STEWART LIBRARY
Annual Report
2008/09

I.   Overview.

Once again this past year was filled with opportunities - opportunities to enhance services, strengthen and expand access to collections, and increase technology. Despite the slowing of the economy and resulting budget cuts, the collections continue to improve. More than 7600 print volumes and nearly 500 videos were added in 2008/09. The greatest area of growth continues to be electronic resources. The library now provides WSU students and faculty with access to more than 43,000 electronic journals, reference resources, and e-books. The use of online resources is reflected in the number of visitor sessions on our website, totaling more than two million sessions this past year.   The library's 266 instructional sessions and 46 classes provided information literacy instruction to more than 6600 students and community members. Library faculty and staff answered more than 10,000 reference/research questions and 30,000 directional/user assistance questions.

After nearly eighteen months of planning, the library's new website was launched at the beginning of Fall Semester. It was designed to resemble the university's website while retaining the library's internal functionality and features. Based on user feedback, the new site is more intuitive and user-friendly. As a result of ongoing usability studies, some additional changes will be made to the site prior to the beginning of the 2009 Fall Semester.

The library benefits greatly from the generosity of its donors and we are exceedingly grateful to them. Gifts during the past year totaled more than $410,000. We also received funding for several grants including an ARCC grant of $34,500 for iMac computers, a Library Services & Technology Act (LSTA) grant of $9500 to digitize holdings in Special Collections on World War I and II in Weber County, and two Utah State Historical Records Advisory Board (USHRAB) grants totaling $9500 to process the papers of Raymond S. Wright, who served as Ogden Mayor in the 1950s, and the Maw Family Collection, which documents this early Ogden family, and Ogden's history in the early 20th century.

The generosity of the Stewart Education Foundation enabled the library to construct an additional multi-media classroom with thirty iMac student workstations and a state-of-the-art teaching station. This is the fourth multi-media classroom in the library. In addition to library classes, the classrooms are available for classes taught by faculty and staff in other departments. Funds from the Stewart Foundation and an ARCC grant provided for a reconfiguration of the Reference & Information Services area. The new carpet, study tables and chairs, and iMacs with 24" monitors have opened up the area and made it much more student-centered and inviting.

We continue to expand our digitization efforts and twenty-nine researchable collections are now available. Collections added in the past year include the Ogden History Collection: People, Places & Things, the World Wars and Weber County Collection, and the Weber State University History Collection, which includes the yearbooks from 1905-1982 To view these collections go to http://librarydigitalcollections.weber.edu/

II.   Library Priorities - 2008/09

Informed by the university's planning process and priorities, the library developed a strategic plan to guide our efforts for the next three to five years. Emerging from our planning process were five initiatives we identified as priorities for 2008/09. This section of the report lists achievements in support of those priorities.

1. Continue to expand, improve, and assess our information literacy program.

The purpose of our information literacy program is to promote the development of skills that lead to information literacy. We continually strive to improve the program, make it more accessible to students, and assess its effectiveness.

The primary focus of our instruction program this past year was the development of a new and updated version of the Information Navigator course (LIBS 1704). The new course will replace both the current version in the WSU Online system and the TIP tutorial on the library website. It will be more interactive and offer students a wider choice of learning modalities. The new course will be beta tested in the Fall 2009 semester, with revisions based on student, adjunct instructor, and faculty feedback to take place in Spring 2010. Accomplishments thus far include:

> * Course outcomes were simplified and revised to reflect the new instruction program core outcomes. Each outcome was mapped to content within each course module.

> * A new course prototype was developed with the assistance of the WSU Online Frontend Administrator/Instructional Designer. This is available at: http://wsuonline-dev.weber.edu/LibSci/prototype/libsci.html/

> * Course structure and content was created. The new course will consist of six interactive modules.

2. Complete the design and construction of a new multi-media classroom.

Approximately $130,000 of funding from the Stewart Education Foundation was used to construct the new multi-media classroom, which was available to students in the Spring 2009 semester.   This state of the art classroom includes thirty 20-inch iMacs running Windows XP and MacOS. The room is equipped with a printer, overhead projector, document camera, telephone, and an audio and DVD player. The room also provides space for small group projects and student presentations. The teaching station is equipped with the Vision Classroom Management system and TurningPoint audience response system software.

3. Implement the plan to re-configure the Reference & Information Services area.

> * Received grant funding to purchase fifty iMacs with Windows/Mac operating systems and 24 inch monitors. Because the space for the iMacs is more cramped than is ideal, the Reference Team is working on a plan for new outlets and dataports that will resolve the issue.

> * Relocated a significant amount of reference printed sources to the General Collection which

then opened up space for more student study areas.

* Purchased new furniture and carpeting. The new furniture is both smaller and lighter and gives the area a more spacious feel while providing flexibility for patrons.

* Continued to weed outdated material from the Government Publications collection to make available additional group study space.

4. Continue to expand the acquisition of and access to unique collections and primary source material.

The acquisition of unique collections and primary source materials is a priority for the Special Collections Department, as is providing access to those materials. Significant additions to Special Collections this past year included the Maw Family Collection, the Ogden-Weber State Symphonic Choir Collection, the IRS Service Center files, additions to the Ted Littlefield Collection, and records from many women's clubs including the WSU Women's University Club.

The number of digital collections and oral histories made available for researchers continues to increase. Accomplishments during the past year include:

* Completed encoding the collection registers in Special Collections and Archives into an Encoded Archival Description (EAD) format.

* Digitized fourteen new collections, including the *Acorn Yearbooks*.

* Created a new layout to make some of the digitized photograph and monograph collections more user friendly. Photographs were reformatted with metadata attached to each photograph and viewable with the image. Monographs are now separated by subject or chapter for better researchability.

* Used donor funding to purchase a new server which allows collections to be uploaded directly to the server. The server will house scanned data in TIFF, JPG, and PDF formats, along with full metadata for each collection.

* Conducted and transcribed thirty audio oral history interviews including the Dee School of Nursing, WSU History Interviews, and existing archived interviews.

* Cataloged fifteen interviews and made them searchable in the online catalog and available in Digital Collections.

5. Complete a work-flow/systems analysis of the Bibliographic Services area to improve efficiency and to more fully utilize the capabilities of the Horizon Integrated Library System.

The comprehensive work-flow and systems analysis conducted over the last eighteen months identified work-flows, processes, and procedures that improve efficiencies and more fully utilize technologies. Major accomplishments this past year include:

* Reduced the number of vendors from which material is purchased. Identifying a few primary and secondary vendors saves time and money and has improved the turn-around time from when an item is ordered to when it is received.

* Refined and standardized financial procedures and payment processing between the library and the university's accounting department. The increased use of the acquisitions tools available within the library ILS software has resulted in greater accuracy in budget management.

* Developed budget reporting scripts for line item budget tracking based on the acquisitions budget hierarchy.

* Increased accuracy and efficiency by implementing the process of cataloging by bibliographic overlaying procedures, import maps, bib tag action scripts, and local holding tags.

* Improved the accuracy and appearance of spine labels by utilizing the spine label printing features available in the Horizon ILS.

2009/10 Priorities:

We have identified the following priorities for 2009/10:

* Complete an assessment of the services provided in each of the public service areas of the library.

* Beta-test the new 1704 course; make necessary revisions based on feedback from librarians and students.

* Continue to expand the acquisition of and access to unique collections and primary source material.

* Begin the process of requesting permission from copyright holders to convert VHS tapes to DVD format.

* Complete the serials workflow analysis. Investigate procedures for consolidating acquisitions and serials workflow.

* Explore options for out-sourcing the cataloging of media items.

* Implement the Linux operating system as the library's primary virtual server host and VMWare ESXi server as our primary virtual server management system.

Accomplishments in support of these priorities will be discussed in the 2009/10 annual report.

