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Law Library Annual Report 2010-2011

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The Law Library continues to be a very popular place in the College of Law. The library traffic has increased by 47%, with 143,155 visitors. The appearance of the library has improved through the work of the Art Committee. There are several new pieces of art strategically placed to enhance the library’s environment. We have added soft seating and three additional study rooms. The students continue to use the study rooms extensively and can reserve a study room online. The librarians and staff help create an interactive map showing the correct location of books and study rooms. During the summer, we added a free book exchange program. Additionally, during the summer, the IT department reconfigured the computer training room with new stations and computers.

The librarians continue to improve access to our electronic and print materials. With more emphasis on electronic materials, the technical services department continues to organize and control electronic titles. The reference librarians designed the new law library website, adding social media components including a library blog called The Lawsmore Trend and a page on Facebook.

The librarians expanded faculty services, including in-class instruction in selecting resources. The number of faculty research services increased over 40% to 760 requests. The librarians continue to offer superior service to students by offering additional opportunities for students to discuss legal research tools and strategies.

The librarians continue to contribute in various professional settings. They published conference articles and have remained very active in contributing to the legal community. We have attended several conferences and seminars. There has been meaningful interaction with the legal community, both in meetings and socially. We reached out to the Georgia Law Librarians and the Georgia Law Library. During AALL, Nancy attended

Nancy P. Johnson
Associate Dean for Library and Information Services
Professor of Law
INTRODUCTION

During last summer, the librarians conducted three successful librarian searches. Fortunately, we were able to increase the number of librarians from seven to eight. This total number includes the Associate Dean for Library and Information Services and the Director of Information Technology. Meg Butler, Associate Director for Public Services (replacing Ron Wheeler), Deborah Schander, Reference/Student Services Librarian (formerly titled Reference/Electronic Services Librarian), and Austin Williams, Reference/Student Services Librarian (new position) joined us on August 8, 2010. Pam Brannon moved into the Reference/Faculty Services Librarian position (replacing Michael Tillman-Davis). Additionally, Emily Williams joined the library as a LTA in July 2010.

The Law Library continues to be a very popular place in the College of Law. The library traffic has increased by 17%, with 143,159 visitors. The appearance of the library has improved through the work of the Art Committee. There are several new pieces of art strategically placed to enhance the library's environment. We have added soft seating and three additional study rooms. The students continue to use the study rooms extensively and can reserve a study room online. The librarians and staff help create a new interactive map showing the correct location of books and study rooms. During the summer, we added a free book exchange program. Additionally, during the summer, the IT department reconfigured the computer training room with new stations and computers.

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The librarians expanded faculty services, including in-class instruction to seminar courses. The volume of faculty research services increased over 40% to 783 requests. The librarians continue to offer superior service to students by offering additional opportunities for students to discuss legal research tools and strategies.

The librarians continue to contribute in various professional settings. Throughout the year, librarians have written articles and have remained very active in university, local, regional, and national library association activities. They have attended faculty job talks, faculty receptions, lectures, and morning coffees. There has been more interaction with the university librarians, both in meetings and socially. We visited the 11th Circuit Law Library and the Emory Law Library. During AALL, Nancy Johnson
received the AALL Hall of Fame Award and Meg Butler received the AALL/LexisNexis Call for Papers Award. For the third time, the Law Library won an award in the AALL Day in the Life Photo contest, with Meg Butler spearheading the effort.

Please refer to the descriptive Annual Reports of the six-library faculty members. Besides their departmental reports, they included departmental goals for the year. Meg Butler, Associate Director for Public Services, Deborah Schander, Reference/Student Services Librarian, Austin Williams, Reference/Student Services, Pam Brannon, Reference/Faculty Services Librarian, Keith Hill, Circulation Supervisor, Betty Wright, Reference Specialist and Interlibrary Loan Coordinator, collaborated on the Public Services Report. Qian Cui, Catalog Librarian wrote the Cataloging Report and Trina Holloway, Acquisition/Serials Librarian, described the work of her department.

ADMINISTRATIVE AND PERSONNEL

The attached Organization Chart reflects the administrative structure of the Law Library as of summer 2011. The library staffing currently includes eight librarians (one functions as Director of Information Technology), eight staff members, and several student assistants. The position descriptions outline the specific duties of the librarians and staff.

Librarians
Name Position
Nancy Johnson Associate Dean for Library and Information Services/Professor of Law
Pam Brannon Faculty Services Librarian (formerly Ref/Electronic Services)
Meg Butler Associate Director for Public Services
Qian Cui Catalog Librarian
Trina Holloway Acquisitions/Serials Librarian
Terrance Manion Director of Information Technology/Librarian
Deborah Schander Reference/Student Services Librarian
Austin Williams Reference/Student Services Librarian

Staff Members
Name Position
Sherri Grady Administrative Coordinator, Sr. (Accounting/Serials)
Keith Hill Administrative Supervisor III (Circulation)
Byll Irvin Library Technical Assistant (Circulation)
Emily Williams Library Technical Assistant (Circulation)
Dee Walraven Business Affairs Coordinator
Juanita Wheeler Library Technical Assistant (Circulation)
LIBRARY HOURS AND USERS

During the past several years, the Law Library and the University Library instituted a more restrictive access policy. The primary function of the Georgia State University Law Library is to serve the teaching, research, and scholarly activities of faculty, students, and staff. To fulfill this mission, access controls and restrictions are in effect. The Georgia State University Law Library is open to non-attorneys and non-GSU community members during regular business hours, 8:30 a.m.-5:00 p.m. Monday - Friday. Public patrons are required to exit the library at the close of regular business hours. Public patrons are not allowed in the library during the weekends. Additionally, the Law Library and the University Library instituted a more restricted access policy during the law school final exam periods. Public patrons are not allowed to use the library during fall, spring, and summer exam periods.

The law students are very pleased with the change in our access policy. They feel like the library better serves their needs.

The library is open 103 hours per week or 5,355 hours per year, with some variation in the schedule for university breaks. According to the door count statistics, we had 126,047 visits to the Law Library and October was the busiest month with 20,693 visits. These statistics are 17% higher than last year’s statistics of 126,047.

SERVICES

The Librarians, Graduate Research Assistants, and the Reference Specialist provide a total of 70.5 hours of reference desk service each week. With the help of our GRAs, we provide reference assistance during weekends. The librarians answered 1,911 questions during the year. This number does not include faculty and students seeking reference assistance by dropping in librarian offices, emailing, and entering requests in the faculty request database. We added virtual chat reference service during the fall semester.

The Reference/Student Services Librarians, Deborah Schander and Austin Williams, made significant accomplishments in providing more outreach services to the students. Through workshops, classroom instruction, blogs, and social media, the programs connect with students by providing information on legal research. Based on an assessment of student needs, the Law Library successfully presented four Technology Fee proposals.

Pamela Willis
Library Associate II (Cataloging)

Betty Wright
Library Reference Specialist
The Reference/Faculty Services Librarian, Pam Brannon, provided numerous services to the faculty. In addition to research and document delivery, she routed new books to the faculty and began holding individual meetings with each faculty member.

The library hosted twice the number of Faculty Lunch and Learn series than in the previous year. The series consisted of presentations by a university lawyer, librarians, and vendor representatives.

The librarians and staff continue to stress high quality customer service and we take advantage of advanced training opportunities. Within the Law Library, we hold staff information meetings (known as PIE), weekly librarian meetings, weekly reference meetings, and webinars.

Nancy Johnson, Terrance Manion, Meg Butler, Pam Brannon, and Deborah Schander remained involved in teaching legal research to the first year law students and other classes. Nancy Johnson taught Advanced Legal Research during the fall and spring semesters.

Betty Wright manages interlibrary loan and Keith Hill handles GIL Express (statewide borrowing and lending consortium) requests. Both services are very valuable to our faculty and students.

The Public Services Annual Report covers the circulation department, interlibrary loan, reference services, faculty services, and stacks maintenance. The Technical Services Annual Report covers budget, government documents/microform services, cataloging, and acquisitions.

LIBRARY COLLECTION

The library has a strong and thriving electronic collection. During the year, we added the following titles: Bluebook Online, CQ Supreme Court Collection, Hague Academy Online Collection, JustCite, Kluwer Arbitration, Oxford Scholarship, ProQuest Legislative Insight, American Founding Era Collection, Taxation and Economic Reform in America, Tracfed, and Your Nation’s Courts Online.

As of fall 2009, the ABA no longer requests title and volume count. However, we still keep track of title and volume count for internal purposes. The following are totals for 2010-2011:

<table>
<thead>
<tr>
<th>Paper Titles Added</th>
<th>2,545</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper Titles Withdrawn</td>
<td>734</td>
</tr>
<tr>
<td>Total Titles</td>
<td>62,201</td>
</tr>
<tr>
<td>Paper Volumes Added</td>
<td>4,116</td>
</tr>
</tbody>
</table>
Paper Volumes Withdrawn  |  4,257  
---|---
Paper Volumes Total  |  143,066  
---|---
Electronic Resources - added  |  8,875  
---|---
Electronic Resources - total  |  59,295  
---|---

TECHNICAL SERVICES and STACKS MAINTENANCE

The Cataloging unit, under Qian Cui and Pamela Willis, cataloged 3,366 items in formats of print, audio, video, and microform, including 2,545 new titles and 4,116 added volumes and copies. Technical services and stacks maintenance withdrew 4,257 outdated volumes. The department received 1868 YBP/Prompt Cat cataloged books and marc records. The Law Library has 59,295 electronic titles.

The Acquisitions/Serials unit, librarian Trina Holloway and staff member Sherri Grady oversee all operations of acquisitions and serials control. The library spent approximately $954,638 on new and continuing library materials in the last fiscal year. The staff members spend considerable time withdrawing and monitoring the annual costs of pocket parts and annual supplements. Although several titles were cancelled, there was an increase in the number of monographs ordered from our monograph vendor.

Stacks Maintenance continues to file and shelve the documents. The staff and students completed several major projects, including weeding no longer updated loose-leaf services, donating government document microforms to another university, and recycling no longer updated state codes.

SPECIAL EVENTS

For the second year, the Law Library hosted two book-signings for both Natsu Saito and Paul Lombardo. Additionally, we hosted a reception for a section of the American Bar Association Midyear meeting.

POLICIES

Meg Butler and the librarians made several changes in policies and the policies appear on the Law Library website. During the year, the librarians agreed to change the policy regarding food and drink. Snack items are now allowed in the library. In addition, non-circulating items were changed to circulating items. Two other policies were formalized: the policy regarding paralegal program visits to the library and the policy regarding services for patrons with disabilities.
FACILITIES

The Law Library has 42,776 linear feet of shelving capacity available for library materials. Of that total, 26,252 linear feet are full and 16,524 linear feet are empty. During the past year, there have been considerable resources expended on library flood-relief construction. Where the construction was completed, there is no longer any flooding; however, the area near Decatur Street continues to flood during a heavy rain.

The College of Law Building Committee continues to plan for the new College of Law Building. The architects are Stevens and Wilkinson and the Smith Group. The current location is on the corner of John Wesley Dobbs and Park Place.
Annual Reports

Public Services

Meg Butler
Associate Director for Public Services

Pam Brannon
Reference/Faculty Services Librarian

Deborah Schander
Reference/Student Services Librarian

Austin Williams
Reference/Student Services Librarian

Keith Hill
Circulation Supervisor

Betty Wright
Stacks Maintenance/Reference Specialist

Technical Services

Trina Holloway
Acquisitions/Serials Librarian

Cataloging

Qian Cui
Catalog Librarian
2010-2011 Public Services Annual Report
Meg Butler, Associate Director for Public Services
June 30, 2011

Personnel
Meg Butler is the Associate Director for Public Services of the Law Library. For most of the fiscal year, the Public Services Department was comprised of the following units and full-time employees: Circulation (Kathie Hill), Faculty Reference (Paul Schneider), Interlibrary Loan and Stack Maintenance (Nancy Wright), and Student Reference (Deborah Schneider and Auditor Williams). Reports for each individual unit are attached below.

