

**WEST VIRGINIA STATE UNIVERSITY  
DRAIN JORDAN LIBRARY  
ANNUAL REPORT  
2006-2007**

**INTRODUCTION**

The Drain Jordan Library is a critical academic component here on the Campus of West Virginia State University. It is our main charge to provide a place where students, faculty and other members of the University can pursue the discovery and creation of knowledge.

As one of the public faces of West Virginia State University, the library is deeply aware of its service commitments. In all of our endeavors, which include reference, research advisory, collection development, circulation and document delivery, Special Collections administration, and program planning, we strive to improve service to our diverse body of users.

As the new Director of Drain Jordan Library, one of my major goals will be to enhance access to organize comprehensive collections around an academic focus that specifically serves the research and curriculum needs of the University community.

As will be covered in the Goals and Objectives section of this report, the development and nurturing of high quality technological access through enhanced library proprietary research databases and supporting auxiliary technology, will be pivotal to bringing the library more in line with what other institutions have achieved.

In short, we need to foster a more technological eclectic research space within the Drain Jordan Library that seeks to employ a wide array of technologies, such as hand-held, wireless and more full-text proprietary research databases.

Another key objective will be to increase the library's overall operating budget, while at the same time, explore alternative sources of financial support, such as grants and the *Friends of the Library Campaign*. The Friends of the Library Campaign will specifically target our Alumni community to raise money for books, databases and other costs associated with operating a university library that reflects the Association of College and Research Libraries Standards.

## **PROCEDURAL NOTES**

This year's annual report will initiate a different presentation format from previous years. For example, full library departmental reports from such units as cataloging, circulation, and reference will be published separately as a composite report available in the library administrative office. These reports will also be made available online via the Drain Jordan Library's web page.

The director's report will provide a critical summary of the main accomplishments and workflow of the various library departments.

The report will also employ an outcome-based assessment format in the articulation of the library's strategic goals and objectives for the coming 2007-2008 academic calendar.

The fundamental purpose of outcome-based assessment is to analyze and enhance the library's effectiveness in serving students and faculty clientele. Self examination of what we do and how to improve on our current services is also systemic to this form of assessment.

In my examination of past annual reports, not enough attention was paid to whether the library was actually fulfilling its instructional and research support role. Through stating clear goals and objectives and more importantly employing measurable outcomes, the library will be in a better position to improve its overall service.

## **THE STATE OF THE LIBRARY: A SNAPSHOT ON CONTENT AND QUALITY**

Since coming to West Virginia State University in March 2007, my overall impression of the Drain Jordan Library is somewhat ambivalent. I believe the library and its staff do an excellent job of serving the research needs of students and faculty with the limited resources that are housed in this facility. Our full-text proprietary research databases such as EBSCO's Academic Search Elite, ScienceDirect, CINAHL and the Criminal Justice Periodical databases have proven to be invaluable in generating peer-reviewed articles on a host of subjects. Last year students and faculty retrieved more than 49,000 full text articles.

In addition, both the reference and circulation departments excelled in their readers advisory and access services duties. As one of the few service units on campus that is accessible to students on weekends and evenings, the library's service mentality is extremely hands-on and people intensive.

These accomplishments are even more impressive if you consider that our current staffing (15 FTE) is far below the recommended ACRL Standards for colleges or universities serving a population of more than 4000 students.

Although there are many positive attributes germane to The Drain Jordan Library, systemic deficiencies do exist in regards to technology, collections, staffing and funding.

Before offering a snapshot of these problem areas, a brief summary of the importance of the Association of College and Research Libraries Standards as the definitive benchmarking instrument for measuring the content and quality of the Drain Jordan Library is essential.

The Association of College and Research Libraries Standards or ACRL Standards has served as the authoritative source that the higher education community looks to for guidelines and standards for academic libraries. ACRL promulgates standards and guidelines to help libraries, academic institutions, and accrediting agencies understand the components of an excellent library.

These standards, guidelines, and model statements are reviewed and updated by the membership on a regular basis. As a former member of the ACRL National Accreditation Advisory Committee while at the University of Notre Dame, our major concern was to advise academic institutions on the level of research and curriculum materials support that was congruent with their particular institution.

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Factors such as the number of FTE served by the institution, academic majors offered, the level of funding, availability of special programs for students, and a host of other areas defines the purpose of the ACRL Standards.

