



VDOT Research Library

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New Technical Services Librarian Joins Staff

Gale Smith joined the library in September as a new 1,500-hour employee, completing the library's search for a new head for the library's technical services. Her presence fills a vital gap in staffing that had been open for 15 months, during which time a large backlog of technical services and other library work accumulated. Her work has made an immediate impact at the library. The library's cataloging backlog diminished and began reversing. Having another librarian will help staff to address and catch up with several backlogs and move on to other projects, especially those involving virtual resources.



Gale Smith

Literature Search Requests Research Library Outreach

In 2007 the library created the Research Synthesis Bibliography (RSB) as a new form of literature search combining an annotated bibliography with synthesis/analysis, to supplement the standard literature search. To provide better service to patrons requesting search assistance, the library will be redefining its deliverables to include another option that balances comprehensiveness with delivery time. In a nutshell, the two options now are either fast (literature search) or thorough (an RSB). The third will be created to provide a medium between the two.

While the typical literature search can take 10-30 staff hours, an RSB can take 25-45 hours and over the years, as time has become more precious, the number of RSBs done has diminished. Today some of the library's customers value fast turnaround time above all, so library staff is looking to create a deliverable that takes far less time—a fast-tracked literature search—possibly with a one- to three-day turnaround. This will provide the third option to offer customers.

VDOT Library Research Outreach Using *LinkedIn* Messages

LinkedIn is used to send targeted email messages to a growing body of VDOT employees, now up to 244 addresses. Use of *LinkedIn* continues to grow and has proven an effective way to reach VDOT employees the library would not likely know about or could not reach easily in another way. Six messages sent this quarter included the following subject lines:

Free Trial of the ASTM DOT Web Portal
ASTM Portal Survey
ASTM Portal Trial Ends Today at 5:00 p.m.
Let Your Computer Do the Reading...
Try VDOT JournalFinder for Full-Text Online Articles
ARRB Citations Added To TRID Database

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Library Statistics: By the Numbers

	FY 2013 Q1	FY 2012 Q4	FY 2012 Q3	FY 2012 Q2	FY 2012 Q1	More info on
Reference Questions Answered	97	121	130	90	92	Page 6
Questions Answered for VDOT	75	82	100	52	74	Page 6
Items Loaned through ILL	13	21	21	15	13	Page 7
Items Borrowed through ILL	98	43	50	37	38	Page 7
Document Deliveries to VDOT	103	35	24	14	31	Page 7
Total Hard-Copy Collection Usage	268	295	195	162	234	Page 8
VDOT Hard-Copy Collection Usage	235	234	149	118	193	Page 8
VDOT EOS Catalog Downloads	104	72	87	160	97	Page 8
Subscription Downloads by VDOT	1,297	1,387	1,919	1,551	1,201	Page 9
Books 24X7 Items Accessed by VDOT	333	374	328	288	402	Page 9
Total VDOT Downloads/Items Accessed	1,734	1,833	2,334	1,999	1,700	
EOS Record Count - Volumes: Available Items in the Library Catalog	46,240	46,055	45,938	45,837	45,679	Page 6

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ASTM DOT Web Portal Database and User-Satisfaction Survey

ASTM DOT Web Portal Database Trial

This quarter the library worked closely with the Materials Division (Elko) and VCTIR to find a better way for VDOT employees to access online versions of ASTM standards and share them in ways that enhance productivity and avoid copyright violations. Since 2005, VDOT employees have had limited access to ASTM standards through an I H S database that is both expensive and difficult to use. As a result, that resource recorded an average of only about 300 ASTM standards downloads a year—far less than what is believed to be actual demand.

To get started, the library and Elko established a 50-person focus group of known ASTM standards users and launched a 60-day trial of ASTM's DOT Web Portal database. During that time the library marketed the resource and worked with ASTM to conduct instructional Webinars to get users started, answered user questions, and conducted an online user-satisfaction survey. The trial was marketed agency-wide through an *InsideVDOT* article, the Weekly Report, and an agency-wide email sent by Communications.