 Fiscal Year 2010-2011 began with several key personnel changes. Meg Butler joined the full-time staff of Law Library on August 8, 2010. Deborah Schneider and Auditor Williams also joined the staff this year, filling two Reference/Student Services Librarian positions.

Speaker to the College of Law and the University
The public services librarians participated actively in the life of the college of law. The librarians attended the job fairs for candidates, responding to a call for participation. They were responsible for making the faculty aware of librarians attending College of Law events such as the annual celebration of Mary Hodsdon's role within the American College of Trusts and Estates Counsel, the Miller Lecture, the Pitta award, and the Faculty of the Year award. They also attended faculty committees.

Deborah Schneider served on a University Library committee planning the University's faculty author celebration event. The law librarians attended the event.

Meg Butler and Olin Librarians attended meetings with the librarians at the University Library regarding purchasing decisions and developing the display and content in the union public access solution. They continue to build relationships with the University Library, with goals of maintaining regular communication about the shared cataloging and improving services to the College Law community. Deborah Schneider has developed a relationship with the senior at the University Library tasked with managing the Digital Archive.

Events
During 2010-2011, the Library sponsored several public events. Book signings for Just: Robin West and Paul Berman had audiences of over 100 people, while the American Bar Association's 2011 meeting held their reception in the library, following their session on transparency in University law.

Policies
During the 2010-2011 year, the librarians agreed to update the policy regarding food and drink. Snack items are now allowed in the library, excluding foods that are unattended or noisy, slippery, or loud. The policy suggests as well that meals requiring cutlery are not allowed. Beverages continue to be allowed, with the exception of alcoholic beverages.

Non-circulating items were among the changes this year. For those items, the loan period was one week, with plans to reduce the items being used in the legal bibliography, in favor of non-circulating
Personnel
Meg Butler is the Associate Director for Public Services of the Law Library. For most of the fiscal year, the Public Services Department was comprised of the following units and unit heads: Circulation (Keith Hill), Faculty Reference (Pam Brannon), Interlibrary Loan and Stack Maintenance (Betty Wright), and Student Reference (Deborah Schander and Austin Williams). Reports for each individual unit are attached below.

Fiscal Year 2010-2011 began with several key personnel changes. Meg Butler joined the GSU College of Law Library staff on August 8, 2010. Deborah Schander and Austin Williams also joined the staff that day, filling two Reference/Student Services Librarian positions.

Service to the College of Law and the University
The public services librarians participated actively in the life of the College of Law. The librarians attended the job talks for candidates, responding to a call for participants. Also responding to calls for faculty participation, librarians attended College of Law events including the swearing in of recent graduates, the event celebrating Mary Radford's role within the American College of Trust and Estate Counsel, the Miller Lecture, the PILA auction, the faculty lunch series chaired by Eric Segall, and the Ben F. Johnson Public Service Award celebration. The librarians also all volunteered to serve on faculty committees.

Deborah Schander served on a University Library committee planning the University’s faculty author celebration event. The law librarians attended the event.

Meg Butler and Qian Cui attended meetings with the librarians at the University Library regarding purchasing decisions and decisions regarding the display and content in the online public access catalog. They continue to build a relationship with the University Library, with goals of maintaining regular communication about the shared library catalog and improving services to the Georgia State community. Deborah Schander has developed a relationship with the person at the University Library tasked with managing the Digital Archive, facilitating her work on the College of Law Digital Archive.

Events
During 2010-2011, the library hosted three major public events. Book signings for both Natsu Saito and Paul Lombardo had audiences of over 30 people, while the American Bar Association Midyear 2011 meeting held their a reception in the library, following their session Hot Topics in Diversity Law.

Policies
During the 2010-2011 year, the librarians agreed to change the policy regarding food and drink. Snack items are now allowed in the library, generally including foods that are unobtrusive—not smelly, sticky, or loud. The policy suggests as well that meals requiring cutlery are not allowed, though finger foods such as pretzels, grapes, etc., are welcome. Beverages continue to be allowed in covered containers.

Non-circulating items were changed to circulating this year. For those items, the borrowing period was one week, with plans to return the titles being used in the Legal Bibliography course to non-circulating...
for the duration of the course. The exception to this change was for items in reference, which continue
to have restrictions on circulation. The circulation staff was trained on how to handle items that lack bar
codes at the time of checkout.

The library policy regarding paralegal program requests for visits to the library was formalized in a
written document. Generally, such programs are welcome to send their students to use library
resources during the times the library is open to the public. If the students are part of another library
user group with broader access privileges, those students are also welcome to use the library. If a non-
Board of Regents system instructor seeks to bring a class to the library, a list of criteria are included for
consideration of the request.

The library formalized a policy regarding services for patrons with disabilities. Also, a training was
scheduled so that librarians could become familiar with the assistive technologies available in the
library.

Services
The library established a book exchange near the end of 2010-2011. The book exchange appears to be
well-used, with faculty and staff members donating books to establish the exchange.

Terrance Manion headed a committee, joined by Austin Williams, Meg Butler, and Emily Diffinderfer (IT
Department) tasked with updating the library map. Working with an outside contractor, the group
designed and approved the new map which is available on the library website and throughout the
library.

Working with Earl Daniels (IT Department), Deborah Schander revised the law library’s database list.
The revision made the list more immediately helpful, moving frequently used databases to the top of
the list while maintaining the indexing that existed.

Public Services Goals for 2010-2011

- Use LibGuides software to create and implement interactive web research guides. This goal was
  achieved. LibGuides software was used to create research guides for every course in which a
  librarian was invited as a guest lecturer and at faculty request. Additional LibGuides were
  created by students in the Advanced Legal Research course. Some research guides in other
  formats were reviewed and updated using LibGuide software.
- Continue the work on the Law Library website redesign. This goal was achieved. The law library
  completely redesigned its website on time for the roll out of the new College of Law site. In
  fulfillment of this goal, the law library reference librarians received training in a new content
  management system (CMS) and reviewed all content on the existing site, identifying which
  content should be updated, moved, eliminated, etc. The reference librarians designed the new
  site, adding social media components including a library blog called The Blackacre Times, and
  creating an institutional page on Facebook.
- Continue investigating ways to count usage of online subscription databases. This goal is in
  progress. After consulting with other libraries, including the University Library, the law library
  decided upon a content management system called Gold Rush. The content management
  system is being populated with subscription data, which will enable the gathering and analysis of
  usage statistics from vendors which make that information available.
• Continue to expand faculty services, especially in-class instruction to seminar courses. The volume of faculty services has increased, particularly in terms of research and document delivery requests. In-class instruction has also increased, though not in the same degree.

• Continue to nurture and foster a casual yet professional and collegial working atmosphere. (This includes librarians, staff, and students.) Ongoing work is continually being done to achieve this goal. A collegial and comfortable atmosphere exists in the law library.

• Implement an online system for study room reservations. This goal was achieved. After investigating the system used by the university library and options available through the College of Law Information Technology department, the system of room reservation used by the College of Law was adapted for the library’s use. The Circulation staff received training in the system and tested the system. The system was rolled out to students at the beginning of Spring semester.

• Implement chat reference for the College of Law community. This goal was achieved. After investigation and consultation with the University Library, chat reference services were offered as a pilot during fall semester. Policies and best practices were established, and the reference staff, including reference GRAs, received training on the policies and practices. During spring semester, the librarians evaluated the chat reference service and decided to continue the service on an ongoing basis.

**Public Services Goals for 2011-2012**

• Compile existing unit manuals into a Public Services Manual that reflects current policies and practices.

• Review library signage for currentness as well as aesthetics, updating as needed.

• Continue investigating ways to count usage of online subscription databases.

• Implement a Personal Librarian program for the incoming 1L students.

• Make law library information available to users in a variety of formats including LibGuides, videos, tutorials, podcasts, etc.

• Reorganize and add content to be uploaded to the College of Law Digital Archive.

• Continued expansion of the Law Library website content.

• Continued expansion of workshops and programs for students, faculty, law review, and clinics.

**Reference Services**

The Reference Department currently provides reference assistance during the following hours, totaling 70.5 hours per week:

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday-Thursday</td>
<td>8:30 am – 8:00 pm</td>
</tr>
<tr>
<td>Friday</td>
<td>8:30 am – 5:00 pm</td>
</tr>
<tr>
<td>Saturday-Sunday</td>
<td>10:00 am – 6:00 pm</td>
</tr>
</tbody>
</table>

This represents a change from the hours that reference assistance has been provided in the past. Reference services are now beginning earlier in the day (8:30 am, rather than 9:00 am) and ending earlier in the day (8:00 pm, rather than 9:00 pm), as the reference question statistics demonstrated a greater demand for services in the morning than in the evening. The change in hours also increases the time in which reference services are available for public patrons.

During semester breaks, the reference desk hours are Monday – Friday from 9:00 am to 5:00 pm for a total of 40 hours per week. There is no weekend reference service during semester breaks. During the
summer semester, reference desk hours are shortened, and the reference desk closes at 7:30 pm Monday – Thursday.

**Tours and Presentations**
The reference librarians conduct tours of the law library for GSU classes upon the request of a professor. Usually these tours include an introduction to legal bibliography. Additionally, tours are conducted for each incoming first year law student as a required part of their Legal Bibliography course.

**Lunch and Learn Series**
This year the library expanded on the series and hosted five sessions in the fall 2010 semester. We added two sessions spring semester 2011, as well. The series consisted of presentations by librarians, vendor representatives, and a representative from the university’s Office of Legal Affairs. The presentations were:

- August 24, 2010: Law Library Update by GSU Law Librarians
- September 1, 2010: Westlaw Update
- September 7, 2010: LexisNexis Update
- September 16, 2010: GSU’s Copyright Policy
- September 28, 2010: Using Zotero for Research
- February 9, 2011: Finding Your Fans with the Law Library
- February 23, 2011: Bloomberg Professional

**Presentations**
Law librarians presented trainings for undergraduate, graduate, and law students, as well as librarians from University Library. The librarians visited or presented information to law classes 29 times in the 2009-2010 year.

**Personnel**
The reference department was not fully staffed from July 1-August 9, 2010. On August 9, Margaret (Meg) Butler joined the library as Associate Director of Public Services, and Austin Williams and Deborah Schander joined the library as Reference/Student Services librarians, bringing the library to a full reference staff.

During the fall semester, both Betty Wright (Library Reference Specialist) and Trina Holloway (Acquisitions/Serials Librarian) were asked to fill-in at the reference desk as needed, as both were out on maternity leave during the semester. Both returned to regular reference shifts in spring semester. During spring final exams and summer semester, Meg Butler was also out on maternity leave.

**Reference Statistics**
Reference librarians answered a total of 1911 questions at the reference desk from July 1, 2010 to June 30, 2011. This number is a small increase (52 questions) from the prior year. This is noteworthy because the number of questions has been on the decline, with a 17% decrease between the fiscal years beginning 2009 and 2010, and a 30% decrease between the fiscal years beginning 2008 and 2009. The busiest months were August and October, with 282 and 279 questions respectively, though September was also quite busy with 272 questions. The high volume of reference questions in those months may be the result of the influx of new students and those requiring help completing assignments for the IIL Legal Bibliography course.
Reference librarians continue to be busy responding to law student research needs. Law students seek reference help by dropping into librarian offices, emailing librarians, and setting up reference appointments. These interactions are not reflected in the reference desk statistics, but account for a significant portion of reference librarians' student interactions. Many of those interactions stem from the reference librarians' guest lectures in classes.