These standards provide both quantitative and qualitative measures in assessing the effectiveness of library programs and services. They advocate the use of input, output, and outcome measures in the context of the general library's mission statement and goals, and they encourage comparison of these measures with those of peer institutions. In the case of the Drain Jordan Library, our comparison with peer institutions indicates several shortcomings that are a direct result of inadequate funding.

It is important to note that the results outlined in the guidelines can be used within the library to raise awareness of the strengths and weaknesses of current library services to students. The results can be used during strategic planning by providing concrete baselines and goals. In library public relations, with colleges and throughout the campus, the assessment results can be incorporated into promotional materials for undergraduate services.

In short, the ACRL Standards is the definitive benchmarking tool that this narrative diagnostic of the Drain Jordan Library is based upon.

For more concerning ACRL Standards I refer the reader to the following URL:  
<http://www.ala.org/ala/acrl/acrlstandards/standardsguidelines.cfm>

We will identify five major areas where the Drain Jordan Library is desperately in need of improvement. Although this list does not pretend to be exhaustive, it is felt that these service areas are the most critical in the library's ability to meet the research and instruction needs of the University community.

## **Area #1 Computer Hardware in the Library**

The Drain Jordan Library now houses about 40 Desktop Computers for student and faculty use. We have an additional 20 PCs located in the library instruction area as well as several other desktops dedicated for staff workflows.

In addition, our current library information management system, VTLS/Virtua, and its various modules, are critical to the library's bibliographic control and access services routines.

**At the present time, most of our PCs are between 5-8 years old, with the majority of them having gone through several "rebuilt" in order to keep them operational. In consulting with Ms. Debra Wells and Ms. Thompson, our systems people, these machines are literally on their "technological last legs," and they simply need to be replaced.**

With the emergence of proprietary research database offering students and faculty access to full-text peer-reviewed research, accessing these vital resources is becoming problematic given the disposition of our current PC cluster.

Subsequently, the issue is not only whether the library can afford to continue subscribing to these critical online proprietary products, but whether we even have the hardware or PC capability of interfacing within this rapidly evolving proprietary research database market.

**It cannot be overstated enough, that the Drain Jordan Library, in concert with the Academic Affairs office, must at the earliest possible moment, upgrade the library's computers.**

On August 10, 2007, the Library Director submitted a *Computer and Auxiliary Technology Request* to the Academic Affairs Office. In this document, we suggested the purchase of several new Desktop PCs.

**The Tangent 5045LP Desktop was suggested by the Library Director, since this was a very reliable model, recommended by the ACRL Technology Committee. It is hoped that the university will find the funds to implement the technology outlined in the August 10 Report.**

## **Area # 2 The Book Collection**

In critiquing the library's book collection, the paradigm of quantity vs. quality is its most salient feature. The Drain Jordan Library currently houses more than 200, 000 volumes in its collection. From a purely numerical standpoint, these numbers are pretty much in line with standards set forth by most accreditation agencies. However, even a cursory walk through of the collection will indicate many of the books are not very current and the collection itself is showing the wear of a book collection that has not been significantly added to over the last twenty years.

The general aesthetics of the collection is also impaired by titles with aging bindings, mold, paper dust residue, and other telltale signs that "collection development" has not been a high priority to the university community.

Also compounding the problems is that the monies specially allocated to buying new monographs (i.e., \$20K- \$25K) are not enough to insure the research currency of the collection. If you consider that the average cost of a peer review university press publication is around \$80, it becomes extremely difficult to maintain a viable research collection, especially serving a campus with over 4000 students.

Combine this with the increasing cost of proprietary databases, computer maintenance and repair, library information management system administration, standing orders, supplies and other expenses, building the book collections has become piecemeal at best.

Although the library receives gift books and other monographic donations, much of what we receive because of its condition is not cost effective when you consider the time and effort it takes to catalogue and enter these materials into our collection. If a book is already showing the telltale signs of age and other symptoms of deterioration, these materials merely add to the problem of not having the types of books with the durability for regular circulation use.

**As stated before, over the last several years, the Drain Jordan Library was only allocated less than \$25,000 per year for collection development. ACRL Standards, as well as American Library Association Statistics comparing sister institutions, recommend from \$70,000 to \$125,000 minimum spending for monographic materials for a university of our size.**

Once again, this has not been the case over the past decade, and the results are a very aging and "research dysfunctional" book collection.

