The collaborative service continues to evolve and develop and has resulted in an increased exchange of information between librarians and IT staff at Marshall. Presenters indicated that library users were very satisfied with the one service desk model.

What’s in a Name: Provenance as a Research Tool by Stewart Plein of WVU

Plein demonstrated to the library lengthy research on New Adbridgement of the Law by Matthew Bacon (1753) following its donation. After checking WorldCat, auction records and a bookseller’s newspaper ads she determined that the gift book fit the Medium Rare Book category. Additional research on the book’s provenance tied the book to a prominent Morgantown family and the first librarian at WVU. Plein also demonstrated how internal characteristics like the author’s signature, a gift inscription, bookplate and marginalia contribute to its value. Her presentation is available at http://www.academia.edu/.

Attitudes of Gratitude 11/02/12

M.J. Ryan, a well-known life coach, was sponsored by allied health professionals and Allegany College of Maryland to present her “Attitudes of Gratitude” seminar. Ryan’s presentation included reflections on her own life that helped her develop a personal philosophy centered on gratitude. Her presentation included interactive exercises with the large lecture hall of participants who illustrated their responses with their own life reflections.

Ryan proposes that identifying the numerous occasions that should elicit a grateful response helps to create an attitude of gratitude that promotes personal satisfaction and fulfillment regardless of circumstances. She recommends using prompts that will trigger a grateful response. Frostburg Main Street books provided copies of her books to sell to attendees.

Computers in Libraries Conference 04/08/13-04/10/13

Dr. Henry attended the very professionally rewarding 2013 Computers in Libraries Conference held April 8-10 in Washington. DC. The theme of this national conference was “Evolving in New Directions” and Dr. Henry visited several of the many concurrent conference sessions dealing with online reference, Web development, and emerging trends, and issues and challenges. Two very informative sessions that Dr. Henry attended were “LibGuides: Sustaining & Embedding Strategies,” and “Advances in Automation.” The latter session, conducted by the independent consultant Marshall Breeding, was of particular interest, since Breeding outlined the latest product developments of integrated library systems (ILS) and library service platforms, with important points to consider as the Ort Library and the entire USMAI Library Consortium soon migrate to a new ILS platform.
Library faculty at Marshall University presented information about their development of Marshall’s IR from its initial proposal stage outlined by the following link: [http://mds.marshall.edu/lib_faculty/2](http://mds.marshall.edu/lib_faculty/2). In the morning session Zingping Zhan summarized the three year pilot project during which the IR team decided to focus on Faculty Senate Minutes, Board of Governor’s Minutes, the student newspaper, Marshall’s yearbooks, one journal published by the University and student research publications: capstone projects, theses and dissertations and to partner with bepress (Berkeley Electronic Press) to develop the IR.

Dr. Monica Brooks, Assistant Vice-President, Information Technology/Online Librarian and Libraries, summarized current copyright law and the TEACH Act. Librarian Paris Webb explained the different avenues that were used to acquire permission to digitize chosen works and librarian Larry Sheret shared the eighty-four page EXCEL spreadsheet of details that documented copyright clearance for each document.

Dr. David Evans, Assistant Vice-President for Library Services at Kennesaw State in Atlanta, demonstrated how he partnered with bepress and his institution’s strategic plan to move the Sturgis Library into a new realm of resources that includes both student and faculty research.

During an afternoon session Tim Tamminga, Vice-President for Global Sales, illustrated bepress IR’s developed at the University of South Florida and at Purdue University. A concluding panel discussion involved presentations by library faculty from different functional areas of the library at Marshall who explained how they contributed expertise for the IR development. For example, the cataloger described the importance of Meta data for accessing information and Nat DeBruin, archivist, highlighted the special collections at Morrow Library that will be added to the IR.

