

CHEMISTRY LIBRARY
ANNUAL REPORT, July 1, 2011 – June 30, 2012

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I. Unit Narrative

Overview and Changes

Fiscal Year 2012 was another eventful staffing year in the UIUC Chemistry Library. While the unit held steady with one librarian and an endowment-funded, quarter-time graduate assistant, the library's only staff position and our staff support from other units both went through changes. Longtime Senior Library Specialist, Lori Miller, took a leave of absence beginning April, 2012. We were fortunate to be able to gain Anna Gerard, who transferred from the Business and Economics Library. Anna became full-time permanent staff in the Chemistry Library in August, 2012 when Lori elected to leave her position. Laura Ranconi, a CAM staff member who job-shared in the Chemistry Library, left in July 2012 to take a full time librarian position in New Jersey. Thankfully, Library Acquisitions was able to provide the Chemistry Library with the part-time services of Lisa Fielder beginning in early September 2012. Thank you Lisa and Acquisitions!

The Chemistry Library showed increasing numbers of patrons for the year, up 2.3% from FY11. The biggest surge in patrons happened during the Fall 2011 semester, when the average number of patrons by week at times reached 425 patrons, with weekend highs in the 40s and 50s. The average headcount during the semester reached highs of around 30 in the early afternoon, and during busy periods of the semester it was not uncommon to have a head count of between 50 and 60 patrons at a given time, with some days with above 70 patrons at peak. The overall number of directional and reference transactions shrank 6% when compared to FY11. This number is slightly ahead of the FY10 numbers and seems to be a return to normal after a busier FY11.

Conference room reservations, which are being tracked in this report for the second time, grew 27.9% in FY12 from FY11. The conference room is available for use by the Library and the School of Chemical Sciences faculty and staff (including graduate students) reservations. After two years of 25% or higher growth, the conference room is reaching its maximum use capacity during normal business hours in the fall and spring semesters. It is hoped that a new group study room, which at the end of FY11 took the place of the photocopier room, will soon be available for student reservations with the arrival of a new online room reservation system, and this availability is expected to be a popular feature of the library based on past student requests.

Likewise, circulation statistics at the Chemistry Library continued to grow: Bean Counter's report for "Circulation by Happening Location for FY" statistics show a 5.5% increase in total circulation from FY11, keeping Chemistry in the top 7 departmental libraries for circulation. The circulation of print reserves at Chemistry is a particular attraction: the report

for “Circulation for Print Reserves by Date Range” shows Chemistry once again ranking fourth overall for print reserve circulation, and second among departmental libraries, behind Math.

Nonetheless, a fuller consideration of Chemistry Library circulation might include its quickly growing and popular ebook collection. Therefore, ebook use is being tracked for the second time in this report. After an initial ebook study in the summer of 2011, statistics were gathered again at the end of FY12 to track changes across ebook vendor collections. After a few years of significant growth, the overall ebook collection grew by a slower but still significant 9.4%. Two of the publishers studied offer exclusively chemistry collections: RSC (Royal Society of Chemistry) and ACS (American Chemical Society). After a year of tremendous growth, these two publishers saw a smaller collection growth of 4.4%, a number that reflects that purchases are now primarily of new volumes versus previous purchases of large backfiles. Across all publishers, the Chemistry Library now has an estimated 10,000 volume ebook collection. While overall ebook use at the university grew by 25%, the use of these two collections shrank by about the same amount. After two years of large growth in chemistry ebook collection use, this number may reflect a turn to more normal use after the initial surge of interest.

For the third fiscal year, the Chemistry Library has tracked visits to its website with Google Analytics. For FY12, over 35,000 unique users visited the Chemistry Library website, up from 34,000 the previous year, for a total of about 64,500 visits for a total of 106,707 page views. A unique user is defined by Google as the “number of unduplicated (counted only once) visitors to your website over the course of a specified time period.” Thus, the twelve public computers in the Chemistry Library, as well as any other desktop computers with a unique IP address, are counted as unique visitors once in the time period specified. The tracking data from Google Analytics show that the number of visitors on weekdays runs 3-5 times higher than the number of visitors on weekends. The top five resources accessed during FY12 begin, as expected, with the key SciFinder database info page and link well ahead of other resources. The other popular sources on the list include not only other major databases (Reaxys and Web of Science) but also in-house reference resources.