Recommendations:

1. The overall library's operating budget should be increased at least 15% with an additional 10% increase in succeeding years.
2. A **Library Information Users Fee** is implemented to cover the cost of books and research databases. This fee will "specifically" go to purchasing books and computer related materials. Currently, Texas Tech University, one of my former employees, funds both its book and research database needs via a "**Library Information Users Fee.**" This fee is part of a student's annual tuition payment. Given our current FTE, we recommend a \$50 per year Library Information Users Fee.
3. Friends of Drain Jordan Library Campaign – Direct appeals to alumnus to donate monies that will go to building the book collection.

### **Area # 3 Proprietary Research Databases**

The Drain Jordan Library currently maintains access to over 25 proprietary research databases in addition to millions of open access materials available via the Internet. To underscore the importance of our proprietary databases, just one of the research databases, *Academic Search Premier*, retrieved over 69,048 documents during 2006-2007 academic year.

The *Academic Search Premier* is a highly multidisciplinary database containing 4,500 full-text titles. Many of these journals are juried or peer-review publications. Of the 69,048 documents accessed by our students and faculty, 33,442 were full-text articles spanning a wide array of academic disciplines.

It cannot be emphasized enough that our research databases have become the main service point for students and faculty seeking the most current information and data germane to their particular field of study.

**However, in October 2006, the library lost over \$130,000 in its Title III funding. This money was traditionally used to pay for our various research databases. In the current 2007-2008 academic calendar, only \$30,000 will be allocated to the library via Title III. As it stands now, the library will have to live with a \$100,000 reduction in funding much of which impacts our database subscriptions.**

**As stated in an executive summary to Dr. Byers, dated May 7, 2007, given that all of these research databases are time sensitive bibliographic research utilities, they will simply be turned-off if monies are not found.**

As you know, the universities accreditation is partially determined by the presence of these resources and given that the funding cuts occurred in a precarious time, finding ways to pay for these proprietary research tools is problematic.

As Library Director, I am presently grooming possible grant resources, but it has been my experience at other colleges that grants for basic library resources (i.e. research database) is somewhat anathema to grant providers such as Annenberg, VATEA, Microsoft, NEH and various state related agencies. These agencies have traditionally provided grant funding for hardware and innovative programs and projects such as digital archiving or the establishment of an Information Commons computer cluster.

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In the next few months, the library will be forced to make some hard choices in regards to what research utilities we will be able to maintain and which ones will have to be temporarily suspended.

To reiterate, our research databases are not just a superfluous line item of our library budget, they are the heart and soul of what our services are all about. The Drain Jordan Library is here to support the research and teaching needs of the University community.

#### **Area # 4 Operations Budget (Materials Allocations)**

In reviewing past and current library operations budgets, inadequacy would be too kind a word.

Some comparative ACRL statistics germane to the funding of similar size university libraries will suffice. For 2007-2008 academic calendar, the College Operation Budget for the Library (Fund Account Number 700006) is \$204,130. Current ACRL "minimum" operations standards for libraries serving a student population of 5000 full-time and part-time students are set at \$450, 000.

**If we take into account that more than half of the library's operation budget is dedicated to various utilities, computer services, VTLS, gas and water, we have just over \$100K for books, periodicals, research databases, standing orders (i.e. reference books), supplies, and computer repair.**

Although the library will receive an additional \$30K from Title III, our overall monies dedicated to "library materials – online and paper is woefully below the standards of peer institutions.

As stated in research databases section, the \$100K reduction in Title III funding which in years past paid for many of our databases, microforms and periodicals will have an almost cataclysmic effect on our ability to maintain the types of diverse services that students and faculty have come to expect.

## **Area #5 Building and Climate Control Issues**

The following are some synoptic observations related to the disposition of the Drain Jordan Library building. We also included recommendations to address these shortcomings that hamstringing our efforts to expand and develop the library into a modern, technologically and socially eclectic learning space.

The current library is over 50 years old. It was constructed during a time when information technology hadn't changed the research paradigm of academic libraries. With the emergence of Desktop PCs, wireless technologies and complimentary hand-held technologies, the Drain Jordan facility will become less technologically malleable.