**MILEx (Maryland Information Literacy Exchange) Conference 04/19/13**

MaryJo Price, Theresa Mastrodonato, and Lisa Hartman attended the MILEx Conference at the Loyola Graduate Center in Columbia, MD on April 19, 2013. This day-long conference consisted of a series of short (15-30 minute) sessions focused on creative approaches toward information literacy in the classroom and online. Sessions addressed topics such as the challenges of in-class assessment, generation of good keywords for searches, a scavenger hunt utilizing the iPod Touch, an online scavenger hunt, flipped classrooms, and the importance of a basic question and answer session for advanced students.
MARAC Charting the Waters 04/25/13

*Charting the Waters: The Future and Priorities of Archives.* Archivists struggle to stay abreast of the challenges and opportunities available to twenty-first century researchers. This conference addressed the hard choices required with limited budgets and changing program needs.

Sessions offered in Erie were designed to address the multitude of issues that affect both new and experienced archives professionals. Presenters suggested strategies and outcomes that could help archivists with pending decisions.

Administrative Professional’s Day Conference 04/26/13

Gigi O’Baker and nine other Library staff members attended the Administrative Professionals Day 2013 at the Cumberland Country Club on April 26, 2013. This was a fun-filled, action-packed conference. The presenter, Julie Graver, provided a high energy and very humorous presentation. Topics ranged from learning how to develop and enhance a unique sense of humor to create a more enjoyable workplace to attitudes and strategies needed to gain confidence and improve morale.

This day-long workshop was highly interactive, provided numerous opportunities to increase comfort and confidence for interacting with others, and equipped attendees with the tools needed to become a more powerful and influential communicator.

Future Mapping for Academic Library Consortium 05/13/13

Chuck Thomas, USMAI Executive Director, presented Ort Library faculty and staff with his vision of the current trends and challenges facing library consortia nationwide on May 3 and how he plans to lead the USMAI to anticipate and prepare for those opportunities. Following his presentation in the LIC Dr. Gillespie gave Thomas a tour of the library that culminated in a meeting with library faculty about their experiences with USMAI committees and task groups.
Spring scheduling for TASTE on May 21 and 22 allowed most library faculty and many library staff members the opportunity to attend and/or present sessions during this annual event. Dr. Sean Henry demonstrated OneSearch, the Ort Library’s new discovery tool, to conference participants. All User Services librarians and staff attended selected sessions that included Frequent IT Questions, Copyright Compliance, Using QR codes and using Smart Boards.

Western Pennsylvania/West Virginia Chapter of ACRL Spring Meeting 06/06/13

Lisa Hartman, Theresa Mastrodonato, and MaryJo Price attended the Western Pennsylvania/West Virginia Chapter of ACRL Spring Meeting on June 6, 2013. The keynote address for this conference was by Courtney Young, President-Elect of ALA. Her focus was on getting librarians engaged in different associations, including non-librarian subject associations. She believes that librarians can develop leadership skills, provide opportunities to share and improve our work, and encourage networking by belonging to different associations. One of the afternoon sessions was a roundtable that discussed the use of LibGuides in library instruction. Most attendees created subject specific and class specific LibGuides but many felt they are not using them to their full potential.

National Library of Medicine
Appalachian Disaster & Emergency Health information Outreach Workshop 06/25/13

Mary Spalding of the Western Maryland Area Health Education Center in Cumberland presented regional library personnel with a workshop session on disaster preparedness. She used a pre-test and post-test format for the session that included information about locating reliable disaster health resources on the Internet. She also explained how U.S. Government Departments and Agencies engaged with disaster relief efforts. She shared the disaster planning site at http://www.dplan.org/ that enables institutions and organizations to gauge their preparedness for possible disasters.
PUBLIC SERVICE STATISTICS

Percentage of 2012 - 2013 Reference Desk

Positions 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.