III.   Ongoing Goals

In addition to the priorities we identify for each year, the library has several primary, ongoing goals. This section of the report reflects the progress made during the past year in addressing those goals.

Goal 1 - Continue to improve library resources and
assess their relevancy and use.

To provide the information resources needed to support the teaching, learning, and research mission of the university is both an ongoing goal and a challenge for the library. How well this goal is being met is determined by a number of factors including collection size and growth rate, relevancy of the collection, currency of resources, use, and user perceptions of the resources available.

As indicated in the following table, using a combination of E&G, Utah Academic Library Consortium (UALC), and gift funds, the print and media collections continue to increase, as does access to electronic resources. Consulting with faculty, evaluating the use of our print journals, and cancelling low-use titles or titles to which we have online, full-text access is an ongoing process.

Library Holdings (Information Resources)

	2008/2009	2007/2008	2006/2007	2005/2006	2004/2005
Bound Volumes	552,323	547,753	540,613	533,759	525,106
Electronic Resources	53,031	31,119	23,312	17,632	16,824
Journals (Current Print Subscriptions)	1,175	1,544	1,555	1,711	1,716
Government Pub. (Unbound)	225,369	224,637	222,247	221,283	208,676
Audio Recordings	8,746	8,720	8,578	8,477	8,469
Video Recordings	11,705	11,360	10,685	9,946	9,461
Maps	66,275	66,205	66,240	65,675	65,151
Microforms (Fiche and Film)	611,326	605,467	587,794	579,349	605,175
Kits	623	616	639	610	614
CD-ROMs	1,809	1,687	1,445	1,458	1,449

  *Includes books, bound periodicals and bound Government Documents.

To ensure that resources added to the collection support the needs of faculty and students, subject librarians continue to expand their liaison efforts by meeting more regularly with faculty and providing additional reference/research assistance in the colleges and on the Davis Campus. As a result of this collaboration, the collection is increasingly more focused and relevant to the curriculum.

Providing course integrated, subject specific instruction to inform students and faculty of library resources available in their areas of interest is essential if those resources are to be used. During the past years, subject librarians taught 110 of those sessions.

Based on the results of various user satisfaction surveys and ongoing assessments of the strengths and weaknesses of the electronic, print, and video collections, we believe good progress continues to be made in improving the quality and relevancy of the collections.

Goal 2 - Enhance and expand services to meet the library needs of the WSU community.

The use of a number of the services we provide is indicated in the following table. Use of our electronic resources is reflected by the number of visitor sessions on our website, averaging more than 173,000 per month, for an annual total of 2,080,920. While not specifically indicated in this table, use of printed periodicals and journals continues to decline, which follows a national trend confirming that students and faculty prefer to use ejournals when given a choice. More than 41,000 patron questions were answered at our various public service desks and nearly 6,400 individuals received instruction on using the library and its information resources.

Utilization of Resources and Services

	2008/2009		2007/2008		2006/2007		2005/2006		2004/2005	
Circulation Statistics:	100,315		128,784		130,415		106,126		116,933	
Web Site Visitor Sessions:	2,080,920		2,064,338		2,241,126		1,986,294		1,579,348	
Reference/Research Assist.:										
No. of Questions	10,153		9,339		13,290		15,478		13,501	
User Assistance:										
No. of Questions	30,068		31,898		35,002		44,763		33,733	
Instructional Sessions:	Sessions	Students	Sessions	Students	Sessions	Students	Sessions	Students	Sessions	Students
Course Integrated	110	1,175	101	1421	100	1,945	145	2,161	103	1,828
English 1010 & 2010	108	1,898	120	2,382	122	2,301	125	2,646	111	2,399
FYE (First Year Exp.)	16	225	19	354	19	349	21	443	21	374
Other	32	247	38	410	49	968	30	350	14	231
Totals:	266	4,145	276	4,567	290	5,363	321	5,600	249	4,832
For Credit Classes:	Classes	Students	Classes	Students	Classes	Students	Classes	Students	Classes	Students
Humanities on the Internet					1	30				
Information Navigator	40	1,998	39	1,838	40	1,953	41	2,154	29	2,035
Library Skills			1	29	4	89	4	98	8	210
Info. Resource (Business)	4	144	5	102	5	84	2	79	2	64
Info Resource (Soc. Sci.)	2	47	1	27	2	28	2	34	1	18
Totals:	46	2,189	46	1,996	62	2,483	49	2,365	40	2,327
Ereserve Page Visitors:	24,658		24,416		37,605		46,308		42,007	
Interlibrary Loan:										
Lending Requests	7,002		7,473		8,077		8,905		9,896	
Borrowing Requests	4,826		8,519		5,821		6,208		4,856	

Goal 3 - Regularly assess the quality and effectiveness of library services and use assessment data to improve services.

The library is committed to regularly assessing its resources and services. Student and faculty satisfaction is assessed in a variety of ways:

        * End-of-course student evaluations
        * Biennial student satisfaction surveys
        * National student satisfaction surveys administered by the university
        * Biennial interviews with students who are using the library
        * Focus groups - ongoing and as needed

During the past year, student evaluations were collected for all for-credit library courses, and for English 2010 and First Year Experience sessions. While evaluation data continue to indicate a high level of student satisfaction with library instruction, we believe we are not adequately assessing student learning and intend to address this in the coming year.

In addition to student evaluations, enrollment and successful completion rates are tacked in our for-credit classes. Of the nearly 2200 students who took one of our for-credit courses in the past year, 83% successfully completed the course with a grade of C- or better, thereby meeting Part D of WSU's computer and information literacy requirement.

Assessing the relevancy, strengths and weaknesses of the collection and consulting with faculty in developing and managing the collection are among the responsibilities of the subject librarians and the basis on which their collection management decisions are made. WSU faculty routinely indicate their satisfaction with the assistance they receive from the subject librarian assigned to their college and with the improvements made to the collection.

Suggestions from library users provide another source of assessment data. A suggestion box is located in the lobby and a suggestion link is on the library's website. Suggestions are collected regularly and, when practicable, implemented. Suggestions received during the past year included adding more computers in the Resource Commons and Reference & Information Services areas, extending check-out time for laptops, extending hours during finals week, expanding both group study and quiet study space, and reducing or eliminating overdue fines. With the exception of reducing or eliminating overdue fines, these and many other suggestions were implemented.

In the coming year, we will conduct a survey to assess patron satisfaction with services provided in each of our public service areas (Reference & Information Services, Circulation Services, Special Collections, and Archives.). We will also establish another focus group to assess user satisfaction with our website.

Goal 4 - Seek additional sources of funding to enhance resources and expand services.

As shown in the table, the library receives operating funds from three sources.

        (i) Education & General (E&G) monies allocated to WSU, both ongoing and one-time
        (ii) State monies allocated to the Utah Academic Library Consortium (UALC) and distributed to the academic libraries
        (iii) Gifts & Grants

Sources of Funding

	2008/2009	2007/2008	2006/2007	2005/2006	2004/2005
E & G Base:					
Salaries	1,647,987	1,618,452	1,609,192	1,560,037	1,520,444
Info. Resources	957,785	902,735	902,735	902,735	902,735
Operations	153,935	50,000	50,000	50,000	50,000
Hrly Wages	49,962	49,259	79,259	85,144	75,820
Travel	0	0	0	0	0
Benefits	729,361	720,809	714,782	661,886	638,505
Total:	3,539,031	3,341,255	3,355,968	3,259,802	3,187,504
Legis. 1-Time:					
UALC					
Ongoing	206,440	215,040	215,040	219,204	219,204
Total:					
Grants:	53,500	63,634	25,764	21,824	20,430
Gifts:	414,885	459,000	574,526	1,222,617	390,254
Totals:	4,213,856	4,078,929	4,171,298	4,723,447	3,817,392

In 2008/09 gifts to the library totaled more than $414,000. Large gifts were received from the following foundations and individuals:

> Stewart Education Foundation
> Elizabeth D.S. Stewart Annuity
> Edmund and Jeannik Littlefield Foundation (in support of the Utah Construction/Utah International Collection)

The library received funding from several grant proposals submitted this past year. WSU's Academic Resources and Computing Committee (ARCC) provided $34,500 to purchase iMACs for the Reference & Information Services area. The Utah State Historical Records Advisory Board (USHRAB)and the Library Services and Technology Act (LSTA) provided $19,000 for processing and/or digitizing Special Collections materials.