The reference desk statistics reflect additional information about the patrons served by the law library reference desk staff. In the last calendar year, the percentage of total questions coming from public patrons dropped from 40.5% to 33.7%. However, the highest volume of questions at the reference desk is asked by public patrons, with College of Law students coming in a close second, asking 31.5% of the reference questions. The high number of public patrons served can be explained, in part, by the many other ways that College of Law faculty and students seek reference assistance, such as by dropping into librarian offices, emailing, and entering requests in the faculty request database.

The busiest times of the day for the reference desk continue to be consistent with 2009-2010. The reference desk staff faces the highest volume of questions on Thursday, with users asking 21.9% of the questions that day. Wednesdays are almost as busy, with 18.9% of the questions being asked on Wednesdays. Weekends have the lowest volume of questions. The busiest time of the day remains from 10:00 am to 5:00 pm, with those hours averaging between 10% to 13% of the days' questions. The statistics indicate that the slowest time of day is the morning hour between 8:00 am and 9:00 am. However, statistics were only gathered for that hour during spring semester, so the percentage of questions in that time of day will likely be higher in the next fiscal year.

Virtual chat reference service was added during fall semester. The chat reference service accounted for 3.4% of the questions answered. This number may not reflect the full interest in chat reference service, as the service was also turned off during part of the month of June, as the librarians investigated some inappropriate communications. After investigation and additional training in possible responses to inappropriate questions, the chat reference service was turned back on.

**Reference Department Goals for 2010-2011:**
- Implement chat reference for GSU patrons. *This goal was achieved. The law library began using chat reference with patrons during fall semester, via a chat box on the law library website homepage. The chat service used is LibraryH3lp, the system used by the University Library.*
- Provide ongoing supplemental training and support for reference librarians, including specialized training on new databases, enhancements to old databases, helpful websites, etc. *This goal was achieved, and is ongoing. In addition to vendor training sessions offered by LexisNexis, Westlaw, Bloomberg, CCH, and BNA, the law librarians also attended a variety of webinars and meetings for professional development. We began having weekly meetings of the reference staff to discuss interesting or difficult reference questions, train or re-train on policies and procedures, and to turn-key information learned through professional development opportunities.*
- Develop written training/orientation materials for GRAs. *During the year, written training materials were developed, and GRAs were trained using those materials at the beginning of summer semester 2011.*

**Reference Department Goals for 2011-2012:**
- Continue the development of LibGuides, including the institution of a process for review and revision/updating.
• Continue to provide ongoing supplemental training and support for reference librarians, including specialized training on new databases, enhancements to old databases, helpful websites, etc.

• Provide research tools, guidance, and support, in a variety of online formats including video.

Faculty services work was completed primarily by Pam Brandon, with the assistance of three research GRA's each semester. Deborah Schenader, Meg Butler, Austin W cinematic, and Robby Wright also assisted in providing other services including fulfilling research requests and grant lecturing. The volume and complexity of the faculty research work has grown, as shown in the statistics below, and may increase with the addition of three new junior faculty.

Research Requests
During 2010-2013, we continued to use the online faculty request database to manage faculty research services. To manage research assistants and send documents, we continue to use the web-based practice management system Clio. The faculty services librarian and the research GRA's have individual logins. Each faculty research request is entered as a “matter,” to which time spent, notes, and documents can be attached. Matters and tasks can also be assigned by the manager (the librarian) to the research GRA's. This system helps track particular projects and has provided a location where files used for projects can be stored.

Additionally, we use the citation management system Zotero to collect and store research. Using Zotero we can quickly retrieve citations, store documents, and organize research results. Zotero creates properly formatted bibliographies in Microsoft Word, and faculty who use Zotero can quickly insert Bluebook-formatted footnotes into their documents. Some of our faculty have begun using Zotero for this reason, as we can easily transfer the work that we have saved and organized in our Zotero account to their Zotero account.

To facilitate delivery of documents, we provided access to the faculty drives to the faculty services librarian and associate director for public services, and we have begun sending some documents to those drives rather than via email or in paper. The faculty have responded positively to this. We have also begun using cloud storage services such as Dropbox to send documents to some faculty.

Pam created a research cover sheet that is sent to faculty with a completed research request. The cover sheet describes the steps taken to complete the request, including database searched, search terms used, and other resources consulted. The research cover sheet has been well received by faculty, and faculty have remarked that the increased transparency of the research process is helpful to them.

In addition to providing document delivery and research to faculty, Pam has been working on increasing the visibility of the library and library services. She began notifying faculty of new books in which they may be interested and, when requested, automatically sends new books on specific topics to faculty. In order to ensure that the faculty’s needs are being met by the library, Pam began holding individual meetings with each faculty in January 2014 to collect information on each faculty member’s current and future projects, preferences for document
2010-2011 Faculty Services Annual Report
Pam Brannon, Reference/Faculty Services Librarian

Personnel
Faculty services work was completed primarily by Pam Brannon, with the assistance of three research GRAs each semester. Deborah Schander, Meg Butler, Austin Williams, and Betty Wright also assisted in providing other services including fulfilling research requests and guest lecturing. The volume and complexity of the faculty research work has grown, as shown in the statistics below, and may increase with the addition of three new junior faculty.

Research Requests
During 2010-2011, we continued to use the online faculty request database to manage faculty research services. To manage research assistants and send documents, we continue to use the web-based practice management system Clio. The faculty services librarian and the research GRAs have individual logins. Each faculty research request is entered as a “matter,” to which time spent, notes, and documents can be attached. Matters and tasks can also be assigned by the manager (the librarian) to the research GRAs. This system helps track particular projects and has provided a location where files used for projects can be stored.

Additionally, we use the citation management system Zotero to collect and store research. Using Zotero we can quickly retrieve citations, store documents, and organize research results. Zotero creates properly formatted bibliographies in Microsoft Word, and faculty who use Zotero can quickly insert Bluebook-formatted footnotes into their documents. Some of our faculty has begun using Zotero for this reason, as we can easily transfer the work that we have saved and organized in our Zotero account to their Zotero account.

To facilitate delivery of documents, IT provided access to the faculty J drives to the faculty services librarian and associate director for public services, and we have begun sending some documents to those drives rather than via email or in paper. The faculty has responded positively to this. We have also begun using cloud storage services such as Dropbox to send documents to some faculty.

Pam created a research cover sheet that is sent to faculty with a completed research request. The memo describes the steps taken to complete the request, including databases searched, search terms used, and other resources consulted. The research cover sheet has been well-received by faculty, and faculty have remarked that the increased transparency of the research process is helpful to them.

In addition to providing document delivery and research to faculty, Pam Brannon worked on increasing the visibility of the library and library services. She began notifying faculty of new books in which they may be interested and, when requested, automatically routed new books on specific topics to faculty. In order to ensure that the faculty’s needs are being met by the library, Pam began holding individual meetings with each faculty in January 2011 to collect information on each faculty member’s current and future projects, preferences for document
delivery and new book notifications, and the potential for in-class research instruction. By the end of the fiscal year she met with almost half of the faculty, and anticipates completing the project by the end of the calendar year.

**Statistics**

In fiscal year 2010-2011, the library completed 783 faculty services requests, up from 555 requests the previous year. Both document delivery and faculty research requests are included in the faculty services statistics. This is a marked increase of 41% from the previous year, and is also the most requests received in a year since we began to keep statistics. The percentage of requests that were for research, rather than documents, increased slightly from 20% to 22%.

<table>
<thead>
<tr>
<th>Month</th>
<th>Total Faculty Services Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>112</td>
</tr>
<tr>
<td>August</td>
<td>87</td>
</tr>
<tr>
<td>September</td>
<td>64</td>
</tr>
<tr>
<td>October</td>
<td>61</td>
</tr>
<tr>
<td>November</td>
<td>102</td>
</tr>
<tr>
<td>December</td>
<td>19</td>
</tr>
<tr>
<td>January</td>
<td>59</td>
</tr>
<tr>
<td>February</td>
<td>63</td>
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<tr>
<td>March</td>
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<tr>
<td>April</td>
<td>36</td>
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<tr>
<td>May</td>
<td>40</td>
</tr>
<tr>
<td>June</td>
<td>90</td>
</tr>
<tr>
<td><strong>Total 10-11</strong></td>
<td><strong>783</strong></td>
</tr>
</tbody>
</table>

**Faculty Services Goals for 2010-2011**

- Continue to increase the volume of our faculty research services. **Completed.**
- Market our instructional services to the faculty and get them to use these services more. **In progress.** Individual meetings with faculty members, to promote the services offered by the library, were begun in 2010-2011, but were not completed. They will continue in 2011-2012.
- Give special attention to our new, pre-tenure faculty to make sure they get the library support they need and were promised. **Completed. In the last FY, we completed work for each pre-tenure faculty member. This goal should be carried over to the next FY, however, particularly regarding the three incoming pre-tenure faculty.**
- Devise a really short evaluation form to hand out to students after providing instruction so that we can get immediate feedback. **Not completed. This goal will be carried over to the next FY.**

**Faculty Services Goals for 2011-2012**

- Continue to increase the volume of our faculty research services.
• Continue to market library services, particularly our instructional services to the faculty. A key aspect of achieving this goal will be completing the faculty interview project begun in FY 2010-2011.

• Give special attention to our new, pre-tenure faculty to make sure they get the library support they need and were promised.

• Devise a really short evaluation form to hand out to students after providing instruction so that we can get immediate feedback.

• More broadly distribute the faculty document delivery and research work, creating opportunities for the faculty to use the expertise of Deborah Schander and Austin Williams.
The Law Library hired two new faculty members in fiscal year 2010-2011 to fill the two Reference/Student Services Librarian positions. One position was formerly the Reference/Electronic Services position, and the second position was newly created. Deborah Schander and Austin Williams took over these roles in August 2010. In these roles, Deborah and Austin acted as the primary contacts in the library for students here at the College of Law. Both worked the reference desk at least three shifts a week, which included one night shift. Both also acted as liaisons for clinics and other student organizations here at the College of Law; Deborah worked with Moot Court and the HeLP Clinic while Austin worked with Law Review and the Tax Clinic. Both also took on key responsibilities in the development and maintenance of the Law Library’s webpage on the new College of Law website. Deborah began teaching Legal Bibliography in the Fall of 2010, while Austin will began teaching in the Fall of 2011. Deborah and Austin also implemented a new workshop series in the Spring of 2011, entitled “Library Abridged,” which was aimed at connecting with students and providing information on legal research that students may not get in their first year classes.

Accomplishments for 2010-2011

Outreach

- **Student Workshops:** Reference/Student Services Librarians Austin Williams and Deborah Schander created a new student workshops series this past fiscal year entitled “Library Abridged.” The purpose of the workshops was to provide students with information on different resources available to them in the library, enhance their legal research skills, and promote the Law Library. The librarians held 6 one-hour table events throughout the Spring 2011 semester in the Urban Life Building lobby. During these events, Deborah and Austin provided students with handouts and live demonstrations with Apple iPads on six different topics. Those topics were as follows: (1) advanced Google searching; (2) 50 state surveys; (3) professional guide to Facebook; (4) AudioCaseFiles; (5) apps for attorneys and law students; and (6) eBooks. In addition, Deborah and Austin provided coffee and cookies for participating students. All of these workshops culminated in a one-hour lunchtime presentation at the end of the semester, in which Deborah and Austin provided drinks and pizza to the participants. The topic of the lunchtime presentation was “Top 10 Ways The Library Can Help You This Summer.” The topics discussed during this session encompassed a recap of some from the workshop series and a few new topics, including the Virtual Private Network (VPN) and sources for legislative histories.