Web Resource	Number of Uses During FY2012
Scifinder info page and SciFinder link	9,853
Online Reference Resources/NMR and Other Spectra	4,106
Link to Web of Science	2,180
Reaxys	1,486
Online Reference Resources/Physical Properties Data	1,062

In previous years, the top five Chemistry Library websites had included the course page for CHEM 205, a class that meets each spring. During FY2012, this page was converted into the first of several new Chemistry Library LibGuides:

LibGuide	Month Created	Number of Uses During FY2012
CHEM 205	February 2012	1,373
Finding Chemistry Ebooks	June 2012	48
Chemical and Biomolecular Engineering Research Resources	June 2012	29

A fourth LibGuide was also considered to replace the current set of Online Reference Resources pages on the Chemistry Library website. However, Google Analytics data show that these pages, and especially the NMR page, have a high number of users who come directly to the page, most likely from a bookmark, rather than from the link on the main webpage. Therefore, the current approach is to include a LibGuide for Chemistry Online Resources that redirects to the already existing page. However, moving this page into LibGuides may be a future priority.

Major Activities and Accomplishments

Service to our patrons remains our most important responsibility, and much of our time is spent at the circulation/reference desk working with our clientele. The overall rise in service-based statistics shows that we are continuing to meet increased expectations with minimal resources. Other projects, also conducted to better serve our users, included a non-annual library survey, the New Service Model review and report, and numerous changes planned or implemented in FY12.

Chemistry Library Survey

Again this year, from March 7-11, 2012, the Chemistry Library handed out surveys to patrons using the library. Full results and a copy of the survey are available online at <http://www.library.illinois.edu/chx/statistics/March2012Survey.html>. The purpose of the survey was to determine why people come to the library, what they do in the Chemistry Library, their favorite spaces, and what improvements they would like to see in the library. Once again, our patrons reported being well-satisfied by the services and facilities of the Chemistry Library. Suggestions echoed the previous year's results, with requests for computers or laptops for check-out, longer hours, and more small study rooms. Still, many people said they wouldn't change anything and that the library was just as they would want it.

Chemistry Library New Service Model Review

Due to the announced retirement date of the Chemistry Librarian (June 30, 2012), the Library conducted a New Service Model review of the space, services and collections of the Chemistry Library to determine the future of the unit. The results of this report can be found at <http://www.library.illinois.edu/nsm/chemistry/index.html>. In its findings, the NSM report noted the strong bond between the School of Chemical Science and the Chemistry Library: "This incredible partnership, stretching back over 100 years, along with the unquestionable Chemistry Library support from SCS faculty, the numerous favorable responses from library users, and the Chemistry Library's positive longitudinal assessment data, made it apparent

that there is a strong need and a clear desire to continue to have both a librarian and a library space dedicated to the chemical sciences at the University of Illinois at Urbana-Champaign.”

Changes (Realized and Proposed) to Serve our Users

As the past 6 years in our 170 Noyes Laboratory location have shown, change is constant. The two annual user surveys (March 2011 and March 2012) about space and facilities have led us to make some simple changes and to make plans for more elaborate changes in library space. These changes and projects took place in FY12:

- Added longer hours to CHX in 2013 in response to the survey and NSM recommendations. The library is now open 8:30 a.m. to 9 p.m. from Sunday-Thursday. This was repeatedly requested in our annual survey responses.
- Librarian Tina Chrzastowski retired June 30, 2012, but is back part time for 12 months. The search for her replacement is underway.
- The Scifinder seat limit was removed; there are no longer restrictions on the number of simultaneous users of this popular database.
- Books (specifically book continuation series) and journals (those now available online) were moved to Oak Street during the summer.
- Empty shelving created by Oak Street transfers will be removed in winter 2013 and new seating will be added.
- Ebook URLs for Chemistry Library ebooks were reviewed by student workers and fixed by Willy Kries.
- All American Chemical Society, Royal Society of Chemistry, and Wiley ebook URLs and Voyager records were reviewed by student workers and then fixed by Willy Kries.
- Ebook use for all of UIUC was collected and analyzed by Dan Tracy and reported to Library Collections and Acquisitions.

Contributions to Library-Wide Programs

Contributing to library-wide programs helps us all, and in this spirit, Chemistry Library staff provided reference service, conducted library assessment (patron counts, shelving counts, database use counts, e-journal use counts, patron survey), and carefully revised and corrected chemistry library bibliographic records. We participated in staff training sessions, trained new student workers and welcomed Acquisition staff member Lisa Fielder to the Chemistry Library as our colleague. Librarian Tina Chrzastowski conducted 6 instruction sessions reaching over 250 persons. We again welcomed Parkland College organic chemistry students to the Chemistry Library to work on an assignment that involved SciFinder, Web of Science, and other relevant chemistry resource tools. The Chemistry Library also hosted two vendor training sessions, Chemical Abstracts (SciFinder) training on March 2 and Reaxys training (Beilstein/Gmelin) on April 11.