IV.   Strengths and Challenges.

Strengths include:

> * A knowledgeable faculty and staff committed to focusing on the needs of patrons.

> * Ongoing improvements to the electronic and print collections and the ease of off-campus access to our electronic resources.

> * The information literacy focus of our instruction program.

> * An assessment process that informs our efforts to improve services and enhance resources.

> * A high lever of user satisfaction with our resources and services.

* Ongoing support from the Stewart Education Foundation and other donors.

Challenges we face:

* Ongoing increases in the cost of electronic and print resources coupled with the recent budget decreases.

* The cost of acquiring, maintaining, and up-dating technology.

* Too few positions. We struggle to provide the "services of the future" while maintaining the traditional services students and faculty still want and expect.

V.   Staff.

A number of personnel changes occurred during the past year. We welcome those who have joined us and are sorry when people leave.

New arrivals:
        Shaun Jackson, Library Instruction Program Coordinator
        Shela Merrill, Acquisitions Processing Assistant
Resignations:
        Joseph Bree, Reserve/Interlibrary Loan Supervisor
        Gale Hillaker, Acquisitions Assistant
        Andrew Driggs, Davis Library Evening/Weekend Supervisor
Retirements:
        Evan Christensen, Education Librarian
        Fran Zedney, Reference/Instruction Coordinator
Tenured/Promoted:
        No one was tenured or promoted this year.

VI.   Scholarly and Professional Activities.

The library is committed to supporting professional growth opportunities for its faculty and staff. During the past year all library faculty and 93% of the staff attended conferences or workshops directly relevant to their various roles within the university and the library. This level of activity speaks highly of their professionalism and commitment to improving.

Publications:

Sillito, John, and Sarah Langsdon. Ogden (Images of America Series). Charleston, S.C.: Arcadia Publishing, 2008.

Sillito, John, and John S. McCormick. "'We are Not Seeking Trouble, and So We will Go Along Just Now': The IWW's 1913 Free Speech Fight in Salt Lake City," in Brian Q. Cannon and Jessie Embry, eds., Utah in the Twentieth Century. Logan: Utah State University Press, 2009.

Presentations:

Megan Davis and JaNae Kinikin. "HeLIOS: Bridging the Information Literacy Gap From High School to University. WSU Faculty Forum, October, 2008.

Megan Davis and JaNae Kinikin. "The Present and Future of Information Literacy in our Public High Schools and Higher Education." Utah Library Association Annual Conference, April, 2009.

Shaun Jackson and Ed Hahn. "Reaching Our Millennials: Updating Our Online Instruction." Utah Library Association Annual Conference, April, 2009.

VII. **The following section of the 2008/09 Annual Report provides an overview of the accomplishments of library departments during the year and goals for the coming year.**

Bibliographic Services
(Acquisitions, Cataloging, Serials, Processing)

This year the Bibliographic Services Department created a mission statement which states: *The Bibliographic Services Department, as part of the STEWART LIBRARY at Weber State University, strives to ensure the quality of and access to catalog records representing both print and non-print materials in the library's collection. The Bibliographic Services Department strives to collaborate with other departments in the library to improve resources and services.* With this mission in mind and a revived focus on end-user satisfaction, the Bibliographic Services Department has become a more unified and better functioning department within the Stewart Library.

The comprehensive work-flow and system analysis conducted by the Information Technology Librarian in 2008/2009 has been critical to the success of the department this fiscal year. The work-flows, processes, and procedures identified by this analysis have provided a solid structure for the department as they have focused on efficiency, time savings, automation, and staff initiative while maintaining and/or increasing overall output quality.

General Statistics

- General Titles Cataloged: 4,500 (6,500 units)

- Titles Withdrawn: 968 (2,930 units)

- Bound Journal volumes: 1,917 units

- Magazine check-ins: 9,732 units

- Curriculum Titles: 438 (1,117) units

The Acquisitions Processing area utilized more than 15,000 system generated spine/call number labels over the period. Until this fiscal year, monograph spine labeling had been a manual procedure done by catalogers while magazine call number labels had been hand written by the Serials worker. Acquisitions Processing has also assumed the duty of serial check-in which has allowed the Serials worker more time for serials control management and, as we anticipate, time to assist with monograph copy cataloging.

Acquisitions has successfully tracked and accounted for all collection purchases both electronically and in hard copy. Reduction of vendor sources from hundreds down to a handful of secondary and primary vendors has shown to provide a major savings in item fulfillment labor as has the implementation of third party acquisitions ordering and MARC creation tools. Manual P.O. line item entry requirements have nearly all been eliminated.

Accomplishments during this past year include:

- The hiring of the acquisition processing assistant was completed. Processing policy procedures have been established and were instrumental in training the new employee. The processing policy has been revised as new/better procedures have been discovered and implemented.

- Additional static shelving was added into the Bibliographic Services work area to accommodate an anticipated increase of withdrawals. Existing shelving has had informational signage added to it to aid library staff in locating titles which are "in processing" by collection.

- A withdrawal procedure for titles and items was established and will be a part of the Cataloging Manual Policy and Procedures. The purpose of this policy is for enabling the library to keep better statistical and historical information on withdrawn titles.

- Cataloging staff monograph resources located in the Bibliographic Services area. These items include cataloging books, manuals, dictionaries and other technical services books.

- Established a regular departmental meeting schedule to discuss any concerns, ideas for improvement, and special projects. Regular team meetings have provided an effective avenue for departmental concerns to be discussed and resolved promptly.

- The Cataloging Manager position has been filled. The Cataloging Manager has joined the Utah Academic Library Consortium (UALC) Cataloging Committee and represents the Stewart Library in this capacity.

- Completed and submitted the 2009 Performance Review and Enrichment Program (PREP) for the Bibliographic Services Department. The department's annual performance review reemphasized its commitment to enhancing the professional development of all full-time staff members. Meeting with staff members provided objective and constructive feedback toward the continuous improvement of efficiency and performance of individual's job responsibilities.

- The process of cataloging by bibliographic overlaying procedures, import maps, bib tag action scripts, and local holding tags have demonstrated to be efficient and accurate.

- The new spine label printing procedures that utilize the label printing features available in the Horizon ILS System have notably increased efficiency, accuracy, and time savings.

- The Acquisitions work-flows and procedures which have been in production over the past year have been positively received within the Bibliographical Services Department as-well-as the library as a whole. Financial procedures between the library and the university's accounting and payment processing departments have been refined and standardized. The increased use of the acquisitions tools available within the library ILS software has resulted in higher accuracy in budget account management, information filing, and customer satisfaction.

- Budget reporting program scripts have been developed which are run monthly to keep Subject Librarians on track with their spending. Additional report scripts have been developed for line item budget tracking based on the entire budget hierarchy which are presented to the University Librarian on a monthly basis.

2009/10 Goals

- Investigate, evaluate, and implement outsource cataloging of media items with Ambassador Books and OCLC. Evaluate process for expansion into monograph firm orders.

- Participate in UALC's NACO (Name Authority Cooperative Program) training of the Library of Congress Program for Cooperative Cataloging (PCC). Through this program participants contribute authority records for names, uniform titles, and series to the LC/NAF. Participants agree to follow a common set of standards and guidelines when creating or changing authority records in order to maintain the integrity of a large shared authority file.