- **Classroom Instruction:** During fiscal year 2010-2011, reference librarians provided classroom instruction for several classes in and outside of the College of Law. Those classes included the following: Corporate Governance, Health Legislation, Natural Resources Law, Basic Federal Taxation, Bankruptcy, Social Work and the Law, Law for Public and Nonprofit Managers, and Education Law. For each class, a reference librarian was assigned to provide a classroom research instruction session, create a research guide that corresponded with the class, and act as a point of contact for that class in the library. For classes outside of the College of Law, reference librarians also led students on a detailed tour of the law library.

- **Clinical/Organization Liaison:** During fiscal year 2010-2011, reference/student services librarians acted as library liaisons for the following: (1) Law Review; (2) Tax Clinic; (3) HeLP Clinic;
and (4) Moot Court. Reference librarians acted as the point of contact for the library with each of these organizations and assisted student participants with their research queries.

Web Services
- **Digital Archive:** The transfer of the College of Law’s digital content from DSpace to the BePress platform was completed in fiscal year 2009-2010. In fiscal year 2010-2011, the Law Review’s website was also transferred to the BePress platform. All previously-digitized Law Review content, as well as all new Law Review content, is now available and fully searchable. The Peach Sheets were given greater prominence on the new site and are accessible both together with and separate from the standard Law Review content. Documents from the Georgia Business Courts collection were also digitalized and uploaded to the BePress platform. In addition, an organization plan was created to restructure the archive’s layout for easier use and navigation.
- **Website:** The Law Library, along with the rest of the University, launched a new website in early fiscal year 2010-2011. All old webpages were analyzed for usefulness, then deleted or updated and transferred to the new site. New pages were also created to fill in content gaps. Notable new layout innovations include landing pages with information especially applicable to law students, law faculty and other library users. The new homepage prominently displays the library’s catalog and database list, hours and contact information, blog, online study room reservation system and more. The Law Library also launched a chat service, allowing patrons to contact reference librarians via chat during regular reference hours.

Social Media
- **Facebook:** The Law Library created a Facebook page during fiscal year 2010-2011 to market itself to students online. The Law Library currently uses Facebook to provide updates on events in the library and to link posts to its blog.
- **Twitter:** The Law Library continued to use Twitter during fiscal year 2010-2011. After the creation of the Law Library Facebook page, the Facebook and Twitter accounts were linked together so that any post on Facebook would instantly post on Twitter. This further enabled entries on the Law Library’s blog to be linked to another form of social media. **Blog:** The Law Library started a library blog, titled “The Blackacre Times,” during fiscal year 2010-2011. Blog entries are written twice a week, with topics ranging from current library notices, important legal news and developments, popular current events, and research suggestions. The most current posts from the blog are linked on the Law Library’s Facebook and Twitter pages, as well as on the home page of the Law Library’s website. This enables students and other library patrons to access the blog in a variety of ways.
- **YouTube:** Just prior to the end of fiscal year 2010-2011 the Law Library created a YouTube account.

Library Automation
- **Study Room Reservations:** The Law Library implemented a new study room reservation system in fiscal year 2010-2011 using a platform created by Earl Daniels, the College of Law’s Database Administrator and Applications Developer. The system is the same system used for reserving classrooms and other spaces in the College of Law. The system has met the goals sought by the Law Library, allowing students to reserve study rooms online up to one week in advance. Students have the ability to see if a room is already checked out, but not who the room is checked out to. Even with the online system, Students may continue to reserve a room at the
circulation desk. The online system eliminates the need for a paper log at the circulation desk. Students expressed satisfaction with the online room reservation system.

- **LibGuides**: Reference Librarians were tasked to create research guides in LibGuides for each class they provided instruction for during the 2010-2011 fiscal year. In addition, reference librarians were tasked with migrating paper research guides and updating them prior to using them again. In the past fiscal year, 15 guides have been either created or updated for the purpose of research instruction or class/clinical assistance. Nancy Johnson’s Advanced Legal Research class has also continued to contribute to LibGuides. Students in both the Fall and Spring semester from this past year created guides as part of their final project.

**Electronic Resource Acquisitions**
During fiscal year 2010-2011, the Law Library cancelled two database subscriptions. CCH Business and Finance Online School Library and Knowledge Mosaic were both canceled. During fiscal year 2010-2011, the Law Library subscribed to the following new electronic databases:

- **Bluebook Online**: Access to the online version of the Bluebook was purchased for every faculty member. Both the 18th and 19th editions are available.
- **CQ Supreme Court Collection**: This collection provides analysis and commentary on Supreme Court decisions and the Constitution as well as biographies of Supreme Court justices.
- **Hague Academy Online Collection**: This collection was purchased with Tech Fee funds from fiscal year 2009-2010.
- **JustCite**: This citator focuses on British caselaw.
- **Kluwer Arbitration**: This collection provides primary materials for international arbitration, as well as analysis and commentary.
- **Oxford Scholarship Online**: This collection was purchased with Tech Fee funds from fiscal year 2009-2010.
- **Proquest Legislative Insight**: This collection provides compilations of full-text legislative histories.
- **American Founding Era Collection**: This collection provides primary and secondary materials from U.S. Founding Fathers.
- **Taxation and Economic Reform in America**: This collection provides legislative history and other documents relating to taxation and economic reform.
- **Traced**: This collection focuses on better understanding of the federal government.
- **Your Nation’s Courts Online**: This collection provides online access to Federal-State Court Directory and the Directory of State Court Clerks & County Courthouses.

**Technology Fee**
Based on an assessment of student needs, the Law Library presented four Technology Fee proposals in fiscal year 2010-2011.

- The proposals were as follows: (1) Two KIC Bookeye 4 Scanners; (2) The Making of Modern Law: Primary Sources I & II; (3) Cambridge Books Online; and (4) ProQuest House Unpublished Hearings.
- The Law Library received funding at 50% for two of the four proposals, the KIC Bookeye 4 Scanners and the Making of Modern Law: Primary Sources I & II. In addition to being initially awarded only 50% of the requested amount for these two proposals, the Law Library also had to subtract another 27.7% from the reward due to the Technology Fee budget deficit for fiscal year
2010-2011. Based on these constraints, the Law Library allocated the remaining resources for the purchase of The Making of Modern Law: Primary Sources I.

Goals for 2010-2011 (Electronic Services)

- **Successful implementation of the electronic resources management system.** This goal is addressed in the Technical Services report.
- **Redesign of the Law Library subject guides.** The existing subject guides were successfully transferred to LibGuides, and 15 guides were either created or updated during fiscal year 2010-2011.
- **Successful implementation of an online study room reservation system.** The new online study room reservation system was successfully implemented in fiscal year 2010-2011.

Goals for 2011-2012

- **Continued updating of the Law Library research guides.**
- **Reorganization and additional content upload to College of Law Digital Archive.** Continued expansion of Law Library website content.
- **Continue the robust development of Law Library presence in social media.**
- **Continued expansion of workshops and programs for students, faculty, law review and clinics.**

Visit the Library

The table below outlines the number of visitors to the library in fiscal year 2010/2011. The total number of visits shown (143,159) represents more than a 15% increase in the number of visits in 2009/2010 (122,047). At a time when many law libraries are reporting sharp declines in patron traffic, our steady and continuous volume of library traffic speaks well for both the atmosphere and the services offered to our patrons. Also of note, the library was closed due to snow for 3 full days and one partial day in the month of January.

<table>
<thead>
<tr>
<th>Month</th>
<th>Jul '10</th>
<th>Aug '10</th>
<th>Sept '10</th>
<th>Oct '10</th>
<th>Nov '10</th>
<th>Dec '10</th>
<th>Jan '11</th>
<th>Feb '11</th>
<th>Mar '11</th>
<th>Apr '11</th>
<th>May '11</th>
<th>Jun '11</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of</td>
<td>9367</td>
<td>11,160</td>
<td>11,257</td>
<td>27,634</td>
<td>18,475</td>
<td>6,897</td>
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<td>16,334</td>
<td>44,838</td>
<td>17,879</td>
<td>13,040</td>
<td>4,974</td>
<td>143,159</td>
</tr>
</tbody>
</table>

Goals for 2009/2010

Continue to update Circulation Manual for changes in policies, procedures, etc. Achieved. Created a circulation manual to combine with Reference for the Public Services area.

Continue cross-training with other library departments so that desk attendants who are available may assist other departments with various projects. Reached. Qian and Sherron work at the circulation desk and have learned the daily operations, we can rely on them as backup when needed. Achieved.

Update the training manual for new employees. Achieved. Put together a training list for new employees, so they are aware and informed of library daily operations.
Circulation Report, 2010-2011
Keith Hill, Circulation Supervisor

Staffing:
The following staffing changes occurred during 2010/2011:

- July 2010, Jeffrey Filipovits temporary assignment ended.
- July 2010, hired Emily Williams for the LTA position.
- Aug 2010, L’Zandra Jones resigned as Student Assistant.
- Aug 2010, hired Julien Stewart for Student Assistant Position.
- Aug 2010, Julien resigned.
- Oct 2010, hired Terrence Clark, Student Assistant Position.
- June 2011, Courtney Carter, Student Assistant resigned.
- July-August 2011, hiring a new student assistant.

GIL EXPRESS:
There were 413 requests filled in the 2010/2011 year. The number decreased from the prior year because only filled requests are counted in that number.

Visits to the Library:
The table below outlines the number of visitors to the library in fiscal year 2010/2011. The total number of visits shown (143,159) represents more than a 15% increase in the number of visits in 2009/2010 (122,047). At a time when many law libraries are reporting sharp declines in patron traffic, our steady and continuous volume of library traffic speaks well for both the atmosphere and the services offered to our patrons. Also of note, the library was closed due to snow for 3 full days and one partial day in the month of January.

<table>
<thead>
<tr>
<th>Gate Stats</th>
<th>Jul '10</th>
<th>Aug '10</th>
<th>Sept '10</th>
<th>Oct '10</th>
<th>Nov '10</th>
<th>Dec '10</th>
<th>Jan '11</th>
<th>Feb '11</th>
<th>Mar '11</th>
<th>Apr '11</th>
<th>May '11</th>
<th>June '11</th>
<th>10/11 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Round Trips</td>
<td>5367</td>
<td>11,668</td>
<td>13,267</td>
<td>20,693</td>
<td>13,473</td>
<td>8,697</td>
<td>7,857</td>
<td>15,334</td>
<td>12,836</td>
<td>17,333</td>
<td>11,660</td>
<td>4,974</td>
<td>143,159</td>
</tr>
</tbody>
</table>

Goals for 2009/2010:
Continue to update Circulation Manual for changes in policies, procedures, etc. Achieve. Created a circulation manual to combine with Reference for the Public Services area.

Continue cross-training with other library departments so that desk attendants who are available may assist other departments with various projects. Pamela, Qian and Sherri, work at the circulation desk and have learned the daily operations, we can rely on them as backup when needed. Achieved.

Update the training manual for new employees. Achieved. Put together a training list for new employees, so they are aware and informed of Library daily operations.
Continue reorganizing the Circulation Department so that reserve records are accurate. *Achieved.* Emily is not working solely on Reserve; Qian is helping. We are working with IT on a program that would have course reserve information posted on course websites by faculty support staff.