Graduate Assistant

The Chemistry Library 25% Graduate Assistant (GA) is funded by the Chemistry Library Wert Endowment; this essential staff member is absolutely critical to the success of this unit. FY12 job responsibilities for Dan Tracy included data reporting and analysis, updating and maintaining web pages, answering reference questions (in person, by phone, and online), managing the Chemistry Library email account, and other duties as assigned by the Chemistry Librarian.

Review of the Goals of FY12

Most of the goals for FY12 were met, or are on a specific timetable for FY13. Currently under way are these projects that were first proposed in FY12:

- Acquire a “super scanner” with grant funds from Dr. Eugene Bertin (waiting for Library IT to hire an equipment person).
- Lower the public terminal countertops to solve the problem of them being too high (currently scheduled to take place in January 2013).
- Transform the former copier room from study space to shared high-tech space (currently scheduled to have a door installed to secure the site, January 2013).
- Add additional table seating to the library by removing shelving along the “Old Noyes/New Noyes” wall; tables are being provided by the Library until more permanent decisions are made (shelving cleared by summer 2012, awaiting Library Facilities to remove shelving and install seating; currently scheduled for December 2012 and January 2013).

Goals for the Coming Year, FY13

- Continue to seek a more permanent staffing solution; seek additional funding for student wages to hold on to increased hours. Temporary student wages were secured for FY13 to allow for the increase in open hours.
- Hire a chemistry/geology/physical sciences librarian to replace the current librarian, who will permanently retire on or before August 31, 2013.
- Audit and upgrade Library Specialist Anna Gerard.
- Seek funding from the Library IT fund to purchase equipment for the newly-established student collaborative space (former copy room).
- Conduct the third annual Chemistry Library in-person, yellow-card survey.
- Implement the new library-sponsored conference room reservation system.
- Add the new study rooms and the new student collaborative space room to the reservation system.

II. Statistical Profile

NUMBER OF HOURS OPEN TO THE PUBLIC PER WEEK	
Summer II 2011	42.5
Fall 2011	58.5
Spring 2012	58.5
Summer 1 2012	42.5

ANNUAL REPORT STATISTICS:	Unit: Chemistry
SPACE	
Total square feet of unit	7860
Linear feet of shelving	3234
Seating	
a. At tables	36
b. At carrels	13
c. Informal	16
d. At public workstations	12
e. in group study rooms	33

ANNUAL REPORT STATISTICS:		UNIT: Chemistry
Direct Services		
Personnel		
Professional Staff, FTE		1.0
Graduate Assistants, FTE		.25
Staff, FTE		1.0
Students, FTE		3.75
UNIT: Chemistry		
Personnel	Start Date Mo/Yr	End Date Mo/Yr
Academic Employees		
Tina Chrzastowski	Jul 87	Present
Dan Tracy (Graduate Assistant)	May 11	Present
Non-academic Employees		
Lori Miller	Jan 09	August 12
Anna Gerard	May 12	Present

ANNUAL REPORT STATISTICS: Chemistry	
Number of Instruction Session Taught	6
Number of Persons Reached	250
Instructor: Tina Chrzastowski	

PRESERVATION STATISTICS

I. Personnel: Chemistry

<i>Name</i>	<i>FTE</i>	<i>Position (faculty, AP, staff)</i>
Lori Miller	0.05	Senior Library Specialist
Student Assistants	0.0	Student Assistants

II. Expenditures

	<i>Amount</i>	<i>Description</i>
Contract Conservation:		
Contract Commercial Binding:		
Contract Pres. Photocopying:		
Contract Pres. Microfilming		
Other Contract Expenditures		
Total Contract Expenditures		
Preservation Supplies	\$25	
Preservation Equipment		

III. In-house Conservation/Book Repair Treatments

1. Number of volumes given a level 1 conservation treatment:	27
2. Number of volumes given a level 2 conservation treatment:	0
3. Number of unbound sheets given conservation treatment:	0
4. Number of photos and non-paper items given conservation treatment:	0
5. Number of custom-fitted protective enclosures constructed:	0

IV. Outsourced Conservation/Book Repair Treatments

1. Number of Volumes treated: (books sent to be repaired)	74
2. Number of unbound sheets given conservation treatment:	0
3. Number of photos and non-paper items given conservation treatment:	0
4. Number of custom-fitted protective enclosures constructed:	0

V. Reformatting

1. Number of photos and non-paper items (tapes, motion picture film) reformatted:	0
2. Number of books reformatted to microfilm:	0
3. Number of single pages of manuscript or archival materials reformatted to film:	0