

GREENWOOD LIBRARY HIGHLIGHTS



2014 By The Numbers

Library Attendance – 291,119

The Desk

Non-print Materials Circulated (DVDs, CDs) – 85,322

Books Circulated – 44,865

Faculty Reserves – 10,162

Interlibrary Loan Transactions – 7,545

Research Services

Library Instruction Sessions – 172

Students Attending Sessions – 2,557

In Person Research Referrals – 2,007

Virtual Research Referrals – 226

Database Usage

Searches (in building and remote) – 12,253,274

Digital Commons

Full-text Downloads: 46,500

New Submissions: 2,524

Library Website

Visitors: 63,048

Pageviews: 311,360

Library Implements “Single Service” Desk Model

Providing better service to patrons

The Library implemented a significant change in the past year in how we provide services to our users. Plans began in the late summer of 2013 to reexamine the “traditional” model of service provision, spread across three separate desks: Circulation/Reserves desk (atrium); Reference Desk (learning commons); and Multimedia Lab (adjacent to learning commons).

Beginning in January 2014, we relocated these functions to the former Circulation/Reserves area – immediately to your right as you enter the Library – to create a “one-stop shopping” model of providing public service. In depth reference service is still available from librarians at the hours this expertise is most in demand.

Many other libraries have been moving to this model over the last 20 years, and there is considerable literature on the topic. Staff from the Greenwood Library spent a day at the VCU Libraries last October, learning from their experience creating this model.

Benefits of consolidating service points for users include:

- Library patrons – students especially – don’t get bounced from one desk to another.

- Trained support staff have the ability to answer basic reference questions. This not only provides users with more assistance, but also expands professional development and growth opportunities for staff.
- Librarians are no longer sitting at a desk, reactively waiting for students to come to them – often simply to ask how to use a printer, rather than with an in-depth research question.
- Librarians are “on call” for many of the same hours they previously sat at the desk, and actually have more time to assist students with in-depth research assignments.
- Librarians have more time to engage in our very active Information Literacy program, in assisting faculty with their scholarly research, and in new outreach efforts – e.g., with targeted groups of students such as honors students or international students, as well as with new offices on campus.

Benefits to the Library include:

- More efficient and effective use of existing levels of staff.
- Greater potential to grow and enhance job satisfaction for staff and librarians.
- More cohesive provision of service and a more collaborative work culture. 🌐

Suzu Szasz Palmer
Dean of the Library



About the Library

Located near the center of the University campus, the Greenwood Library is the heart of academic research, collaboration, and creativity at Longwood. The Library is named in honor of Longwood's 22nd president, Dr. Janet D. Greenwood, who obtained the funding for Library construction.

Personnel

Suzy Szasz Palmer, Dean of Greenwood Library
Linda B. Baldwin, Circulation/Reserves Specialist
Mary Fran Bell-Johnson, Serials Manager
Lauren Carr, Library Information Specialist
Susan Carroll, Digital Initiatives Specialist
Betty Eike, Cataloging Specialist
Cindy Elliott, Budget Specialist
Becky Fisher, Acquisitions Manager
Ruth Gowin, Library Information Specialist
Amanda Hartman, Head of Special Collections and Digital Initiatives
Tammy Hines, Head of Collections and Access Management
Mark Lenker, Librarian for Information Literacy and Outreach
Dana Owen, Interlibrary Loan Specialist
Blaze Pappas, Collections and Access Manager
Sarah Reynolds, Library Information Manager
Florence Southall, Acquisitions Assistant
Bradley Taylor, Library Information Specialist
Ken Vaiden, Multimedia Specialist
Lydia Williams, Archives and Records Specialist
Parker York, Library Information Specialist

Appointments

Karyn Saunders, Administrative Assistant to the Dean, November 2013
Bradley Taylor, Library Information Specialist, November 2013
Jason Thorpe, Library Systems Specialist, January 2014
Blaze Pappas, Collections and Access Manager, April 2014

Farewells

Brad Campbell, Library Systems Specialist
Emily Cox, Librarian for Instruction and Research Services
Liz Kocevar-Weidinger, Head of Instruction and Research Services
Tatiana Pashkova-Balkenhol, Librarian for Instructional Design
Jason Thorpe, Library Systems Specialist
Karyn Saunders, Administrative Assistant to the Dean

Published August 2014

STAFF NEWS

Selected Accomplishments, Awards, and Selected Presentations

Suzy Szasz Palmer was elected as President Elect for the Virginia Library Association.

Amanda Hartman was invited to speak at the Jefferson-Madison Regional Library staff development day (November 2013), where she presented on "Turning Technofear to Technojoy".

Mark Lenker served as the chair for the Virginia Library Association annual conference.

Tatiana Pashkova-Balkenhol served as past chair of the Virginia Chapter of the Association of College and Research Libraries (VLACRL).

Ken Vaiden and **Lydia Williams** were each awarded a CHI award, which are given to students, organizations, faculty, and staff who have made outstanding contributions of their time and talents.

Sue Carroll and **Ken Vaiden** attended advanced training in Excel.

Amanda Hartman attended training to be a "Quality Matters" peer reviewer, and has


served on several course reviews for Longwood.