Organize the faculty display case, keep current materials only, use display tents to highlight faculty name and publication. *Achieved.*

Attend Endeavor conference to sharpen my skills and knowledge of Voyager. *Achieved.* Attended conference in Macon, in May 2011.

Continue my knowledge of Reserve and participate more in the process. *In progress.* I'm continuing to learn the reserve process, however, I'm able to be the backup for Emily if required.

Training for BANNER upgrade. *Achieved.*

Research booking online for study rooms. *Achieve.* new booking online system introduced by Librarians.

**Accomplishments for 2010-11**
- Volunteered for Henry Miller Lecture
- Entertainment Chair for the Annual MLK Jr. Convocation (5th year)
- Sparks Awards Nominee (nominated by Tonya Cook, Intercultural Relations)
- Management & Supervisors courses (completed with certificate)
- Retirement Seminar
- Attended training at Southern Polytech University for Voyager
- Faculty book return reminders bi-annually
- Career Services added study rooms
- Updated Voyager reports
- Trained for Patron Load
- Trained for circulation calendar
- Study Room Booking online system training
- Learned Voyager/Circulation Policy Definition
- Learned OCDB reports
- Completed Circulation portion of the Public Services Manual

**Goals for 2011/2012**
- Continue cross-training with other library departments so that desk attendants who are available may assist other departments with various projects.
- Update the training manual for new employees.
- Attend the Lyrasis conference to sharpen my skills and knowledge of Voyager.
- Training for BANNER upgrade.
- Hire a new student assistant for Courtney's position
2010-2011 Stacks Maintenance
Betty Wright, Reference Specialist and
Meg Butler, Associate Director for Public Services

Staffing
The Stacks Maintenance department is currently supervised by Meg Butler, Associate Director for Public Services who replaced Michael Tillman-Davis as supervisor in August 2010 and Betty Wright, Reference Specialist. Student Assistants, Jason Farris and Kelli Thomas continue to work up to 20 hours per week maintaining the library collection by shelving, updating, filing, and shifting materials.

Projects
Major projects for this fiscal year included:
- Weeding no longer updated looseleafs, government documents, and other materials.
- Donation of government documents microforms to University of Georgia.
- Recycling no longer updated state codes and materials from remote storage.
- Restructuring missing and lost book procedures.
- Shifting upper level materials to allow for growth of collection.
- Updating row markers to reflect changes after shift.
- Counted shelving space for new library planning committee.

The Stacks Maintenance Department took a leading role in the updating of the SFX system. We successfully processed all knowledgebase updates since July 2010. Weekly updates are implemented to continue to keep the knowledgebase up to date.

Goals
For the 2010-2011 fiscal year, the Stacks Maintenance department listed the following goals to be completed. The department is delighted to have completed 2 out of 4 goals:
- Renumber library rows to create a consistent flow between upper and lower levels. The creation of a new and updated library map eliminated the need to complete this goal.
- Update library maps. [Completed]
- Update microform collection. This project is still currently in progress. We anticipate finishing by December 2011.
- Create a stacks maintenance manual. [Completed]

For the 2011-2012 fiscal year the Stacks Maintenance department plans to complete the following tasks:
- Continuation and completion of recycling state codes and government documents.
- Continuation and completion of weeding no longer updated looseleafs.
- Continuation and completion of updating microform collection.
- Update row markers throughout library by removing row numbers and colors.
- Update of Stacks Maintenance manual.

Missing items searches and statistics
This year the procedures for conducting and monitoring missing item searches were restructured. In the past, missing items were suppressed from the library's OPAC, added to an Excel file, and sent to Nancy Johnson to determine if a new item would be ordered. New procedures for missing materials are:
1. Mark item as missing in library OPAC.
2. Check shelves for items at 1 week and 1 month after loss status.
3. At the end of Fall and Summer semester, send Voyager report of all items with a lost status to Nancy Johnson and Meg Butler to determine if a new item should be ordered.

The Stacks Maintenance department performed 25 books searches with 5 items found in 2010/2011.

Personnel
The Georgia State University College of Law Library's collections are supplemented through the use of Interlibrary Loan requests, processed by Kathy Wright, Reference Specialist, and Juanna Wheeler, Library Technical Assistant.

Overall Borrowing and Lending Statistics:
This fiscal year the library borrowed 214 items (135 books and 79 photocopies) for GSU Law faculty, students, and staff through OCLC. The fill rate for items borrowed from other institutions via OCLC was 86%. This percentage reflects the fact that some requests were not filled when first requested therefore warranting a second request from another string of institutions. Ultimately, all requests for students, faculty, and staff are filled either through ILL or purchase by the library. In addition, we loaned 654 items to other institutions (446 books, 208 photocopies) with a fill rate of 80%.

These statistics continue to indicate that our extensive collection adequately fills many of the research needs of our faculty, students, and staff (low borrowing requests), while satisfying the research needs of institutions around the world (high lending requests).

Goals for 2010-2011:
- Update policies directory on OCLC website. [Completed]
- Train Juanna as Backup ILL Coordinator. [Completed]
- Switch to a one record system for all items borrowed. Currently, each institution has a separate borrowing record. [Completed]

Goals for 2011-2012:
- Implement an electronic system for students to check on the status of ILL requests.
- Implement ILL beginning July 1st and monitor activity.
- Update ILL manual to reflect changes to ILL policies and procedures as necessary.
2010-2011 Interlibrary Loans
Betty Wright, Reference Specialist and
Meg Butler, Associate Director for Public Services

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Goals for 2010-2011
- Update policies directory on OCLC website. [Completed]
- Train Juanita as backup ILL Coordinator. [Completed]
- Switch to a one record system for all items borrowed. Currently, each institution has a separate borrowing record. [Completed]

Goals for 2011-2012
- Implement an electronic system for students to check on the status of ILL requests.
- Implement IFM beginning July 1st and monitor activity.
- Update ILL manual to reflect changes to ILL policies and procedures as necessary
2010-2011 Acquisitions/Serials Department Annual Report
Trina Holloway, Acquisitions/Serials Librarian
June 30, 2011

Personnel

Trina Holloway oversees operations of all acquisitions and serials control activities, government documents and microform. Assisting her is Sherri Grady, Administrative Coordinator.

Statistics

Approximately $954,628 was spent on new and continuing library materials in fiscal year 2010/2011 (July 1, 2010 – June 30, 2011). The law library did not receive any additional end of the year funds.

Accomplishments

During the 2009/10 fiscal year, several titles were cancelled, during the 2010/11 fiscal year, we were able to reinstate number of those titles. Technical Services successfully coordinated a “reinstated project” with Stack Maintenance. This is an ongoing project, however steps are in place to guarantee a smooth process of ordering, updating catalog records and spacing.

There was an increase in the numbers of monographs ordered from Yankee. Technical Services streamlined the workflow process of the shelf-ready books received from Yankee and processing time was reduced to 5 days or less.

Qian Cui and Sherri Grady took on additional duties in the three month absence of Trina Holloway. Sherri was able to maintain a steady workflow and keep backlogs at a minimum. Dee Wahlgren also assisted the department in Trina’s absence.

Government Documents/Microforms Services

We provide free print-outs of our microforms collection. Patrons make their own copies using the microforms reader/prINTER in the Microforms Room on the upper level. Microforms guides and indexes are available.

All processing of the Government Documents collection are done in the Technical Services Department by Pamela Willis and Stacks Maintenance does the filing and shelving.
Personnel

Trina Holloway oversees operations of all acquisitions and serials control activities, government documents and bindery. Assisting her is Sherri Grady, Administrative Coordinator.

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All processing of the Government Documents collection are done in the Technical Services Department by Pamela Willis and Stacks Maintenance does the filing and shelving.
Number of non government document fiche received was 943 (receive from Hein) and 6 films (Daily Report).


The Law Library selects 2.88% of the available United States government documents. The University Library selects 0.13%. The goal for 2009-2010 fiscal year was to eliminate microfiche received from GPO. We have successfully cancelled all GPO microfiche and are no longer receiving. A major withdrawal project will take place to remove fiche. We received and processed 1148 hardcopy document pieces.

**2009/2010 Goals Reviewed**

Remove or reorder orders cancelled by vendor due to age of request. Major cleanup project of Acquisitions module. – Accomplish, all orders removed and reorder during 2010/11 rollover.

Work closely with Collection Development to reinstate titles that were placed on hold or cancelled. – This is an ongoing project, as subscriptions notices are received; a decision is made to reactive automatic subscription.

Actively update the new Electronic Resources Management System (ERMs). Current and new database license agreements along with contact will be added to system. – This project was placed on hold. A new ERM system was purchased.

Continue to streamline government documents. Currently working with University of Georgia’s main library to reduce government documents fiche. – Project completed. We no longer receive any fiche and reduced the amount of print materials received.

**2011/2012 Goals**


Research branding Heinonline page - [http://home.heinonline.org/resources/branding/](http://home.heinonline.org/resources/branding/)

Discard Government Document fiche and selective print titles. Work with Stacks Maintenance and Cataloging to organize project.

Actively update the new Electronic Resources Management System, Gold Rush.

Utilize the training opportunities in the Learning Center -ExLibris by developing biweekly or monthly sessions to familiarize staff and librarians with the ILS system Voyager.
2010-2011 Cataloging Department Fiscal Year Report

Qian Cui
Catalog Librarian
July 15, 2011

Personnel

In fiscal year of 2010-2011, Cataloging Department remained same in personnel, Pamela Willis, a Library Associate II, was responsible for copy cataloging, processing library materials, withdrawing books and superseded volumes, and binding. Qian Cui, Catalog Librarian, was supervising Pamela and overseeing all cataloging activities and related operations including YBP/PromptCat records and vendor’s MARC records customization / batch loading.

Cataloging statistics

A. During 2010-2011, Cataloging Department cataloged 6,779 items in formats of print, audio, video, and microform, including 2,621 new titles (YBP shelf-ready titles 1868) and 4,158 added volumes and copies. Total titles and volumes withdrawals were 4,991.

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<th>Format</th>
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<tr>
<td>Print</td>
<td>6,661</td>
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<tr>
<td>Audiovisual</td>
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<tr>
<td>Microform</td>
<td>38</td>
</tr>
<tr>
<td>Total</td>
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</table>

B. During 2010-2011, total count for cataloged electronic resources is 8,892. The total includes batch loaded records from Hein’s Legal Classics, Cassidy’s WLX, Hein’s World Trials and UN Law, BNA, CALI, CCH OmniTax, and LLMC. Total title withdrawals were 33.

<table>
<thead>
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<tr>
<td>BNA</td>
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<td>E-Journals</td>
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<td>CALI</td>
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<tr>
<td>Databases</td>
<td>7</td>
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<tr>
<td>Total</td>
<td>8,892</td>
</tr>
</tbody>
</table>
Workshops and classes

Qian:
Verde product Update Webinar, November 8, 2010
Voyager v.7 Update Webinar, November 17, 2010
SFX v.4 Webinar, November 29, 2010
Manage Conflicts workshop, December 2, 2010
Gold Rush ERM introduction, February 4, 2011
ProQuest update, March 9, 2011
Branding HeinOnline, March 24, 2011
ALTC web seminar Preparing Copy Catalogers for RDA, April 6, 2011
GIL Users Meeting (GUGM), Macon, May 19, 2011
A Supervisors Guide to Change, HR, June 21, 2011
Building Workplace Trust, HR, June 28, 2011

Pam:

2009/2010 goals review

1. Receive Voyager training on system management.
   Received Access Report training through Ex Libris Technical Seminar

2. Coordinate with Acquisition Librarian to develop a SFX updating and maintenance procedure.
   Betty has been working on SFX monthly updating and maintenance

3. Work with Acquisition Librarian to cross train staff on Voyager 7 enhancements for Cataloging and Acquisition modules to improve work flow.
   Received Voyager 7 update training. Will require staff to take classes from Ex Libris Learning Center in 2011/2012.