**Recommendation:** In the near future, thought should be given to the need for a new library building congruent with emerging information technologies. The library director in concert with VP for Academic Affairs, and the President's Office should begin to explore the possibility of constructing a new library or "Library Information Commons" building for the WVSU campus.

Climate control has always been an important issue in the area of book preservation and materials archiving. With the exception of the Special Collections workroom and adjacent stack areas, most of the library's cooling and heating capabilities do not promote an adequate preservation envelop for the rare books, manuscripts, as well as the circulating collection.

**Recommendation:** A moratorium is recommended for the acceptance of additional rare books and documents to be introduced into the collection. At the present time, the library is accepting materials that we cannot "adequately" preserve.

Simply stated, storage is not "preservation". As of the writing of this report, we still are in the storage mind-set of taking in books, documents and regalia that we quite honestly do not have the capacity, time or personnel to properly maintain. We are doing our donors and ourselves a disservice because we really have no way of cataloging and **preserving** these materials that more technologically affluent campuses have at their disposal.

## **GOALS AND OBJECTIVES FOR 2007-2008: OUTCOMES AND ASSESSMENTS**

In definition, goals are where we as a library want to be or wish to obtain. Objectives are steps the Drain Jordan Library needs to take in order to meet these goals.

Within the outcome assessment format, it is equally critical to employ definitive measures to see how well we have met our stated goals. During the coming 2007-2008 school year the Drain Jordan Library has four major goals.

**Goal# 1** -- Upgrade all computer equipment and software in order to keep our students and faculty as close to the cutting edge as possible

**Goal #2** -- To maintain the current level of access to proprietary research databases

**Goal #3** -- Improve the quality of the library's book collection

**Goal # 4** -- To establish additional sources of funding to support technology and collection needs of the library.

## **Goal # 1 Objectives and Assessment**

Replace current PCs with Tangent Pendant 5045LP Desktop Computers or equivalent models

Assessment Criteria:

Installation of 60-70 new desktop computers in the library reference/research area

Install 15 of the above PCs in library staff offices to address workflow needs

(Projected Completion Date: May 2008)

## **Goal # 2 Objectives and Assessment**

Secure permanent funding for existing proprietary research databases

Establish a separate line item on the current library budget specifically for the purchase of online databases

Explore possible consortium relationship with the WVU Libraries for database sharing

### Assessment Criteria:

A yearly funding benchmark of \$69K - \$100k must be “restored” to off-set the October 2006 \$130K reduction in Title III monies <sup>1</sup>

A signed consortium relationship with the WVU Libraries specifying access to various proprietary databases

(Projected Completion Date: Open/Cyclical

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<sup>1</sup> As stated earlier in the report, the majority of the library’s research databases were purchased out of Title III funding.

### Goal #3 Objectives and Assessment

Increase funding allocated for the purchase of monographic materials

Dedicate funds raised directly from the Friends of the Library Campaign for the purchase of books

Seek corporate donation/sponsorships to enhance specific subject areas of the book collection

Author and resubmit bibliographic specific grants

Develop and implement a “quality driven” *Library Gift Books Policy* to secure materials that are not only congruent with the university’s pedagogic endeavors but durable enough for repeated patron use.<sup>2</sup>

#### Assessment Criteria:

Compare any step increases in monies allocated for the purchase of monographic materials against current operational expenses and ACRL funding benchmarks

Compare book circulation within a two year period to gauge the use of our collection by students and faculty

Periodically review the library’s Interlibrary Loan statistics to compare yearly decreases in the books that the Drain Jordan Library must borrow from other institutions (**Review period: Fall 2007 to Fall 2011**)

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<sup>2</sup> One of the issues that libraries have traditionally had with gift books is that many of them are in such poor condition that the “cost benefits” of processing these materials is abrogated by their lack of longevity or durability. Issues related to the spread of mold and other damaging particulates into the greater collection is also a concern when the library accept books which have not been properly taken care of or housed in an environment that didn’t maintain the physical integrity of the manuscript.

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At the end of each academic calendar the library should conduct a student/faculty user satisfaction survey based upon the *LIBQUAL Model*<sup>3</sup>

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<sup>3</sup> LIBQUAL is a user satisfaction survey employed by libraries to measure opinions on a number of library service issues. See the following URL for more information about LIBQUAL  
<http://www.libqual.org/>

## Goal #4 Objectives and Assessment

Craft a current *Needs Assessment Plan* to be submitted to the VP for Academic Affairs presenting justifications for a targeted 20% increase in the library's operations budget. These additional funds will go directly to improving the book collection and research utilities.