- Fill the Acquisitions Coordinator position.

- Complete the serials work-flow analysis. Investigate and evaluate procedures to consolidate acquisitions and serials workflows.

- Complete the first part of the Bibliographic Services Department Policy and Procedures manual:

    o Create documentation and training for original/copy Cataloging.

    o Update documentation and procedures for Acquisitions work-flow.

    o Create documentation and training for Serials cataloging/processing.

    o Create documentation and training for Acquisitions Processing.

- Schedule as-needed ILS training for departmental staff.

- Evaluate and prepare for ILS database migration.

- Establish and maintain methods for gathering accurate departmental statistics by utilizing information housed within the ILS system.

- Investigate further physical and/or material cost reduction possibilities related to physical (branding, identification, and security) items.

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Circulation Services
(Circulation, Media, Reserve, Interlibrary Loa, Stacks Management)

Circulation Services staff members have had a busy year working on individual and departmental projects. All members of the team spent several hours each day working at the Circulation Services desk while performing departmental duties and striving to provide quality customer service.

Circulation Services Accomplishments:
Customer service standards were addressed in the Fall and two of our staff received recognition from the University for quality customer service. Information Security training and Credit Card Security training were attended by all staff members and security measures were initiated to secure sensitive documents. An ARCC grant for a gaming lab was written and submitted by the Stacks Manager and the Media/Reserve Coordinator.

Circulation Accomplishments:

The Microforms Lab was completed and user instructions were developed and written for Paperport, the new scanning program. Student training instructions were updated and instructions for shelving were developed and tested on each student assistant. New applications forms and procedures for Community Internet Users were created. Most of the books in the General Collection with hand written labels were pulled and sent to the bindery for new labels. New procedures and forms were created for taking items to the bindery. The use of hand stamped due date slips was discontinued with the purchase of two new due date receipt printers. They were installed along with two new barcode scanners.

Circulation Services Usage Statistics Overview				
Type	June 2008-May 2009	June 2007 - May 2008	# increase or decrease	% increase or decrease
Circulation Print Checkouts	35,736	39,661	-3,925	-9.90
Media Checkouts	9,343	10,663	-1,320	-12.38
Reserve Print Checkouts	1,776	2,103	-327	-15.55
Reserve Media Checkouts	1,426	2,344	-918	-39.16
EReserve Checkouts	24,658	24,033	625	2.60
Computer Laptops	615	511	104	20.35
Internal Use Print	24,047	24,416	-369	-1.51
Internal Use Microforms	556	637	-71	-11.15
Circ Services User Assistance	18,348	20,009	-1,661	-8.30
Web Resource Transactions (Old Home Page Hits)	1,656,351	1,659,532	-3,181	-0.19
Web User Sessions (Actual Home Page Hits)	424,569	404,806	19,763	4.88

Cash Taken in Through Circulation Services				
Type	June 2008-May 2009	June 2007-May 2008	$ increase or decrease	% increase or decrease
Library Fines	$11,538.00	$12,612.33	$-1,074.33	-8.52
Lost Books/Reserve Fines	$1,654.35	$2,188.50	$-534.15	-24.41
Database Printing	$1,514.80	$1,826.95	$-312.15	-17.09
Community Cards	$1,166.00	$1,441.00	$-275.00	-19.08
Interlibrary Loan Fees	$803.40	$447.89	$355.51	79.37
Microform Printing , Disks, CD's, Fax, S.C.	$436.85	$360.95	$75.90	21.03
Books Sales/Friends	$5,808.00	$330.00	$5,478.00	1,660.00
Master Thesis	$3,975.00	$3,901.00	$74.00	1.90
Special Projects/Directors Fund	$0.00	$1,516.00	$-1,516.00	-100.00

Total Cash Transaction	$26,896.40	$24,624.62	$2,271.78	9.23

Circulation Goals 2008/2009:
Goal: Evaluate and rewrite student training procedures.
Status: Student Assistant training procedures were updated and new procedures addressing shelving issues were developed, written up, and tested on each student employee.
Goal: Evaluate book replacement costs.
Status: This was started, but not completed. It will be moved to next year's goals.
Circulation Goals 2009/2010:
Goal: Update Building Emergency Plan.
Goal: Examine the Library's replacement costs and processing fees.

Interlibrary Loan Accomplishments:
ILLiad custom holdings were updated to ensure smoother and faster ordering of ILL material and Odyssey receiving was implemented for ILL electronic articles. Inactive Faculty, Adjunct and Staff were blocked from using the ILLiad system to help eliminate the usage of ILL from people no longer associated with the university. The PS 7000 planetary scanner was upgraded and a new and faster computer was installed to help process UPS more efficiently. Interlibrary Loan maintained an average turn around lending time of one half (½) of a day. Two staff members applied for and received a staff development grant to attend an online ILLiad copyright training class.

Interlibrary Loan Usage Statistics Overview				
Type	June 2008-May 2009	June 2007-May 2008	# increase or decrease	% increase or decrease
InterLibrary Loan Lending: Requests Received	7,002	7,473	-471	-6.30
InterLibrary Loan Lending: Requests Filled	4,284	4,671	-387	-8.29
Interlibrary Loan Borrowing: Requested Initiated	4,826	8,519	-3,593	-42.18
Interlibrary Loan Borrowing: Requests Filled	4,029	4,717	-688	-14.59

Interlibrary Loan 2008/2009 Goal:
Goal: Set up and begin to use Open URL to transfer ILL requests from several article databases directly into ILLiad.
Status: The ILL department is currently working on setting up Open URL and it should be completed and operational this Summer (2009).
Interlibrary Loan 2009/2010 Goals:
Goal: To complete the set up and begin to use Open URL to transfer ILL requests from several article databases directly into ILLiad.
Goal: Set up and begin using Odyssey scanning to send articles electronically to other libraries.

Media/Reserve Accomplishments:
The Media/Reserve policy and procedure manual was updated and completed. Two new flat screen TV's for two of the media viewing rooms and new DVD/VCR combo players for most of the media viewing rooms were purchased and installed. New covers were created for all VHS and DVD's with missing

original covers and all damaged video cases were replaced. Copyright warning stickers were placed on all the cases of the video collection. The Video and Audio red dot collection usage was evaluated and all material no longer being heavily used by faculty was removed from a two hour checkout to a regular media checkout. Materials that are being heavily used have been converted to red dot status meaning their check out length was changed to a two hour "in-library use only" for students. All of Dr. Gene Sessions's video lectures on Reserve were converted to DVD format and placed on Reserve. To better serve the students, a five hour Reserve checkout length was created for all Media equipment on Reserve. These items were re-cataloged to accept the longer check out length and students have been very pleased with the change. The Reserve collection was inventoried.

Semester Statistics (Summer 2007, Fall 2007, Spring 2008)				
Type	2008/2009	2007/2008	# increase or decrease	% increase or decrease
Davis Deliveries	304	694	-390	-56.20
Media Deliveries	964	1,166	-202	-17.32
Reserve Deliveries	904	790	114	14.43
Document Deliveries (electronic & print)	644	1,248	-604	-48.40
Reserve # of Instructors	557	578	-21	-3.63
Reserve # of Items	8,627	7,605	1,022	13.44
# of Reserve Course Page Hits	23,297	23,536	-239	-1.02

Media/Reserve Goals 2009/2010:
Goal: Begin to use the password protection feature on Ereserve for added security on copyright protected works and evaluate the password protection effectiveness at the end of fall semester.
Status: Faculty were very receptive and willing to use the password feature to protect their Ereserve documents. This extra layer of protection for copyright protected works helps show that we are going beyond what is required to maintain copyright compliance.
Media/Reserve Goals 2009/2010:
Goal: Continue and maintain fast processing of new Reserve materials each semester even with the loss of the Reserve Supervisor.
Goal: Begin requesting permission from copyright holders to convert VHS videos to DVD format.