4. Complete adding donated books to collection project.
   Done most of the books. A small portion is left for Trina to learn copy cataloging in 2011/2012

5. Copy catalog electronic titles for all HeinOnline libraries to reduce and gradually eliminate backlog.
   Reduced the size of the backlog but not eliminate.
Goals for 2011/2012

1. Continue receiving training from Ex Libris on system administration, get familiar with user's manual for each module, review and modify settings in SysAdmin to improve workflow and maximize productivity;

2. Take advantage of classes offered by Ex Libris Learning Center, working with Acquisition Librarian to cross train staff in Technical Services and Public Services on Voyager 7;

3. Start planning and preparing for personnel change in Cataloging Department before Pam retires in the end of November of this year, including updating all manuals and procedures, developing a job description, consulting with HR to ensure a smooth transition;

4. Train the new hired staff through in-house and outside classes in copy cataloging, processing, binding, etc.

5. Complete cataloging the gift books; eliminate the backlog of electronic resources cataloging.

6. Receive training class for RDA, start evaluating RDA Toolkit and possible its implementation in 2011/2012.
POSITION DESCRIPTIONS

2011
POSITION DESCRIPTION

TITLE: Associate Dean for Library and Information Services/Prof of Law

DEPARTMENT: Law Library

PURPOSE AND SCOPE OF POSITION:
Overall responsibility for administration of Law Library and planning for its continued growth and development

RESPONSIBLE TO: Dean, College of Law

SUPERVISES:
Supervises three professional librarians and one Business Affairs Coordinator. Indirectly supervises five professional librarians and co-supervises library operations of the Director of IT. Oversees support staff and student assistants

DUTIES:
Administers all Law Library operations

Plans for the continued growth and development of the library's collections and services, including collection development, personnel management, budget, space planning, and the implementation of new technologies

Teaches Legal Bibliography course and Advanced Legal Research

Meets regularly with the administrative team of the COL.

Works with faculty, law school administration, students, the practicing bar, and University Librarian on matters of concern to the law library

QUALIFICATIONS:
JD; MLS; substantial administrative experience in an academic law library; evidence of ability to meet the standards of research, publication, and professional service that would lead to tenure

Revised 07/15/09
POSITION DESCRIPTION

TITLE: Business Affairs Coordinator

FOR COLLEGE OF LAW;
PURPOSE AND SCOPE OF POSITION: Responsible for all payments and invoices from state and Foundation accounts less than $5,000. Enters and/or submits vouchers, purchase orders and payment requests for payment and approval. Acts as first approver for vouchers, purchase orders and payment requests and submits all forms to Associate Dean for Administration & Finance for approval. Copies all approved forms for Business Manager. Copies and prepares all vouchers, payments requests and back-up documentation for submission to Disbursements.

Makes copies for Business Manager and Dean’s Office Administrator for distribution to traveler’s department. Submits and/or approves all College of Law Travel Expense Statements as Authorized Budget Approver and forwards to Dean for Administration & Finance for second approval. Copies and prepares all Travel Expense Statements and back-up documentation for submission to Disbursements for reimbursement of expenses.

Works with Business Manager to prepare and distribute monthly budget reports to all College of Law departments for departmental accounts and other budgets.

FOR LAW LIBRARY;
PURPOSE AND SCOPE OF POSITION: To administer library budget, coordinate all personnel actions for faculty, staff and student assistants; maintain all personnel files (faculty, staff and student assistants) and access current Human Resources and University forms; distribute new ADP payroll system information for new online time reporting for faculty, staff and students; monitor and order office supplies, furniture and approve all purchase card purchases and maintain and submit purchase card log; stay current with the latest Spectrum software in order to submit payment requests,
Law Library Foundation disbursement requests, expense vouchers, and all travel documents; travel authorization forms, travel vouchers, and travel expense statements and registration payment requests; submit requisitions, maintenance contracts; request and coordinate maintenance and renovation of facilities; provide clerical support to Librarians and Associate Dean for Library & Information Services, and act as administrative liaison with University departments and outside vendors.

RESPONSIBLE TO: Associate Dean for Library & Information Services

SUPERVISES: Not applicable

DUTIES: Monitors monthly budget status reports, prepares other budget status reports, maintains current fiscal year budget files and expenses and advises on budget amendments. Responsible for all Law Library Spectrum input and processes, departmental reports and initiating workflow approval. Acts as first approver for all travel and expense vouchers. Also monitors departmental expenditures and use of departmental purchase card. Responsible for verification of all purchase card purchases, and maintains and submits purchase card log. Makes deposits for lost books and other departmental reimbursements.

Coordinates all personnel actions, prepares all personnel forms, including faculty, staff and student assistant hiring and termination, and keeps informed of new ADP personnel and payroll policies and procedures and software; maintains and updates confidential faculty, staff and student assistant hard-copy and online personnel files. Responsible for coordinating H.R.’s new on-line departmental recruitment and hiring process that will go into effect March 2010. Responsible as Originator for new EPAF on-line hiring form. Responsible for information dissemination for new ADP payroll system time reporting for faculty, staff and student assistants, that was effective August 8th, 2009. Responsible for maintaining student assistant and temporary employees’ spreadsheet documenting hours worked and total expenditures for each budget year. Prepares spreadsheet for Inventory Control office, ABA Questionnaire, and other applications. Maintains all hiring, termination, and updated personnel information; maintains current and each fiscal year hard-copy files on student assistant and temporary time sheets and time cards.
Requests repairs, maintenance, improvements and facilities modifications from Physical Plant, Telecommunications, and other departments as necessary; responsible for scheduling removal of recycle books; prepares all Payment Request forms, Expense Vouchers for vendor invoices, and obtains quotes and prepares orders with outside vendors.

Acts as project liaison for special projects, including renovations, improvements, equipment, furnishings and/or additions to Law Library physical space.

Orders and maintains all office supplies, handles petty cash requests and reimbursements, and prepares purchase requisitions for maintenance contracts and equipment purchases. Responsible for entering and approving online requisition forms.

Stays current on all new rules and regulations for approval of travel. Prepares and submits Travel Authority Request forms to Dean; submits all online travel vouchers, travel purchase orders and registration forms for Law Library faculty and staff, and prepares and submits expense statements. Also submits consultant and travel expense forms associated with faculty recruitment.

Prepares faculty advertisement, recruitment, and hiring forms; obtains lodging reservations and submits reimbursement requests for faculty candidates’ and/or consultant expenses. Responsible for confidential faculty and staff personnel files.

Maintains spreadsheets for student assistant hours and payroll budget statistics.

Provides typing and clerical support for Associate Dean for Library & Information Services. Occasionally provides typing and clerical support for other librarians and staff.

Provides, updates and/or obtains departmental signage, and internal forms for faculty and staff.

Makes arrangements for Law Library meetings and functions, and arranges parking for visitors/guests.

Does photocopying, faxing, and binding as needed.

Participates in Law Library shelf reading projects.
QUALIFICATIONS: Bachelor’s degree and two years administrative experience; or high school diploma or GED and six years administrative experience; or a combination of training and experience. Excellent organizational and interpersonal skills; familiarity with word processing and spreadsheet systems; ability to work closely with all members of the College of Law and Law Library faculty and staff and all other University departments - administrative and academic; Ability to exercise considerable independent judgment and responsibility in the performance of duties.

Performs other duties as assigned.

Required:
The Georgia State University College of Law Library is seeking an experienced librarian to lead the Public Services Department. Located in the heart of downtown Atlanta, the College of Law is less than 30 years old and is a top 100 ranking law school. The Atlanta metro area boasts a diverse population of 4 million people. It offers much in the way of culture and interesting neighborhoods.

Responsibilities:

The Associate Director for Public Services develops and assists the Law Library Director with planning goals, objectives, and policies for the public services department of the law library. He or she supervises the Reference/Student Services Librarians, the Reference/Faculty Services Librarian, and two Administrative Supervisors (Circulation Supervisor and Stack Maintenance Supervisor). This includes hiring, evaluating, and providing direct feedback to all librarians and administrative staff, and indirect feedback to other staff, students, and work-study employees in the Public Services department. The Associate Director for Public Services helps to perform the duties of the above-mentioned employees during contingencies or emergencies, and assists the Director with collection development.

The Associate Director for Public Services has significant teaching responsibilities. He or she teaches the required first year Legal Bibliography course annually and may teach the upper level Advanced Legal Research Course as needed. The Associate Director for Public Services also oversees all in-class instruction by invitation of the faculty.

The Associate Director for Public Services supervises and participates in all faculty services programs by overseeing and providing research, instruction, document delivery, and other services to professors and their research assistants. He or she monitors work flows in faculty services, as well as monitoring the similar services provided to law school affiliated centers, clinics, and interdisciplinary centers by the Reference/Student Services Librarians.

The Associate Director for Public Services participates in the reference duty rotation approximately 8-12 hours per week during day and evening hours and supervises all reference librarians. Reference librarians at Georgia State University College of Law provide reference services to the entire Georgia State University Community, the local bench and bar, and pro se patrons.

The Associate Director for Public Services assumes the duties of the Law Library director in her absence.

Required:
ALA-accredited M.L.S. and ABA-accredited J.D. Minimum 5 years academic law library experience with increasing responsibility. Demonstrated supervisory and leadership skills and experience. Effective communication skills. Legal research proficiency. Evidence of ability to meet standards of research, publication, and professional service that would lead to promotion as set forth by the College of Law Library Promotion Document dated January 2005.

Revised: January 2011
POSITION DESCRIPTION

TITLE: Faculty Services Librarian

DEPARTMENT: Public Services

RESPONSIBLE TO: Associate Director

SUPERVISES: Graduate Research Assistants (Research)

PURPOSE AND SCOPE OF POSITION: Coordinates the library's faculty services, provides reference assistance using print and online resources, directly supervises the library's research GRAs, provides classroom instruction.

DUTIES: Participates in the reference duty rotation approximately 20 hours per week including evenings, but no weekends. Reference librarians at Georgia State University College of Law provide reference services to law students and faculty, the university community, the local bench and bar, and the general public.

Manages the library's faculty research services, participates in providing faculty research services and supervises the library’s research GRAs.

Coordinates, with circulation staff, the management of the print reserves, the e-reserves, and e-archive systems.

Shares responsibility for teaching the Legal Bibliography course.

Provides occasional classroom instruction for GSU law and undergraduate classes.

Coordinates the library’s faculty lunch & learn series.

Participates in the library’s web development and maintenance and helps to manage the library’s electronic resources.

Works with the faculty on uploading their scholarly content onto SSRN.

Is primarily responsible for the law library’s institutional repository and its content.
Leads library tours and conducts library orientations.

Participates in Law Library shelf reading projects.

Performs other duties as assigned.

QUALIFICATIONS: ABA-accredited J.D. and ALA-accredited M.L.S. degree required. Evidence of ability to meet standards of research, publication and professional service that would lead to promotion.

Revised: July 18, 2011 (PCB)
POSITION DESCRIPTION (Keith Hill)

TITLE: Administrative Supervisor III

DEPARTMENT: Circulation

PURPOSE AND SCOPE OF POSITION:
Supervises the daily operation of the Circulation Department and assists the Head of Public Services and Law Librarian in planning for the overall operation of the Department. Exercises discretionary judgment and responsibility in directing the activities of the Department.