Usage statistics afterward showed an astonishing 4,504 document views from the database, which also includes content other than just ASTM standards, with a total of 2,585 standards downloaded by an approximately 200-300 VDOT employees. Survey results and our own analysis indicate high levels of user satisfaction with the ASTM product, high levels of use, and low cost. Here are some findings:

- About 71% of survey respondents rated the ASTM DOT Web Portal *Excellent* and 21% rated it *Good* for an overall favorability rating of about 92%.
- To achieve an equal cost to the I H S product being used, VDOT users would need to download 668 ASTM standards in a year. During the 2-month trial, they downloaded 2,585 standards.
- Based on usage during the trial, per-standard cost dropped from \$39.60 to \$1.70 per standard.
- Nearly 93% of respondents recommended VDOT pursue a subscription to the ASTM DOT Web portal.

At the end of the quarter the KM division and Elko were discussing the possibility of subscribing to the ASTM DOT Web Portal this fiscal year, if funding can be secured, and/or budgeting for it in the future. A complete analysis of the trial, user feedback and survey results can be found here, http://rclibrary/research/ASTM_Evaluation.pdf, and an Executive Summary is here, http://rclibrary/research/ASTM_Evaluation_Summary.pdf.

LIBTRAIN: In-service Database Webinars

Due to changes in library staffing and new opportunities for cross training, the library decided to schedule a staff in-service Webinar every other week this quarter, which we call LIBTRAIN. The goal of the first round of LIBTRAIN Webinars is to orient library staff with full-text research databases so that they can adequately answer questions patrons have, and to more effectively conduct their support activities for researchers. Each Webinar is 30 minutes long and provides a basic background, history, and overview of a library subscription database. The plan is to continue these Webinars indefinitely. So far they have only been offered to library staff, but if they go well, consideration will be given to offering them again to a larger audience. Webinars held this quarter were as follows:

- ASCE Library Database
- Books24x7 Database
- EBSCO Business Book Summaries



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Collections, Cataloging, and Technical Services

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EOS Catalog Record Count

Library Record Count Report as of:		
	Sept 30	Jun 30
Titles	33,375	33,239
Copies	43,413	43,239
Volumes (Items)	46,240	46,055

This **Record Count Report** reflects the totals in the library's permanent collection

OCCL WorldCat Cataloging Statistics June 30, 2012

	FY13 Q1	FY12 Q4
Transactions*	793	562
Holdings Added to WorldCat Records	114	57
Total Titles as of June 30, 2012	33,323	33,209

*Includes search, browse, update, replace, export, display holdings, and delete holdings

Reference and Research Services

VDOT Reference and Research Questions

	FY13 QTR 1	FY12 QTR 4	FY12 QTR 3	FY12 QTR 2	FY11 QTR 1
VDOT Questions	75	121	100	52	74

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All Reference and Research Questions

Origin	Questions	VCTIR/CO/Districts	Questions
VDOT	75	VCTIR	36
		Central Office	27
Other (Non-affiliated)	22	Salem	1
		Hampton Roads	1
		Culpeper	1
		Staunton	6
Total Questions	97	NoVA	3

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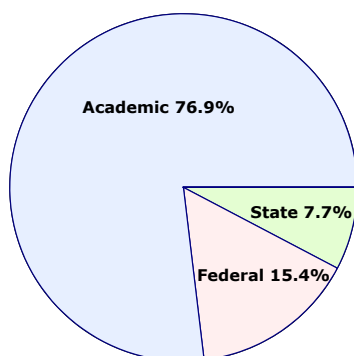
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Interlibrary Loans (ILL) and Document Delivery

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Interlibrary lending helps the library quickly locate, acquire, and deliver specialized information in a way that is more effective than if the library were to attempt to acquire, catalog, and store the same publications. The library uses OCLC software that helps efficiently place and receive loan requests from a pool of thousands of libraries worldwide. The library is able to offer this service to all VDOT employees.

VDOT as a Lender to Other Libraries



The library received 26 requests from 30 libraries in 9 states. A total of 13 items were loaned and, of these, 5 items were sent to transportation libraries. Academic libraries were sent 10 items, federal libraries 2, and a state library was sent 1 item. Of all loans, 5 were hard copy items and 8 were photocopy/digital fax (articles, chapters, excerpts).