Implementation of a \$50. per student **Library Information Users Fee**

Solicit financial assistance for the library through implementing Friends of the Library Campaign.

Continue efforts to secure grants to supplement existing operations budget.

### Assessment Criteria:

An additional \$3000 to \$8000 dollars raised through the Friends of the Library Campaign.

**Library Information Users Fee** is added to the current WVSU tuition bill.

The targeted 20% increase in the library's operational budget is available.

Secured \$10,000 to \$50,000 dollars in grant money.

(Completion Date: Open/Cyclical

## SUMMARY OF DEPARTMENT ACTIVITIES

As stated in the procedural notes, complete departmental reports are available in the Library Director's Office upon request. The purpose of this section is to provide an overview of the library's services and accomplishments during the 2006-2007 academic calendar.

**REFERENCE DEPARTMENT** -- If the Drain Jordan Library is one of the public faces of our university community, the library's reference department is the main operations unit which facilitates this public face. During the 2006-2007 calendar, the department answered over 6,747 questions. In addition, computer use statistics recorded over 39,606 hands-on sessions.

In regards to our traditional paper reference books, 4136 reference monographs were used by students and faculty. Students and faculty also made use of our government documents and microfiche collection. This year the library added over 1406 paper government documents to the collection, accompanied with an additional 5108 microfiche.

Library Instruction or Bibliographic Instruction is a pivotal activity engaged in by our reference librarians. Teaching students information seeking skills in our increasingly electronic research environment is critical to their successful matriculation. Faculty librarians taught over 84 classes during the 2006-2007 school year.

With the emergence of the browser search Internet beginning in the early 1990's the growth and use of online library research databases has become fully integrated into reference services. The Drain Jordan Library has a number of proprietary research databases that provide full-text access to journal articles and other research genre. The library currently subscribes to over 30 online proprietary databases. Library clientele retrieved over 103,263 documents in just one of our multidisiplinary databases. Of this number, 49,434 documents were full-text articles.

The preceding numbers represents only one family of online databases. Other library databases such as PsycArticles, Criminal Justice Abstracts, Expanded Academic Index, and ScienceDirect make the total number of searches performed by students and faculty to well over 231,613. These statistics along with the other services provided by our Reference Department defines more than anything else, why the library is an indispensable part of the university community.

**CIRCULATION AND INTERLIBRARY LOAN DEPARTMENT** -- Similar to previous years, the circulation and interlibrary loan department has been a hub of activity. As the focal point of the library's access service efforts, it is another service point of the Drain Jordan Library that directly impacts the research and pedagogic needs of our university clientele.

During the 2006-2007 academic calendar the total number of books circulated, interlibrary loans processed, circulation desk questions answered and reserve request handled have tallied over 8000. When we combine these figures with the fact that the library gate count recorded over 116,562 visitors, this department remains a key player in the research and instructional function of the library.

Once again for a complete report on this department, I refer the reader to the full department report available in the director's office.

Supplemental: In May 2007 the Library Director requested the addition of two part-time permanent LTA positions. With the reduction in library staff over the past five years accompanied with an increase in the library's service hours, these two positions would help alleviate weekend and evening staffing problems.

**CATALOGING DEPARTMENT** -- The Drain Jordan Library like all research institution must maintain strict bibliographic control standards which facilitate better patron use of print and non print materials. The cataloging department processed over 7600 items in 2006-2007. Books, videos, curriculum materials, government documents and other research genre are among the plethora of items that have been added to the collection.

It should be noted that the processing efforts of the cataloging department are even more amazing due to the fact that our cataloging librarian, Ms. Jean Fisher, also has extensive reference and library instruction duties. Working with only two LTAs to assist her, Ms. Fisher continues to add valuable materials to the library despite these other responsibilities.

It is hoped with the addition of another professional librarian, we will be able to relieve Ms. Fisher of some of these extra duties so that she and her staff can concentrate on the accession of new materials into the collection.