RESPONSIBLE TO: Associate Director of Public Services

SUPERVISES: Two full-time and 1 part-time library technical assistants, numerous regular and work study student employees (working a combined 60.0 student hours per week).

DUTIES:
Hires, trains, supervises, evaluates and terminates (if necessary) library technical assistant staff and regular and work study student assistants working in the Circulation Department, with input and guidance from Head of Public Services and Law Librarian.

Schedules desk coverage of the Circulation Desk for 103 hours weekly. Provides back-up coverage for Circulation Desk when Circulation staff or students are unavailable.

Monitors overdue materials and sends out fine and fee notices as required. Maintains fine records and collects and deposits fines. Places holds and recalls for library materials as necessary.

Coordinates and presents Circulation cross-training sessions to other library department permanent and student staffs.

Attends library department supervisors' meetings to coordinate with other department supervisors.

Assists Head of Public Services and Law Librarian in formulating and disseminating Circulation policies.

Maintains statistics for Circulation and Reserves and assists Head of Public Services in creating statistical reports.
QUALIFICATIONS:

Oversees the processing of electronic and print reserve materials and the organization of the reserves collections.

Maintains and processes GIL EXPRESS requests.

Oversees the processing of and maintains paperwork for ILL requests for Atlanta area law firms.

Maintains and updates Circulation and Reserves manuals.

Liaisons with the main campus library regarding Circulation system problems, patron record concerns, and policy issues.

Communicates with Copy Center personnel regarding refund concerns, supplies, and photocopier maintenance problems.

Maintains Law Library study rooms and serves as the arbiter of study room disputes.

Designs and orchestrates library exhibits and faculty publications display.

Maintains audio collection and equipment and assists patrons in their use.

Attends relevant conferences, seminars, workshops.

Reserves the conference rooms & Study Rooms for meetings, conferences, etc.

Proctors final examinations for Law Faculty.

Performs other duties as assigned.

QUALIFICATIONS:

Bachelor's degree and one year supervisory experience, or a high school diploma or GED and five years administrative experience, including three years of supervisory experience, or combination of equivalent training and experience. Supervisory experience preferred but library experience demonstrating a pattern of progressive responsibility may substitute. Skill and ability to supervise staff are essential.

Strong computer skills are essential. Skill or ability to learn new computer applications associated with circulation procedures.
Ability to track and calculate statistical information.

Ability to exercise considerable independent judgment and responsibility in the performance of duties.

Ability to communicate effectively both orally and in writing is essential. Must have exceptional organizational skills as well.

Must be able to work some early weekday mornings and some weekends as scheduling requires.
TITLE: Library Technical Assistant (1.0 FTE) (Emily Williams)

DEPARTMENT: Circulation

PURPOSE AND SCOPE OF POSITION: Responsible for maintaining Reserve and Electronic Reserve collections. Responsible for providing service to library users at the Circulation Desk. Oversee Reserve Materials/place on Reserve.

RESPONSIBLE TO: Administrative Supervisor III (Circulation).

SUPERVISES: Student Assistants, upon absence of Circulation Supervisor.

DUTIES: * Oversee Reserve Collection
* Oversee and work with the Dean’s office on the E-Reserve system
* Communicate with Law Faculty concerning Reserve material
* Maintain Reserve audio/video collection and equipment and assist patrons with their use
* Check material in and out
* Process GIL EXPRESS requests
* Provide service for the Reserve Collection
* Answer incoming calls; direct calls, or take messages as needed
* Provide location information to patrons and refer other questions to the Reference Librarians
* Perform Circulation functions as required
* Assist in training other Circulation staff in use of Circulation system & policies
* Assist in processing overdue notices
* Open/close Law Library if assigned those hours
* Perform other Circulation tasks as assigned
* Supervises & trains library assistants in absence of Circulation Supervisor

QUALIFICATIONS: High school graduate, college preferred; computer experience required, knowledge of MS Access, MS Word/Word Perfect, ability to troubleshoot; some knowledge of basic library procedures, methods, and techniques; ability to deal with library users in person and over the telephone. Must be able to work without supervision.

3-14-11
POSITION DESCRIPTION
(Willard Byll) Irvin

TITLE: Library Technical Assistant (Interlibrary Loans) .50 (20 hours)

DEPARTMENT: Circulation

PURPOSE AND SCOPE OF POSITION: Shift Leader supervising student assistants in the circulation department. Responsible for providing service to library users at the Circulation Desk. Assist as a backup for Interlibrary Loans and Reserve.

RESPONSIBLE TO: Administrative Supervisor III (Circulation).

SUPERVISES: Student Assistants, upon absence of Circulation Supervisor.

DUTIES:
* Assist Reference Librarians with ILL request, packaging, mailing.
* Assist with copying of ILL requests.
* Check material in and out
* Provide service for the Reserve Collection
* Answer incoming calls; direct calls, or take messages as needed
* Provide location information to patrons and refer other questions to the Reference Librarians
* Perform Circulation functions as required
* Assist in training other Circulation staff in use of Circulation system & policies
* Assist in processing overdue notices
* Open/close Law Library if assigned those hours
* Proctor final examinations
* Perform other Circulation tasks as assigned

QUALIFICATIONS: High school graduate; some knowledge of basic library procedures, methods, and techniques; ability to deal with library users in person and over the telephone. Some college course-work, computer experience preferred. Must be able to work without supervision.

03/16/10 dmw
Title: Library Technical Assistant 1.0 (40 hours)

Department: Circulation

Purpose and Scope of Position: Responsible for providing service to library users at the Circulation Desk. Assist with shipping and packaging of ILL.

Responsible to: Administrative Supervisor III (Circulation).

Supervises: Student Assistants, upon absence of Circulation Supervisor.

Duties:
- Assist with ILL, packaging, shipping.
- Assist with copying and obtaining ILL requests.
- Check material in and out
- Provide service for the Reserve Collection
- Answer incoming calls; direct calls, or take messages as needed
- Provide location information to patrons and refer other questions to the Reference Librarians
- Maintain Reserve audio/video collection and equipment and assist patrons with their use
- Perform Circulation functions as required
- Assist in training other Circulation staff in use of Circulation system & policies
- Assist in processing overdue notices
- Supervises & trains library assistants in absence of Circulation Supervisor
- Open/close Law Library if assigned those hours
- Perform other Circulation tasks as assigned

Qualifications: High school graduate; some knowledge of basic library procedures, methods, and techniques; ability to deal with library users in person and over the telephone. Some college course-work, computer experience preferred. Must be able to work without supervision.
POSITION DESCRIPTION

TITLE: Reference/Student Services Librarian – Deborah Schander

DEPARTMENT: Public Services

PURPOSE AND SCOPE OF POSITION: Provides and coordinates reference services using print and online resources, directly supervises the library’s reference GRAs, provides classroom instruction, and shares coordination of electronic services.

RESPONSIBLE TO: Associate Director for Public Services

SUPERVISES: Graduate Research Assistants (reference)

DUTIES:

The Reference/Student Services Librarian participates in the reference desk rotation approximately 20 hours per week including evenings, but no weekends. Reference librarians at Georgia State University College of Law provide reference services to law students and faculty, the university community, the local bench and bar, and the general public.

The reference/student services librarian hires, instructs, and directly supervises the library’s three reference Graduate Research Assistants (GRAs) who provide weekend and some evening reference services.

The reference/student services librarian coordinates reference services by helping the associate director with scheduling and taking the lead on finding, scheduling or providing refresher training for the librarians on new resources or resource enhancements.

The reference/student services librarian serves as the library’s liaison to the law review and the clinics.

During the fall semester the reference/student services librarian teaches a ten week, one credit, legal bibliography course. The librarian provides classroom instruction to one section of the first year law student class. In addition, the librarian may be called upon to give subject specific lectures for various members of the law faculty.

The reference/student services librarian serves as the principal contact for Westlaw and LexisNexis, and serves as a liaison between these vendors and the GSU students and faculty.

The reference/student services librarian spearheads outreach efforts for targeted classroom research instructional sessions in law school writing courses, and provides some instruction by invitation of the law school faculty.
The reference/student services librarian collaborates with the other librarians on library website issues.

Conducts tours of the library along with the other librarians.

The reference/student services librarian coordinates the development of library research guides using LibGuides.

QUALIFICATIONS: ALA-accredited M.L.S. degree and ABA-accredited J.D. degree. Effective communication skills. Legal research proficiency. Ability to meet standards of research, publication, and professional service that would lead to promotion as set forth by the College of Law Library Promotion Document dated January 2005.

Revised: 07/06/11 Schander
POSITION DESCRIPTION

TITLE: Reference/Student Services Librarian – Austin Williams

DEPARTMENT: Public Services

PURPOSE AND SCOPE OF POSITION: Provides and coordinates reference services using print and online resources, directly supervises the library’s reference GRAs, provides classroom instruction, and shares coordination of electronic services.

RESPONSIBLE TO: Associate Director for Public Services

SUPERVISES: Graduate Research Assistants (reference)

DUTIES:

The Reference/Student Services Librarian participates in the reference desk rotation approximately 20 hours per week including evenings, but no weekends. Reference librarians at Georgia State University College of Law provide reference services to law students and faculty, the university community, the local bench and bar, and the general public.

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The reference/student services librarian spearheads outreach efforts for targeted classroom research instructional sessions in law school writing courses, and provides some instruction by invitation of the law school faculty.
The reference/student services librarian collaborates with the other librarians on library website issues.

Conducts tours of the library along with the other librarians.

The reference/student services librarian coordinates the development of library research guides using LibGuides.

QUALIFICATIONS: ALA-accredited M.L.S. degree and ABA-accredited J.D. degree. Effective communication skills. Legal research proficiency. Ability to meet standards of research, publication, and professional service that would lead to promotion as set forth by the College of Law Library Promotion Document dated January 2005.

Revised: 07/06/11 Schander

SUPERVISES
Student assistants and work study employees that perform shelving, looseleaf filing, microfiche and government documents filing and other stack maintenance duties.

DUTIES
• Provides reference assistance to library patrons in person, telephone, and instant messaging.
• Plans, develops, and implements policies and procedures for stack maintenance functions.
• Hires (with the approval of the Associate Director), supervises, evaluates, and terminates student assistants and work study employees.
• Provides assistance with and instruction for library systems such as OIL and Lexis Nexis Academic.
• Manages the library’s interlibrary loan service which includes serving as the point person for interlibrary loan and compiling necessary interlibrary loan statistics.
• Performs timely shelving, filing, and updating of materials in the library, faculty offices, and the Faculty Library.
• Ensures that stack maintenance staff shelf, file, and update all library materials promptly and accurately.
• Manages and participates in other collection maintenance activities such as collection shifts and book repair.
• Trains stack maintenance staff to shelf, file, and become familiar with the Library of Congress classification system.
• Trains library employees to troubleshoot the compact shelving.
• Serves as contact person for repair of broken shelving.
• Trains library employees how to shelf rare.
• Plans and monitors semi-annual shelf reading project.
• Performs quality control checks on all assigned rows.
• Performs book searches for missing materials.
POSITION DESCRIPTION (Betty Wright)

TITLE Library Reference Specialist

DEPARTMENT Public Services

PURPOSE AND SCOPE OF POSITION
• Provides reference services to library users at the Reference Desk.
• Supervises and trains employees responsible for shelving, looseleaf filing and other collection maintenance tasks.
• Coordinates interlibrary loans.

REPORTS TO
Associate Director for Public Services

SUPERVISES
Student assistants and work study employees that perform shelving, looseleaf filing, microfiche and government documents filing and other stack maintenance duties.