Total Reference Desk Hours July 2012 – June

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>7,958</td>
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<td>09-10</td>
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<td>2,685</td>
<td>673</td>
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<td>11-12</td>
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<td>8,444</td>
<td>2,589</td>
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</table>

![Graph showing the number of questions by category from 2012 to 2013](image)

**Summary:**
- **Directional:** The highest number of questions was observed in FY 10-11 with a total of 11,087 questions.
- **Informational:** The highest number of questions was observed in FY 10-11 with a total of 2,685 questions.
- **Instructional:** The highest number of questions was observed in FY 10-11 with a total of 796 questions.
- **Research:** The highest number of questions was observed in FY 10-11 with a total of 196 questions.
### 2012 – 2013 Special Collections Monthly Breakdown

<table>
<thead>
<tr>
<th>Months</th>
<th>Directional</th>
<th>Informational</th>
<th>Instructional</th>
<th>Research</th>
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<td>1</td>
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<td>13</td>
<td>1</td>
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<td>Feb-13</td>
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<td>Mar-13</td>
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<tr>
<td>May-13</td>
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<td>24</td>
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<tr>
<td>Jun-13</td>
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<td><strong>451</strong></td>
<td><strong>49</strong></td>
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**Special Collections 2012 – 2013 Monthly Breakdown Chart**

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2012 – 2013 Libref

Libref Questions Per Month
2012 - 2013

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<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
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<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
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<td>22</td>
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Five Year Libref Comparison

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<th>2012-2013</th>
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<td>12</td>
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<td>225</td>
<td>236</td>
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<td>Month</td>
<td>Number of Questions Asked by FSU Students</td>
<td>Number of Questions Answered by Library Personnel</td>
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<td>01-13</td>
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<td>05-13</td>
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<td>06-13</td>
<td>3</td>
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<td>Total</td>
<td>160</td>
<td>104</td>
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</table>
LIBRARY DISPLAYS AND BULLETIN BOARDS

The display on the Battle of Antietam was showcased during September 2012 to honor the 150\textsuperscript{th} anniversary (September 17, 1862) of one of the bloodiest and deadliest days in American History. Depending upon which side you were on, it was called the Battle of Antietam (Union) or Battle of Sharpsburg (Confederate). Much has been written about the battle itself, the role it played in prolonging the war, and its role on President Abraham Lincoln’s issuance of the Emancipation Proclamation in early 1863. The display showcased many books the library offers on the Battle of Antietam. Photographs of the dead taken just two days after the battle by Andrew Gardner were also in the display. Andrew Gardner was the first to photograph the aftermath of a battle prior to the dead being buried.

Helen Keller Display

The Helen Keller display titled "Honoring the Life of Helen Keller: 1880-1968" was available on the 3rd floor of the library in June 2013. The display provided information about Helen Keller and her struggle to learn without hearing or sight. Included in the display were several books that provided additional information on Helen Keller, including her biography.

Watergate Display

The display on the 40\textsuperscript{th} Anniversary of Watergate titled "Watergate: The Burglary and Cover-up That Brought down a President" was available on the 3rd floor of the library in May 2013. The display highlighted the 40\textsuperscript{th} Anniversary of the Senate Watergate Hearings in May 1973. Books from the Ort Library and other USMAI Libraries were selected. Additional information on some of the central figures of the Watergate scandal was also featured in the display. Finally, the display included copies of some headlines about the scandal from newspapers, including \textit{The Washington Post}.

Other Displays

Bulletin boards on Floor 2 featured on this page were created by student worker, Jasmine Branch.
Both boards were displayed in the Technical Services Area.

Bulletin boards on Floor 3 displayed on this page were created by Emily Zumbrun, Library Technician II.
SPECIAL EVENTS AND HOLIDAY HAPPENINGS

First Annual Library Liaison Program Reception:

Academic department representatives met with library liaisons on March 14, 2013 in the Ort Room to review the liaison program, the Ebsco e-book Patron Driven Acquisition (PDA) project and the Electronic Content Management (ECM) project. A formal invitation was sent to Department Chairs and representatives.

Members of the Ebsco EDS marketing task group created posters highlighting OneSearch, the library’s new discovery tool, and the new reference e-books available through the Gale Virtual Reference Library Platform and through Credo.