**PERIODICALS DEPARTMENT** -- As noted in previous sections, the full department report is available in the director's office. What I would like to call the readers attention to is that more than any other department in the library, periodicals has or "is" under going a radical shift in service delivery. The impact of online proprietary databases which offer users access to thousands of full-text journal articles is indeed transforming the service disposition of periodicals.

Although the library still maintains 389 paper and microform subscriptions, the thousand of on-line journals and newspapers made available through various proprietary library databases continues to have the most impact on student and faculty research. As cited early, during this past school year, our patrons conducted over 231,000 online proprietary searches.

It is imperative that the university continue to fund our proprietary research databases which provide access to over 15, 688 full-text titles.<sup>4</sup>

Supplemental: The library is currently advertising for a new Serials/Government Documents Librarian. This individual will take the lead in bibliographic control efforts related to periodicals and government documents. This librarian will also perform reference duties and be the point person for serial logistics.

**INSTRUCTIONAL MATERIALS CENTER (IMC)** -- The work of the IMC has been central in its main charge of serving the instructional and curriculum needs of students and faculty of our Teaching Education Program. Providing children books, K12 Textbooks, instructional kits, oversized storytelling monographs, posters and maps, the IMC has been a very "research intensive" department. The IMC also provides other auxiliary services such as lamination and letter machine assistance for the students working on poster sessions and other teaching projects.

In January 2007, the IMC was made aware of an upcoming accreditation visit from NCATE. Nancy Sims, the LTA in charge of the IMC worked closely with Jennifer Mayo, a teacher in residence, to help prepare the IMC for the NCATE visit. As a result of Ms. Sims' efforts, NCATE gave our library a very favorable rating which aided in NCATE's overall positive evaluation of WVSU Teachers Education Program.

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<sup>4</sup> It should be noted that over the last five years many periodicals are available only in an electronic/online format. This trend will continue and especially for many academic peer-review journals that students and faculty depend on.

**ARCHIVES AND SPECIAL COLLECTIONS DEPARTMENT** -- In the execution of its main mission of serving as a depository for materials pertaining to the history of the university, African American History and Culture and local history, Archives continues to perform a valuable service to the university. This year some major activities and accomplishments were:

1. The department became the designated repository for the records of the West Virginia Chapter of the NAACP.
2. The continuation of the library's Media Digitization Project.
3. The acquisition and display of the Wilson Family History Exhibit which was presented to the library in May 2007.
4. Compilation of a *Buildings and Grounds Portfolio Project*.

In commenting on two of these activities, the digitization project is extremely important in the library's efforts to preserve irreplaceable video and audio information. The Buildings and Grounds Portfolio Project seeks to bring together diverse materials dealing with the history of various buildings here on campus. This project is especially valuable to students who are asked each year to locate information on the history of some of these buildings.

During the upcoming academic calendar, Archives will continue its efforts to preserve, organize and present its diverse body of materials.

**ACQUISITIONS DEPARTMENT** --Acquisitions is the primary unit within the library that directly impacts the overall operating budget. Implicit throughout this report is the on going deficiencies in the library's ability to maintain minimal services to students and faculty.

The library's budget dedicated to acquisitions was \$100,000. As stated by Ms. Koontz in her current annual acquisitions report, this \$100,000 supports the purchase of books for the academic departments and WVSC. Periodicals and our bibliographic utility, and OCLC are also paid for out of these funds. In addition, interlibrary loan, printing, supplies and some standing orders (i.e. reference books) must be subtracted.

As you know with the reduction in Title III funding, which paid for many of the library's proprietary research databases, this has made the library's acquisitions effort extremely problematic.

It is hoped that the university will implement some of the recommendations made in this report in order to alleviate the library's difficulty in meeting its charge of serving the research and teaching needs of students and faculty.

As in previous sections, please see the full Acquisitions Report for a complete breakdown of the library's acquisitions efforts.

**COMPUTER DEPARTMENT (SYSTEMS MANAGEMENT)** -- With the emergence of library information management systems in the earlier 1980's, the role of the library's computer department or what is often referred to as Systems Management has become an integral part of the library. With the acquisition of more computer based services, the library's systems department has taken the lead in coordinating all automated functions which ultimately make our service to student and faculty highly user friendly.