DUTIES
• Provides reference assistance to library patrons in person, telephone, and instant messaging.
• Plans, develops, and implements policies and procedures for stack maintenance functions.
• Hires (with the approval of the Associate Director), supervises, evaluates, and terminates student assistants and work study employees.
• Provides assistance with and instruction for library systems such as GIL and Lexis Nexis Academic.
• Manages the library’s interlibrary loan service which includes serving as the point person for interlibrary loans and compiling necessary interlibrary loan statistics.
• Performs timely shelving, filing, and updating of materials in the library, faculty offices, and the Faculty Library.
• Ensures that stack maintenance staff shelve, file, and update all library material promptly and accurately.
• Manages and participates in other collection maintenance activities such as collection shifts and book repair.
• Trains stack maintenance staff to shelve, file, and become familiar with the Library of Congress classification system.
• Trains library employees to troubleshoot the compact shelving.
• Serves as contact person for repair of broken shelving.
• Trains library employees how to shelf read.
• Plans and monitors semi-annual shelf reading project.
• Performs quality control checks on all assigned rows.
• Performs book searches for missing materials.
• Provides the Associate Dean for Library and Information Services and Professor of Law with information about missing books.
• Maintains current procedure manuals and statistics for ILL and Stacks Maintenance.
• Orders missing looseleaf pages.
• Maintain ILL portion of library website.
• Assists with updates and maintenance to SFX Knowledgebase.
• Maintains and updates microform collection.
• Other duties as assigned.

QUALIFICATIONS
• Master's degree in Library Science from an accredited ALA accredited institution; or a combination of education and experience.
• Ability to exercise considerable independent judgment in performance of duties.
• Solid knowledge of Library of Congress and Superintendent of Documents classification systems.
• Basic knowledge of cataloging rules.
• Skill, or ability to learn, computer applications associated with collection maintenance procedures.
• Ability to track and calculate statistical information.
• Skill in staff supervision.
• Effective written and oral communication skills.

Revised on 02/21/20
Title: Director of Information Technology and Librarian

Department: Information Technology
Law Library

Purpose & Scope of Position: Manage information technology deployed throughout the college. Oversee law library technology projects and systems.

Responsible to: Assistant Dean for Administration & Finance
Law Librarian

Supervises: IT Manager, Law - Samir Majmundar
Database Administrator - Earl Daniels
College Web Coordinator - Emily Diffenderfer
Educational Technology Specialist Intermediate - Vacant
PC Systems Specialist Lead - Yolanda Travis
PC Systems Specialist Intermediate - Bobby Sikri
Website Specialist Assistant - Vacant

Responsibilities:

- Manage college of law technology specialists in their efforts to service the information and instructional technology needs of faculty, staff, students, and the library.

- Ensure technology services offer the best possible support for the college community to meet the goals set out in college’s strategic plan.

- Develop and manage departmental budget including seeking alternative funding sources.

- Manage and administer the long-range planning process for IT.

- Represent IT and Law Library on Law School, University Library, and campus-wide committees as well as at other professional organizations.

- Teach legal research classes

- Evaluate and recommend new and emerging technology in the law library and implement required changes.

- Manage Library systems

- Engage in production of legal scholarship, which may be in the realm of law library or information services matters.
POSITION DESCRIPTION

TITLE: Acquisitions/Serials Librarian

DEPARTMENT: Technical Services

PURPOSE AND SCOPE OF POSITION: To oversee operations of the Technical Services Department, including acquisitions, serials control, government documents and bindery. Work with Catalog Librarian on coordinating cataloging projects and functions.

RESPONSIBLE TO: Law Librarian

SUPERVISES: Senior Administrative Coordinator

DUTIES:

Oversees all acquisitions activities, including pre-order searching, vendor selection, order placement, invoice processing and fund accounting.

Oversees all serials control activities, including check-in, routing, claiming, binding and processing of depository government documents.

Maintains and ensures integrity of acquisitions module of the Endeavor Voyager online system.

Works with Catalog Librarian to select special cataloging projects and upgrade technology in the department.

Hires, trains, supervise, evaluates, disciplines and terminates staff. Monitors workflow and production. Handles other personnel matters.

Resolve problems concerning acquisitions and serials control. Involves processing claims list of missing items and contacting vendors as needed.

Acts as liaison with the University Accounts Payable dept., other library staff, and vendors concerning matters within the scope of the position.

Monitors library materials budget, prepares appropriate reports and keeps statistics (statistics for microfiche and depository government document collections.)

Plans and designs space and equipment requirements for Technical Services Dept.

Semi-annual shelf reading.

Manages the Federal Depository Library collection to ensure compliance with Federal Depository Library Program guidelines.

Provide reference assistance to students, faculty and the general public.

Performs other duties as assigned.
QUALIFICATIONS: MLS; relevant library experience in one or more areas of technical services; supervisory experience; evidence of ability to meet standards of research, publication and professional service that would lead to promotion. Law library experience or familiarity with legal materials preferred.

Revised 06/09
POSITION DESCRIPTION

TITLE: Senior Administrative Coordinator

WAGE STATUS: Non-Exempt

DEPARTMENT: Technical Services


SUPERVISOR: Acquisitions/Serials Librarian

DUTIES: Order and receive monographs online using the library automated system, Voyager and the web. Download full bibliographic records from OCLC and import records to Voyager for items ordered. Update catalog records for titles received from Yankee’s PromptCat service. Maintain file of all ordered items. Enter invoice information for monographic and some serial titles using Voyager library automated system. Prepare payment vouchers for all invoices in Spectrum, the university financial system. Send paper invoices to Disbursements Department for payment. Maintain invoice files. Monitor and create reports from Spectrum to ensure proper payment of invoices, and to rectify payment problems. Prepare monthly reconciliation reports for p-card purchases. Resolve acquisitions claims for material not received. Process materials for return to vendor when necessary. Check in, receipt and claiming of serial titles, including journals and continuations online using Voyager library automated system. Open and sort mail. Semi-annual shelf reading. Other duties as assigned.

QUALIFICATIONS: Bachelor’s degree and four years progressively responsible library experience, including two years in acquisitions, accounting and binding. One year accounting/bookkeeping experience. Interpretive and problem solving skills preferred. Accuracy and attention to detail vital.

Revised 06/09
POSITION DESCRIPTION

TITLE: Catalog Librarian

DEPARTMENT: Cataloging Department

PURPOSE AND SCOPE OF POSITION:

To create original catalog records for all formats and to maintain the integrity of the online catalog database; to monitor emerging national and international standards and practices; to establish and document cataloging policies and procedures; to serve as a resource person for staff concerning cataloging, database maintenance and work flow issues; to oversee routine projects such as withdrawals and transfers; and to evaluate the effectiveness and efficiency of the workflow of the cataloging unit; to work with reference librarians, develop policies and practices to enhance the online catalog and to carry out other initiatives that provide access to library collection.

RESPONSIBLE TO: Law Librarian

DUTIES:

Perform original cataloging and complex copy cataloging of library materials in all formats;

Hire, train, supervise the copy cataloger; conduct performance evaluation and provide regular feedback;

Oversee cataloging activities and monitor quality of all bibliographical and holdings records in Voyager; perform catalog maintenance;

Work closely with Library Services Support specialists to oversee Marc record batch load process, including evaluating the content of the records, testing sample records from the vendors, making necessary modifications on the records using MarcEdit, reviewing results of data load, developing procedures related to quality assurance for batch loaded cataloging data, and keep statistics;

Maintain and update local holdings on OCLC Union List using Connexion Brower;

Oversee course reserve collection, maintain and update course book list for each semester, make order request, and ensure all requested course materials are added to ERes by Circ staff on time;

Act as liaison with OCLC and other vendors as needed regarding products and services; and with University Library and other GSU departments as appropriate;
Act as a contact person in coordination with UGA GIL Support Services and University Library for all Voyager system-related matters including updates, OPAC evaluation, users meeting, etc.; review and modify settings in SysAdmin to improve workflow, OPAC display, and productivity;

Coordinate with acquisition librarian for all departmental activities;

Coordinate with acquisition and public service librarians for library-wide projects;

Perform other duties as assigned.

QUALIFICATIONS: Master’s degree from an ALA-credited library school; 1-3 years of experience in cataloging; experience using a bibliographic utility (preferably OCLC) and an integrated library system (preferably Voyager); knowledge of current and emerging cataloging rules and standards; strong analytical, interpersonal, and communication skills; supervisory experience; evidence of ability to meet standards of research, publication, and professional service that would lead to tenure in the University Library faculty; Law library experience or familiarity with legal materials preferred.

Revised 07/13/2011
POSITION DESCRIPTION

TITLE: Library Associate II
DEPARTMENT: Cataloging

PURPOSE AND SCOPE OF POSITION: To copy catalog English-language library materials using OCLC records supplied by the Library of Congress according to the Anglo-American cataloging Rules and help maintain library’s catalog database; to process all materials to be added to the library’s collection; to withdraw books and superseded volumes from Voyager.

RESPONSIBLE TO: Catalog Librarian

DUTIES:

- Perform copy cataloging of new library materials including electronic resources and government documents by searching, exporting, verifying, and editing bibliographic records using OCLC and Voyager;

- Create and maintain item records in Voyager. Edit, update, and correct holdings information for new titles, added volumes, and copies in Voyager;

- Process all materials to be added to the library’s collection, including using labeling program and label printer, applying spine labels, date and property stamps, targeting with magnetic strips to prevent theft, typing title labels for Binders using Microsoft Word;

- Use Voyager Pick & Scan to maintain and update New Books Shelf according to reference librarian’s selection;

- Withdraw books and superseded volumes from Voyager by deleting holdings information from OCLC and Voyager. Place the withdrawn items in recycle bins. Play a major role in all projects related to withdraw and cancelation;

- Perform all functions related to commercial library binding operation, including using library binding software ABLE to enter binding data for tracking shipments and statistics, printing out binding slips and report of items to be sent to bindery each month, checking report against items to be sent to bindery and attaching bindery slips to volumes, checking the accuracy of the bindery’s work on materials returned from the bindery, serving as a contact person to the commercial binder regarding services, procedures,
problems, etc., maintain and update binding status for items sent to
Bindery in Voyager;

Check in print government documents and add bound volumes to
Voyager. Maintain and report statistics for depository government
document collections.

Process YBP/PromptCat books, use Pick & Scan to batch un-
suppress records; handle YBP/PromptCat special-treated and
problem items, including items of incomplete, mismatch, no
match, call number difference, multiple copies, and items sent to
Reference locations; perform copy cataloging of these items
following same procedure for new books;

Provide customer service to patrons at Circulation Desk, including
maintaining supplies, checking in & out materials, collecting fines,
giving directional assistance, and assisting with special projects as
needed;

Assist in maintenance of the database by resolving and correcting
problems related to obsolete, conflicting, or incorrect older
cataloging;

Keep appropriate statistics for copy-cataloged items, added
volumes, copies, and withdrawals;

Participate in semi-annual shelf-reading; assist in solving problems
found from Shelf-reading project. Correct errors, update records,
and copy catalog the problem items if necessary.

Perform other duties as requested.

QUALIFICATIONS: Bachelor's degree. Five years experience in a library with evidence
of progressive responsibility. Superior attention to detail,
interpretive and problem solving skills; ability to exercise
independent judgment within areas of responsibility using library
methods and principles. Good oral and written communications
skills. Significant cataloging experience, including knowledge of
AACR2r, LC classification and subject headings, USMARC
format, and working knowledge of OCLC and library integrated
system.

Revised 07/13/2011