Stacks Maintenance Accomplishments:
Library wide: A new discard and recycling plan was implemented. New recycle bins were procured and items are now relocated to the Energy Recovery Facility and recycled. Shelving in Current Periodicals was relocated to accommodate space for the new classroom. An annual Space Analysis of the General Collection, Young Peoples, Curriculum, Periodical Remote, and Remote Collections was conducted in June 2009 (see below).
General Collection: The General Collection shift is continuing and should be completed this year. A new wireless barcode scanner with Bluetooth capabilities was purchased and a new computer was incorporated to increase Inventory productivity and efficiency. A conversion of the print policies and procedures manual to Word has been an ongoing project and when it is completed, it will be posted online for all library staff to access.

Special Collections/Archives: Special Collections and Archives have had several Stacks Maintenance projects this year. Planning of collection relocations, ordering and erecting shelving, and the actual relocations were accomplished both in Special Collections and Archives and in rooms 64-69.
Remote Storage: The removal of 2100 volumes and the increase of shelving in Remote Storage was necessitated by the Reference redesign and the relocation of materials from Curriculum and the General Collection. A print holdings list of all remote storage locations (available on the G drive) was created to help staff and student employees locate remote materials.

Space Analysis:
In June 2009, a space analysis of the Library was completed by the Stacks Manager.

51,052	Total Feet of General Collection.
40,840	Total Feet of General Collection Used.
10,213	Total Feet Remaining in General Collection.
1,261	Total Feet of New Shelving Added.
20%	Remaining % Currently.
19%	Remaining % Last Year.
1.0%	% Difference in Relation to Last Year.
4,298	Total Feet of Young People's, Curriculum, Periodical Remote and Remote.
3,726	Total Feet of Young People's Curriculum, Periodical Remote and Remote Used.
572	Total Remaining feet in YP, Curriculum, Periodical Remote and Remote.
13%	Remaining % Currently.
15%	Remaining % Last Year.
-1.4%	Overall % Difference in Relation to Last Year.

Stacks Maintenance Goals 2008/2009:
Goal: Complete the shift and inventory the remaining shelving components in order to better accommodate future growth.
Status: Due to other project priorities such as the redesign of Reference and several projects in Special Collections and Archives, the shift completion of the General Collection has been delayed.
Goal: Finish reorganizing the shelving storage closets.
Status: Due to other project priorities, this project has been moved to the coming year.
Stacks Maintenance Goals 2009/2010:
Goal: Redesign Remote Storage and storage rooms.
Goal: Complete relocations of the General Collection, Special Collections, and Archives.
Goal: Develop a Stacks Manager online site to provide information on current stacks projects.

Staffing:
In March, Circulation Services lost a full-time staff member, the Reserve Supervisor. Due to budget constraints, the department redistributed the position's responsibilities, converted a half time staff position to a three quarter time position, and altered some staff positions to help cover hours. The Media/ILL/Reserve Coordinator took on the bulk of the Reserve responsibilities by becoming the processor for all Electronic Reserve and dealing with Copyright issues as well as the administrative duties involved. The new three quarter time position took on the bulk of Print Reserve and other departmental staff members were trained to help process Reserve materials during busy processing times. The Stacks Manager/Evening Coordinator's schedule was changed from a five eight hour work day to a four ten hour work day schedule to increase interdepartmental communications to help with the organization, productivity, and efficiency of the several Stacks projects going on throughout the Library. Other staff members' schedules were re-arranged to help cover hours that were needed so the Stacks Manager's

schedule could be changed. The Circulation Services Student Assistant budget was reduced $10,000 to help alleviate budget concerns. The minimum wage for student employees has increased over the last two years and there will be one more increase this year making it necessary to hire less students while paying them higher wages. Circulation Services hires only new students with Work Study and is operating with less student assistants which has helped Circulation come in under budget.

Circulation Services Student Assistant Budget:

$45,000.00	Yearly Student Assistant Budget allotted last year (2007/2008).
$35,000.00	Yearly Student Assistant Budget allotted this year (2008/2009).
$10.000.00	Less this year due to budget reductions.
$30,863.13	Used as of June 5, 2009.
$ 4,136.87	Budget amount left without last pay period.
$ 1,700.00	Estimate for last pay period.
$32,563.13	2008/2009 estimated total student budget used.
$ 2,436.87	2008/2009 estimated total student budget unused.

Digitization and Oral History

Over the past year, the Digitization/Oral History Department has had a substantial increase in the number of digital collections made available for researchers and has been able to move forward with a functioning Oral History Program which will provide researchers with access to primary source material.

- The Digitization Program is now two and one-half years old and provides twenty-nine researchable collections for users. Accomplishments this past year include:

  - Digitized fourteen new collections as follows:

    Ogden History Collection: People, Places & Things
    - ***Ogden City Schools***
    - ***Ogden City Churches***

    Utah Construction-Utah International Collection
    - ***UCUI Hoover Dam Scrapbook Vol. 1 H. J. Lawler***
    - ***UCUI Hoover Dam Scrapbook Vol. 2 E. O. Wattis***
    - ***UCUI Hoover Dam Scrapbook Vol. 3 H. J. Lawler***
    - ***WSU Stewart Library, UCUI Symposium Keepsakes, Lectures and Posters***

    Weber State University History Collection
    - ***The Acorn Souvenir 1919-1923***
    - ***The Acorn 1924-1963***
    - ***Acorn 1964-1982***
    - ***Buildings 1 and 2 - A Photo History***
    - ***Decade Sampling of the Signpost***

    World Wars and Weber County Collection
    - ***WWII POW Oral Histories***

    Registers/Finding Aids/Encoded Archival Description (EAD)
    - ***Special Collections Registers***

- One of our goals was to make some of our photograph and monograph collections more user friendly by creating a new layout. The photographs were reformatted with metadata attached to each photograph and viewable with the image. Monographs are now separated by subject or chapter for better researchability.

- Completing all the Yearbooks from 1905-1982 was a huge accomplishment and the team was pleased with having completed this goal.

- Through donor funding we have been able to purchase a new server which will allow our department to upload new collections directly to the server. This server will also house all our scanned data in TIFF, JPG, and PDF formats, along with full metadata for each collection.

- Some of the projects have been a challenge and have required further research and troubleshooting to complete. The Scrapbooks were a new challenge and had to be manipulated several times for the layout to provide complete access for end-users. Creating the templates and making all the fields work for Encoded Archival Description was difficult, and continues to be a challenge we are working with.

- The digitization team has had the opportunity to attend several workshops and conferences including BCR's Metadata for Digitization, ULA Conference, CIMA Conference, OCLC CONTENTdm 5.0 Update, OCLC Western CONTENTdm Users Group Conference.

Digitization Goals for 2009/10

- Projects the digitization team has scheduled for completion during 2009/10 include:

    Utah Construction-Utah International Collection
        Utah Construction Company Minutes
        E. R. Lubber Company Histories
        Feather River Scrapbooks
        Edmund Wattis Littlefield Speeches
        Stockholder Ledgers
        U. I./G. E. Merger Documents
        Edmond "Ted" Littlefield Collection
        A History of Utah International: From Construction to Mining
    Weber State University History Collection
        Weber State Catalogues 1897-1932
        Weber State College: A Centennial History
    World Wars and Weber County Collection
        WWI Service Cards
        WWII Postcards, Victory News, Bombshell, POW Italian Newsletters
    Partner Collection
        Marriott-Slaterville History Scrapbooks

- Input audio/video into our digital collections for both oral history interviews and historic audio recordings.
- Upgrade to the new 5.1 version of CONTENTdm on the new server. Create a new look for the Digital Collections website and subsequent pages.
- Creating a partner collection will be a new experience for us and we are looking forward to working with Marriott-Slaterville to display their collection.
- Advertise and work with other repositories in the Davis/Weber area to create collaborative partner collections.