As stated in Ms. Wells' report, the library computer department has a wide range of responsibilities, including but not limited to:

1. Evaluating, testing, selection, implementation, maintenance and coordination of all computer operations and equipment housed in the library.
2. Instructing our staff in the operations and use of software.
3. The Computer Department also maintains the on-line library catalog.
4. VTLS/Virtua maintenance and logistics.
5. Maintains the library web page and administers the operations of our proprietary research databases such as Ebsco, Infotrac, and ScienceDirect.
6. Production of jobs, programs, forms, and statistics to make tasks easier for other departments.

The Computer Department also analyzes electronic and physical data to produce accurate statistical information, much of which is included within this report.

**Key Problems --** Although the full Computer Department Report outlines several problematic areas that need to be addressed during the upcoming academic calendar such as server upgrades, and other issues germane to the continued operations of VTLIS (Virtua), the library's need for new computers is extremely critical.

The library along with the wider university community should adopt some form of "Computer Life Cycling Plan" whereby PCs are replaced campus wide at some agreed upon interval. According to an ACRL survey, a 3-5 year life cycling plan has been the preferred time scale at many universities.

It is imperative for the university in concert with the library director, to locate funding that will directly go to upgrade the library's current computer cluster.

## CONCLUSIONS AND PRESCRIPTIONS

As stated at the beginning, I wanted this year's annual report to be less descriptive and more critical in its narrative concerning the "research and instructional support" viability of the Drain Jordan Library. Although I have tried to provide the reader with an outline of many of the positive activities being carried out by various departments in the library, my primary purpose was to underscore current deficiencies.

These deficiencies have manifested themselves in the form of an austere book budget; the rapid obsolescence of our computer hardware, attrition germane to support of our proprietary research databases as well as the systemic perfidy of our current operating budget.

All of these issues, I've sought to underscore so that the library in conjunction with Academic Affairs and other campus constituencies can cobble together an effective strategy to make the Drain Jordan Library the focus of student and faculty research and pedagogy here at West Virginia State University.

Compliments about the library being the heart of the campus are in this writer's estimation meaningless, if truly egregious problems in regards to library funding, automation and collection development are not given the concern that they should be by the administration. Throughout this report, I referred to ACRL Standards to benchmark these problems. My purpose for doing this was to give the reader a sense of "how far away" West Virginia State University is from meeting the minimal standards for library's serving a population of over 4000 students.

In short, there is a lot of work to be done in the coming years to begin to repair the damage done to our collections, both paper and electronic, before we have the type of library that our students and faculty need, or more categorically "demand".

## STAFF INFORMATION

### LIBRARIANS

**Jean Fisher** (2004). Catalog Librarian. B.A., Lock Haven University; M.L.S., Clarion University of Pennsylvania, 1994.

**Patrick A. Hall** (2007). Director. B.A., Saint Peter Canisius; M.A., Saint Peter Canisius; M.A.R. Saint Peter Canisius; M.L.S. University of Washington, 1983.

**Mary Horn** (2002). Reference Librarian. B.A., Marshall University; M.L.S., University of Tennessee, 1984.

**Ellen H. Ressmeyer** (1994). Archivist. B.A., American University; M.L.S., University of Texas at Austin, 1974.

**Deborah J. Wells** (1986). Systems Librarian. B.A., Marshall University; M.A., Marshall University; M.L.S. University of Kentucky, 1984.

### PARAPROFESSIONAL STAFF

**Toni Brown** (1994). Library Technical Assistant II – Cataloging.

**Diana Haberfield** (1989). Office Administrator – Circulation, Reference and Government Documents, Interlibrary Loans. A.A.S. West Virginia State University; B.S. West Virginia State University, 1994.

**Pamela Klundt** (2005). Library Technical Assistant II – Circulation. Business Administration Degree (A.A.), Foothill College, Los Altos, California

**Shonnette Koontz** (1984). Accountant – Acquisitions and Collection Development. A.A.S., West Virginia State University, 1995.

**Nancy McClanahan** (1992). Library Technical Assistant II – Periodicals.

**Tammy Naylor** (2002). Library Technical Assistant II – Cataloging.

**Judy Russell** (1980). Administrative Senior Secretary to the Director of the Library.

**Nancy Sims** (1995). Library Technical Assistant II – Instructional Materials and Production Center.

**Eugenia Thompson** (1995). Library Associate - Library Computer Systems. A.A.S., Office Administration, West Virginia State University, 1993.

**Janice Young** (1975). Library Technical Assistant II – Archives and Special Collections.