The Liaison Reception provided the opportunity for librarians to explain the library services available to faculty through the liaison program. Theresa Mastrodonato demonstrated OneSearch and Randy Lowe reported on the progress of the PDA project. Liaisons and representatives discussed the added convenience of e-book resources for distance learners and online classes.

Faculty members attending the reception recommended that the liaisons and representatives meet during the fall semester before submitting requests for library resources. A follow-up meeting was planned for October 2013.

Four posters were available in the Ort Room during the reception and were displayed on Floors 2 and 3 during Summer Planning conferences when parents and prospective students visit campus.
Frostburg Food Pantry Collection

Library staff collected non-perishable items for the Frostburg Food Pantry throughout the year. Francie Zembower collected some of the donations in her office and delivered them.

Theresa Mastrodonato developed a Library Blog entry in December inviting the library public to contribute food items. She and MaryJo Price organized a display that documents there were 59 million Americans living in household with food shortages.

According to U.S. Census data 30% of Allegany County households and 28% of Garrett County households have annual incomes less than $25,000. Items shown above are some of the Library monthly donations to the Frostburg Food Pantry.
Holiday Happenings

Emily Zumbrum and Dr. Seán Henry volunteered to deliver the food donated by library staff to supply a complete holiday meal for two families.

Thanksgiving Food Basket Collection

Emily and Seán organize the library’s food collection into three boxes for each family.

Emily and Seán pictured with supplies for two family Thanksgiving feasts.
Holiday Gift Parcels for Student Workers

Emily Zumbrun, Amanda Bena, Virginia Williams, Lea Messman-Mandicott, Library Director, and Pam Williams helped assemble parcels. Pam took photos before delivering parcels to supervisors.

Certificate of Appreciation

James Coppedge was hired as the Special Collections student assistant spring semester of 2013. He worked on the Vertical File. With the Special Collections Librarian he cleared items waiting to be filed and added new subject headings to the Vertical File Excel spreadsheet. He also worked on making a list of the paperbacks donated by Jan Jansen. This included title, author, publisher, and date. James was a dedicated worker with a very pleasant personality. His assistance helped to refine the organization of the Special Collections for better use by researchers, students, staff, faculty, and area residents.
FUTURE DIRECTIONS

✓ **Dr. Gillespie’s Retirement:** Library Director, Dr. David M. Gillespie announced his plan to retire on August 27, 2013 after serving 30 years at Frostburg State University. His Retirement Reception was held August 9th.

✓ **Library Director Search:** Provost Steve Simpson initiated the national search to fill the Library Director vacancy and appointed both Pam Williams and Virginia Williams to serve on the Search Committee. After the May 28 closing date the review process began with an expected hire date for the fall semester.

✓ **Library Strategic Plan:** Drafting the library strategic plan began in June with defining goals, action priorities and tactics. Collaborative drafting the plan was expected to continue through the academic year.

✓ **Incorporate iPods with Library Orientation’s Scavenger Hunt:** Theresa Mastrodonato requested 8 iPods to utilize with student groups for the library scavenger hunt exercise of Orientation classes.

✓ **Additional Activities for 2013-2014**
  
  o Welcome Amanda Bena to the library teaching team
  
  o Complete cleaning and inspection of VHS tape collection
  
  o Provide requested in-house Excel training for library faculty and staff
APPENDICES

SUPPORTING DOCUMENTS CD

USER SERVICES

Reference Services
Ref Activity Sheets 12-13
Ref Desk Schedules 12-13
Fall 12 Weekend Schedule
Spring 13 Weekend Schedule
Reference 13+ List
Maryland AskUsNow Statistics 12-13

Media Services
Media Activity Sheets 12-13
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Library Instruction
FY 13 Library Instruction Service Stats
12-13 Instructors

Government Documents
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State Monthly Stats 12-13

ANNUAL STATISTICAL REPORT
SBHE One year 11.1 Service Stats Report
Refdeskhrsgraph
Public Service Desk Graph
Reference Desk Hours 12-13

FIVE-YEAR STATISTICAL REPORTS
SBHE Five yr. Comparison All Service Areas