Oral History

- The Oral History Program has been in full swing for a year now. The library currently has 443 oral histories in different formats and levels of completion. Accomplishments include:

  - Completed the goal of converting 49 interviews from a paper only format to a digital format.
  - Completed the goal of converting 98 audio cassettes into a digital format.
  - Completed the goal of transcribing 30 audio interviews including the Dee School of Nursing, WSU History Interviews, and existing archived interviews.
  - Cataloged 15 interviews and made them available in both Digital and Special Collections. This number is lower than the goal set last year as it involved more formatting and editing than originally anticipated.
  - Completed the goal of creating an Oral History website.
  - Hired a student assistant to transcribe oral history interviews and digital collections. This has allowed the department to move forward in a much quicker fashion.

Oral History Goals for 2009/10

- Projects the oral history team has scheduled for completion during 2009/10 include:

  - Create links and registers for our Oral History website.
  - Finish converting all cassette and reel-to-reel tapes (287) to digital formats.
  - Convert 50 interviews from a paper only format to a digital format.
  - Bind 40 oral histories and make them available in the online catalog and on the Oral History website.

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Instruction

Introduction
This year, the library's instruction program has undergone many changes. Librarians continue to play an active role in Weber State University's instructional mission, teaching a total of 266 instructional sessions and 46 for-credit classes, providing information literacy instruction to approximately 6334 students and community members.
The focus of our instruction program continues to be divided between for-credit, discipline-specific, and general library orientation sessions. 46 for-credit courses were taught, reaching roughly 2189 students. General instruction was provided for First Year Experience and English 2010 students, which make up the bulk of the general instruction component of our program, representing 156 sessions. Subject

bibliographers taught a total number of 110 sessions for academic departments and programs (an increase of 10% over the previous year).

The instruction program continues to be challenged by lack of staff. Two full-time librarians retired this year, which will leave the instruction team increasingly understaffed. However, a new library instruction program coordinator was hired this year, which should help ease the burden on faculty and staff and provide direction for the program. We have restructured the program somewhat to allow the instruction coordinator to oversee the for-credit instruction component of the program and conduct team meetings, while general instruction responsibilities will be transitioned to another faculty member.

The library's instruction program has enjoyed a very active presence on campus, but over the years, has experienced some 'scope creep'. In the interest of updating and simplifying program documentation, the instruction coordinator has begun revising and updating program documents, and deleting outdated or non-used materials from the library network and web site. This year, the program's core outcomes were revised to reflect broader goals that were less prescriptive (see Appendix A). This will allow faculty to more easily map each outcome to the various types of instruction we do, and will simplify assessment of these outcomes. A curriculum grid was created to illustrate how our outcomes are mapped to the various types of instruction we do, and how these outcomes are assessed (see Appendix B).

Library priorities identified for 2008-9 included:
- Complete the development of the new core curriculum for the Information Navigator course. (See For-Credit Instruction)
- Complete the design and construction of a new multi-media classroom. (See New Classroom)

These goals and other accomplishments are outlined below.

For-Credit Instruction
One of the instruction program's primary focuses this year was to begin development of a new and updated version of our LIBS1704: Information Navigator course, which will eventually replace both the current version in the WSUOnline system and the TIP tutorial on the library website. The new course will be more interactive, and will offer students a wider choice of learning modalities. This course is currently scheduled to be beta tested in the Fall 2009 semester, with revisions based on student, adjunct instructor, and faculty feedback to take place in Spring of 2010.

A subcommittee of faculty members interested in the revision process met several times this year and have spent many hours on this project. The following items have been completed so far:

- LIB1704 course outcomes were simplified and revised to reflect the new instruction program core outcomes. Each outcome was mapped to content within each course module.
- A new course prototype was developed with the assistance of the WSU Online Frontend Administrator/Instructional Designer. This is available at: http://wsuonline-dev.weber.edu/LibSci/prototype/libsci.html
- Course structure and content was created. The new course will consist of six interactive modules. The first module discusses some important differences between doing high school and college-level research, provides a primer on the principles of academic integrity, and articulates the importance of information literacy skills in college and beyond. The second module provides an overview of library systems and their organization, resources, and services. The third module covers search strategies that are necessary to successfully use various information-finding tools,

such as library catalogs, article databases, and web search engines. Modules four through six cover the basic search options of the library catalog, article databases, and search engines.

Content for all modules has been created, and is currently undergoing revision by the subcommittee. Completed drafts of some of the modules may be found on the prototype page at: http://wsuonline-dev.weber.edu/LibSci/prototype/mod3.html

The Health Sciences Librarian developed a new discipline-specific course LIBS2904: Information Resources in the Health Professions. This course is cross listed in Health Professions, and will give these students an additional option for satisfying WSU's IL requirement. The course is scheduled to be taught in Fall 2009.

General Instruction
In Spring semester 2009, we implemented the use of a web-based audience response software (ARS) product called *TurningPoint*. We introduced this in conjunction with the new and more interactive format for English 2010 and First Year Experience sessions. So far, results have been positive. Students and instructors have indicated that they like the new format, and class participation has greatly increased. Students are more engaged from the start, and spend more time on task. According to feedback from English 2010 students, 89% are more comfortable using the library, 87% are more comfortable using the library catalog, and 88% are more comfortable using article databases after the session. Including librarians' personal contact information at the conclusion of the presentation has helped to personalize the sessions; several students have contacted faculty members for assistance after these presentations. FYE evaluations have also been positive. Details are outlined in the *Assessment* section, below.

We will continue to use *TurningPoint* and refine the presentations based on student and faculty feedback. The instruction team will also explore other uses for this software, as it has great potential for quizzing and group activities, and for use in our course-integrated and for-credit courses.

Subject-Specific Instruction
Librarians continue to explore new approaches for integrating information literacy instruction into their colleges and departments, as illustrated in the following examples:
- Several bibliographers integrated *TurningPoint* software into course-specific sessions to engage students and test their knowledge of concepts covered in the session.
- The science librarian arranged numerous individual consultations with students in the chemistry department.
- The business librarian presented a lengthier and more interactive session to MBA students at their annual orientation. This presentation included hands-on practice exercises.
- The health-sciences librarian incorporated a library tour into her standard presentation, where classes stopped at different points in the library to discuss resources related to their field, and how to access them.
- Many course-specific guides were created using LibGuides, our new content-management system.

New Classroom
This year our new multi-media classroom was constructed and available to students in the Spring 2009 semester. This state of the art classroom includes 30 20-inch iMacs running Windows XP and MacOS. The room is equipped with a printer, overhead projector, document camera, telephone, and audio and DVD player. The room also provides a round table for small group projects. The teaching station is equipped with the *Vision* Classroom Management system and *TurningPoint* audience response system software.

Assessment

During the past year, student evaluations were collected for all for-credit library courses. In addition to student evaluations, enrollment and successful completion rates are tracked in our for-credit classes. Of the nearly 2189 students who took one of our for-credit courses in the past year, 87% successfully completed the course with a grade of C- or better, thereby meeting Part D of WSU's computer and information literacy requirement.

With the change in our presentation format for general instruction, we collected data from our Spring 2009 English 2010 students using *TurningPoint*. According to feedback from these students, 89% are more comfortable using the library, 87% are more comfortable using the library catalog, and 88% are more comfortable using article databases after the session.

First Year Experience instructors conducted a likert-scale pre- and post-test that addressed students' perceptions of their ability to find and use the library website, find a book using the library catalog, find an article using Academic Search Premier, identify the differences between popular and scholarly sources, understand the importance of source documentation, and know how to meet WSU's information literacy requirement. Pre- and post-session means were calculated for each question, along with the pre- and post-mean differences. Spring 2009 data are presented below.