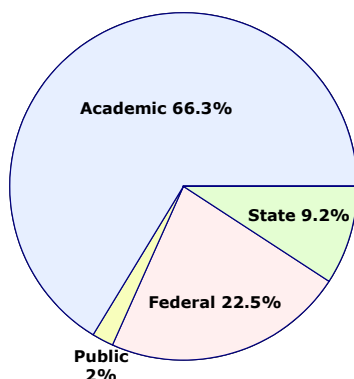
Academic	State	Private	Federal	Public	Total Items Lent
10	1	0	2	0	13

Document Deliveries

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The library also provided 103 additional items this quarter to VDOT patrons through Document Delivery.

VDOT as a Borrower from Other Libraries



The library requested and received 98 items and, of these, 5 came from transportation libraries. Items were borrowed from 33 libraries in 25 states and Canada. Academic libraries supplied 65 of the requests, federal libraries sent 22, public libraries 2, and state libraries provided 9. Of all requests, 27 were filled as hard copy (books/reports) and 16 as photocopy/digital fax (articles, chapters, excerpts).

Academic	State	Private	Federal	Public	Total Items Borrowed
65	9	0	22	2	98

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Library Collection and Subscription Usage in the Quarter

Total Circulation from the Collection	372
Subscription Downloads	1,297
Books 24X7 Items Accessed	333
Library Usage in the Quarter	2,002

Collection Usage

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Collection Usage for the Quarter			
Location	Items	VCTIR/CO/Districts	Print Items
VDOT	235	VCTIR	115
U. Va.	9	Central Office	49
Other (In House/ILL)	24	Bristol	1
Hard-Copy Total	268	Hampton Roads	4
Electronic (EOS) Catalog Downloads	104	Fredericksburg	30
		Staunton	12
		NoVA	24
Total Circulation from the Collection	372		

EOS Downloads >5,800 URLs to full text documents	
Jul	7
Aug	32
Sep	65
Total	104

Collection usage tracks circulation of items from the VDOT Research Library's collection, which include hard-copy books and periodicals, CDs, and DVDs. In addition, electronic downloads of items in the Library's EOS catalog, which include articles, reports, and proceedings papers, are counted as part of the collection usage to reach the total circulation figure of 372.

VDOT Hard-Copy Usage

VDOT Checkouts/Renewals by Quarter				
FY13 QTR 1	FY12 QTR 4	FY12 QTR 3	FY12 QTR 2	FY12 QTR 1
235	234	149	118	193

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VDOT Research Library Subscription Usage

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Subscription Downloads by VDOT				
	July	August	September	Total
TRR Online >12,400 articles in pdf	35	96	44	175
NTRL >750,000 reports in pdf	4	8	2	14
ASCE > 92,000 articles or proceedings papers in pdf	88	138	92	318
KNOVEL >800 e-books in pdf	148	88	129	365
Business Source Complete pdf and html	14	49	34	97
Business Book Summaries pdf, html, MP3	11	19	59	89
Regional Business News pdf and html	39	152	38	229
International Journal of Pavement Engineering pdf and html	4	2	3	9
Corrosion pdf and html	0	0	0	0
Highway Capacity Manual pdf	0	0	1	1
Monthly Totals	343	552	402	1,297

Subscription Downloads by Quarter				
FY13 QTR 1	FY12 QTR 4	FY12 QTR 3	FY12 QTR 2	FY12 QTR 1
1,297	1,387	1,919	1,551	1,201

Subscription databases, which were acquired by the library in 2010, have significantly increased availability of hundreds of thousands of articles and reports and more than 28,500 e-books to each VDOT desktop. Electronic items downloaded are articles, reports, proceeding papers, and full-text AASHTO publications. Items accessed on screen are reported for Books 24X7.

Books 24X7 Items Accessed

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Books 24X7 Items Accessed by VDOT	
>29,000 e-books via html onscreen	Books 24x7
	Items Accessed:
July	93
August	134
September	106
Total	333

Books 24X7 Items Accessed				
FY13 QTR 1	FY12 QTR 4	FY12 QTR 3	FY12 QTR 2	FY12 QTR 1
333	374	328	288	402

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