Sarah Reynolds attended the Virginia Library Leadership Academy (VALLA), a training and development program in library leadership and management skills.

Tammy Hines served as a member of the Virtual Library of Virginia ILL Interlibrary Loan Subcommittee and as a member of VLA Council where she represents the Virginia Association of School Librarians.

Mark Lenker published "Information Literacy vs. the Demagogue," in *The Journal of Creative Library Practice* January 22, 2014.

Suzy Szasz Palmer served as chair of the State Council of Higher Education of Virginia-Library Advisory Committee.

Lydia Williams, Mary Fran Bell-Johnson and **Sue Carroll** served on the executive board for the Virginia Library Association Paraprofessional Forum (VLAPF). 



“The Library is important to me because it's the only place I can get my work done.”



A dedicated scanner for books

Patrons can now use a scanner that is built exclusively to scan books and other materials with a spine. The scanner can quickly scan book chapters straight to a USB drive. With the ability to scan to PDF instead of photocopying, the scanner will save students money. It will also be very useful when we start scanning the honors papers and theses to include in the Digital Commons.

Online Resource Additions

ARTstor

A digital library of over 1.6 million digital images in the arts, humanities, and sciences.

18th Century Collections Online (ECCO)

Features a variety of materials, from books to bibles to sheet music.

JSTOR Arts & Sciences XIII

Provides a searchable database for the backfiles of hundreds of full text journals across a wide variety of disciplines.

Library & Information Science Source

This is an upgrade to our Library, Information Science & Technology Abstracts with Full Text database.

NAACP Papers

The digitized archives of the National Association for the Advancement of Colored People, one of the most famous chronicles of the civil rights movement.

PsycTESTS

This is a repository for ready-to-use tests and measures from the American Psychological Association.

Newspaper Databases

The Library added online access to several current and historical newspaper archives:

- The [London] Times Digital Archives
- The Norfolk Journal & Guide 1921-2003
- Virginia Historical Newspapers
- The Washington Post (1877-1997)
- 17th and 18th Century Burney Collection

For more information, see our blog at <http://tinyurl.com/k6c26m6>

SPECIAL PROGRAMS

Several programs are held in the Library each year where students, faculty, staff, and community members have the opportunity to enrich their lives. Our events average about 65-85 attendees, except for Fort Finals which reaches over 1,000 students per semester. In 2014, the Friends of the Library also co-sponsored two authors, Dean King and Teri Kanefield, for the Longwood Leadership Forum.

Spring Fort Finals

April 20-23, 2014

Special Collections Event: Harvill-Stevens Herbarium

April 15, 2014

Presenter: Ms. Erika Gonzalez

ALA/NEH Muslim Journeys Bookshelf Event: "Travels in Muslim Lands"

January 29, 2014

Presenter: Shaykh A. Nooruddeen Durkee

Fall Fort Finals

December 1 - 4, 2013

Game Night

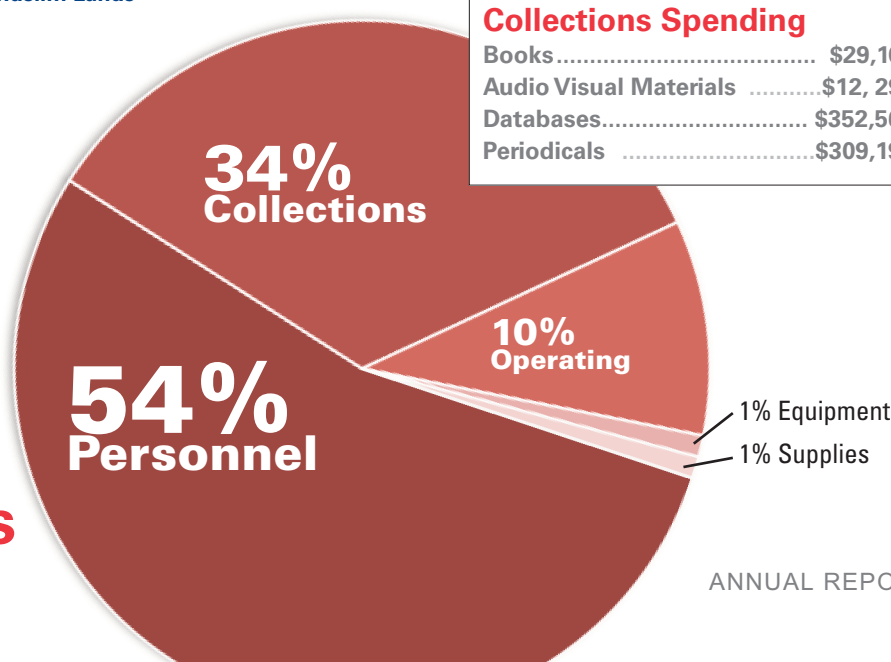
October 18, 2013

Banned Book Readings

October 8, 2013

Collections Spending

Books	\$29,104
Audio Visual Materials	\$12,293
Databases	\$352,569
Periodicals	\$309,191



Expenditures

July 1, 2013 — June 30, 2014

ANNUAL REPORT 2014

RETURN SERVICE REQUESTED

Greenwood Library
201 High Street
Farmville, VA 23909



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