Spring 2009 FYE Library Module Evaluations			
Knowledge Area	**Pre-session Mean**	**Post-session Mean**	**Pre-Post Difference**
I can find and use the Stewart Library website	3.03	4.55	+1.52
I can find a book using the Stewart Library online catalog	2.63	4.52	+1.89
I can find articles using Academic Search Premier	2.25	4.50	+2.25
I can identify differences between scholarly and popular sources	2.20	4.21	+2.01
I understand the importance of documenting (citing) sources to avoid plagiarism	4.16	4.63	+0.47
I know how to meet WSU's information literacy requirement	2.32	4.32	+2.00

While evaluation data continue to indicate a high level of student satisfaction with library instruction, we believe we can improve how we assess student learning, and intend to address this in the coming year.

Instruction goals for 2009-2010:

Our ongoing priority is to continue to expand, improve, and assess our information literacy program. We will support this priority in 2009-2010 with the following objectives:

- Complete and beta-test new 1704 course; make necessary revisions based on feedback from librarians and students
- Continue to update and revise instruction materials on the web (course guides, research guides, etc.)
- Continue to simplify and update Instruction Program documentation

- Begin planning for future remodel of classroom 138
- Continue to explore innovative methods to improve our assessment of student learning
- Continue to increase the number of subject specific instruction sessions

APPENDIX A

WSU Stewart Library Instruction Program Core Outcomes
(Approved December 4, 2008)

1. Articulate the value of information literacy for academic success and beyond.

2. Demonstrate an understanding of academic integrity.

- a) Articulate the importance of documenting research.
- b) Employ techniques to avoid plagiarism.
- c) Properly cite information sources using an appropriate style.
- d) Interpret a citation.

3. Identify criteria to critically evaluate, select and use information for a particular information need or audience.

- a) Clearly describe and evaluate a specific resource.

4. Demonstrate an understanding of library collections, resources, and services in order to access information.

- a) Identify the most appropriate search tools to find different types of information.
- b) Use of library catalogs to identify and locate information in the library.
- c) Use article databases to find information from journals, magazines and newspapers.
- d) Use of Internet search engines to find high quality Web sites.
- e) Find information, borrow materials, and get help in the library.

5. Use the research process to revise and refine search results.

- a) Develop a focused research question or thesis statement in order to clearly define a topic.
- b) Develop and apply search statements using keywords, Boolean logic and other advanced search techniques.

APPENDIX B: INSTRUCTION PROGRAM CURRICULUM GRID

An "x" in a box indicates that attention is given to the outcome in class lecture, reading, and/or activity.			STUDENT OUTCOMES												
COURSE TYPE	**CLASSES**		1	2a	2b	2c	2d	3a	4a	4b	4c	4d	4e	5a	5b	**ASSESSMENT INSTRUMENTS**
FOR-CREDIT COURSES	LIBS 1704	Information Navigator	x	x	x	x	x	x	x	x	x	x	x	x	x	assignments quizzes threaded discussions End of Course Evaluation
	LIBS 2704	Information Resources in	x	x	x	x	x	x	x	x	x	x	x	x	x	assignments quizzes

		Business Disciplines														End of Course Evaluation
	LIBS 2804	Information Resources in Social Sciences	x	x	x	x	x	x	x	x	x	x	x	x	x	Exercises Quizzes Annotated Bibliography End of Course Evaluation
	LIBS 2904	Information Resources in Health Sciences	x	x	x	x	x	x	x	x	x	x	x	x	x	assignments quizzes threaded discussions End of Course Evaluation
LIBRARY SKILLS ORIENTATION	ENG 2010	English 2010	x	x				x	x	x	x	x	x	x	x	TurningPoint data
	ENG 1105	FYE	x	x				x	x	x	x	x	x			x	TurningPoint data Pre- and Post-Session Evaluation Form (collected by FYE)
COURSE INTEGRATED	varies		Student outcomes in course-integrated sessions are determined by departmental faculty and library faculty who teach these sessions.													Instruction Session Evaluation Form

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Reference & Information Services

Reference & Information Services continues to implement action items from its strategic planning initiative. Many of the action items directly address the library goal of Assessing staffing and technology needs in the public services areas and reallocating resources to meet those needs.

The Reference team continues to work to expand and improve patron services. New iMacs, furniture, and carpeting combined with a relocation of materials opened up the area and provided new technology opportunities for patrons. A program of professional development that focused on working with non-traditional and difficult patrons helped team members enhance their desk skills.

Reference/Research questions showed a slightly slower rate of decline, from 8,441 in 2007/2008 to 7147 in 2008/2009, a decrease of 15%. Chat reference statistics showed a slight increase, from 1232 to 1257, an increase of about 10%. Anecdotal evidences suggests that chat questions are increasing in difficulty.

The WSU Davis Library continues to cope with staff turn over, losing another Evening/Weekend Supervisor. Despite this, they continue both to provide excellent service and to promote the library on the Davis campus.

Management of Electronic Resources has improved over the past year, allowing us to provide increasingly accurate information for resource stewardship.

Weeding of print material continues in Government Publications with the aim of removing the two ranges nearest the classroom. The Government Publications coordinator continues to add online resources to library web pages.

The 2009/2010 year will be a challenge due to the loss of 2 staff members and 1 faculty member, with only partial replacement by hourly staff. Fall semester will be particularly challenging as an additional two faculty members will be on sabbatical.

Reference:
- Reference received a grant of $34,500 for iMacs with Windows/Mac operating systems. This money plus gift funds from the library allowed for the purchase of 50 iMacs with 24 inch monitors. These have proven to be popular, particularly as publicity pointing out the availability of both Windows/Mac systems has reached patrons.
- Extensive relocation of materials significantly opened up the eastern part of reference, providing space to spread out new furniture and computers.
- Gift money provided funding for new furniture and carpeting in Reference. The new furniture is both smaller and lighter and gives the area an airier feeling while providing flexibility for patrons. The iMacs are currently more cramped than is ideal, but the Reference team is working on a plan for new outlets and dataports that will resolve the issue. They hope to reconfigure and shrink the reference desk at the same time. These bullet points address the 2008/09 goals for beginning the reconfiguration of the Reference Area
- Reference continued having additional meetings to provide time for professional development and training. Topics this year included Working with Non-Traditional Students, the BIS Capstone Project and Working with Challenging Patrons. This addresses the Reference goal of providing professional development opportunities for the team.
- The team addressed the goal of expanding services in several ways. One of the most important was the development of an guide system with some interactive capabilities, called Libguides. Significant progress has been made in converting older guides to the new format under the leadership of a committee chaired by the Science Librarian. The Reference Team likewise made a significant contribution to the revision of the Article Databases page. Finally, the team is experimenting with software such as JING, a free program, that can be used to send screenshots to clarify information for distance/online patrons.
- The team established a committee and basic guidelines for a large assessment project for Fall 2009. They also did a shorter survey, focusing on the iMacs, in Spring 2009. This addresses the assessment goal.
- Although the team did not formally develop new action items for strategic planning initiatives, it did implement previous items and discuss new possibilities, ad hoc.

  Goals for 2009 - 2010

  - Working with other Public Service areas, do a full assessment of services Fall 2009
  - Continue and hopefully complete the reconfiguration of the Reference Area
  - Review strategic planning initiatives and update or add to as necessary.

WSU Davis Library
- The WSU Davis Library once again struggled with staff turnover, losing their second Evening/Weekend Supervisor within the space of a year. The missing position remains open and time is being covered by hourly personnel.
- Despite staff issues, excellent service to patrons and marketing of library services continues.
- Subject librarians, especially the Business & Economics Librarian and Health Science Librarian, maintain a presence on campus. This addresses the goal of working with subject librarians to enhance the impact of their presence.
- The self check unit breathed its last. The WSU Davis Coordinator negotiated a deal with Lab staff to do late night checkouts to ensure continued service for patrons.
- The WSU Davis Coordinator completed a manual for student workers (this addresses said goal.)

- The staff continued to do displays and take part in Davis community activities, which addresses the marketing goal.
- The library only survey goal was tabled as it seemed there would not be adequate participation.

Goals for 2009-2010

- Use emails to inform community members of resources, services, etc.
- Continue to market library services in appropriate venues such as orientation
- Continue to work with NUAMES

Government Publications
- Continued with process of weeding publications in accordance with FDLP guidelines. This will both provide room for new volumes of the Serial Set, but also allow for the removal of 1-2 ranges, which will provide more room around the entrance to room 138. This addresses the goal of continuing to weed the paper collection.
- Continued to provide access to new resources online via the web page, government research guides or the catalog. (This addresses the goal of publicizing availability of such resources.)
- Cataloging of maps continues as Bibliographic Services staff have the time. (This addresses the map goal.)

Goals for 2009 -2010
- Continue weeding the collection.
- Continue cataloging the map collection
- Continue to make online resources easily available via the catalog or website.

Electronic Resources
- Continued to fine tune our in-house Electronic Resources Management system to provide more accurate and useful information. This addresses the goal of providing information for informed decisions.
- Continued to improve library capture of available statistics, which provided information for necessary resource re-allocations. This addresses the goal of providing useful information.
- Began the implementation of additional capabilities in support software such as 360 Core (Article Linker) and databases. This addresses the goal of implementing useful features.
- While the team discussed various ways to improve use of electronic resources, the team did not formally address the development of action items for planning initiatives.

Goals for 2009-2010
- Continue implementation of useful features in support software and databases
- Continue to improve the in-house Electronic Resources Management System

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Special Collections and Archives

I.   Narrative Overview
This has been an interesting and challenging year in many ways. Both departments are getting ready to step into the future of the archival field in terms of how materials are acquired, processed, and accessed

by researchers. Continued efforts on the LSTA EAD project mean that the registers for our holdings will now be available to a wider audience, thus increasing the amount of email and phone requests from patrons out of the area. We are committed to working towards the future and involving ourselves in this changing environment. Moreover, because of electronic access to our holdings, a considerable amount of research—especially in Special Collections—may be happening without our knowledge.

One of the easiest ways to accommodate patron research from offsite is through digitization. We have made great strides in adding to our digital collections holdings. During the coming year, we will continue our working relationship with the digitization department in adding more significant collections to the website. Clearly, requests for materials in a digital format are growing. While we cannot digitize everything, an effort needs to be made to identify the materials housed in both departments that have high use potential and make them available.

Oral history continues to be an important way for both departments to connect with the local community and gather not only the interviews themselves but additional resources as well. This year we initiated the Dee School of Nursing project and have collected 40 interviews with graduates from 1936-1955. Along with the interviews, we have obtained photographs, school records, alumni meeting minutes, student newspapers, yearbooks, and other materials. This collection of interviews will be complied into a DVD and shown at the 2009 alumni reunion to be held in September. Sarah Langsdon, Marci Farr, and Jessica Johnson have worked on this project.

During the last year, Special Collections received vital funding from LSTA and USHRAB. The LSTA grant of $9500 allowed for the digitization of the holdings in Special Collections on World War I and II in Weber County. These included prisoner correspondence from Defense Depot Ogden, camp newsletters, POW materials, and the World War I service cards. These will become valuable resources available on the internet. We were also awarded two grants from USHRAB. The first was $2000 to aid in the processing of the papers of Raymond S. Wright, who served as Ogden Mayor in the 1950s. Ashley Allen processed and created a register for this collection. We also received a $7500 grant from USHRAB to process the Maw Family Collection which documents this early Ogden family, and Ogden's history in the early 20th century.

While grant funding has been cut recently due to the economic climate, we will continue to seek additional funding sources, where we can, in order to aid the processing of collections through supplies and contract personnel. We intend to engage in more public outreach to increase the awareness of our mission, what we do, and why we do it, in order to help preserve more of the history not only in Weber County but Davis County as well.

II.   Activities/Accomplishments
A.   Personnel

John Sillito has listed his activities in his Faculty Activity Record.

Sarah Langsdon attended the CIMA Fall Caucus in Salt Lake City. She is currently serving as President of the Utah Manuscripts Association. She applied for and was awarded two USHRAB grants. She also spearheaded the Dee School of Nursing oral history project.

Melissa Ann Johnson attended the CIMA annual meeting, the WESTPAS conference, "Protecting Library & Archive Collections: Disaster Preparedness, Response and Recovery," and the SAA workshop, "Managing Literary Manuscripts: Identification, Arrangement, and Description." She has continued to provide excellent patron assistance, and has worked with several departments across campus in scheduling their events in the Hetzel-Hoellein room.

Janessa Knotts has scanned the Lawrence Olpin documents for preservation purposes. She is currently scanning the Ogden Golf and Country Club Women's Golf Association scrapbooks. She also attended the CIMA and WESTPAS conferences.

Ashley Allen, Jessica Johnson, Marci Farr, Ghislaine Black and Jennifer Elliott as mentioned elsewhere, were employed on a contract basis to work on a number of grant funded projects such as the Dee School of Nursing oral history project, the Maw family collection, and the Weber County Assessor's photographs.

B.   **Statistical Report**
       During the past year, Special Collections added 51 linear feet of material. Significant additions in Special Collections include the Maw Family Collection, additions to the Ted Littlefield collection, the Ogden-Weber State Symphonic Choir collection, IRS Service Center files, and records from many women's clubs such as the Aglaia Club, Coronet Club, Modern Literature Club, and the Women's University Club. The major task of encoding the collection registers in Special Collections and Archives into an EAD format has been almost completed. We were able to put 200 registers online in December and we are currently working on fixing some errors that appeared once they were entered into ContentDM.
       Similarly, we added 203 linear feet in Archives during the past year. Among those are records from the President's Office, Provost's Office, Performing Arts, University Communications, Academic Affairs and Administrative Services.

C.   **Usage Figures**
        Patron Assistance

Special Collections	125
Archives	43

        Reference Assistance

Special Collections	238
Archives	118

        Research Assistance

Special Collections	252
Archives	47

        Gate Count

Special Collections	595
Archives	158

        Resources Added (linear opportunities)

        Special Collections

a. Manuscripts	47
b. Photographs	4

        Archives

A. Archival Series	203

III.   Challenges

One of the main challenges in the coming year–and no doubt beyond–centers on operating in an era of diminishing resources, including both in state appropriations and outside funding. As a result, it becomes even more important to tie acquisitions decisions to potential funding sources. While this can never be the *only* criteria to take into account as we consider adding new collections, it is a larger factor than ever before.

In Special Collections we need to spend more time seeking important primary sources that document entities like women's clubs, social and service organizations, book clubs etc. We are experiencing a "generational shift" with such groups declining both in terms of total numbers and membership. We have good holdings in these areas, but need to make sure we do not miss any important–and likely–irreplaceable records.

In Archives an important challenge during the coming year will be the completion of the physical inventory of our holdings and updating the location register to make sure it is completely accurate. This is an initial step towards guaranteeing that any given record truly meets the criteria of permanent archival retention. Furthermore in Archives we need to be more proactive, both in seeking faculty publications, and in spending a larger amount of time visiting with campus departments to make sure that important archival records are being transferred.

IV.   Opportunities

For both departments, the recent acquisition of more space in the lower level of the library not only gives us more shelving space, but also allows us to control our backlog by more quickly identifying priorities for processing. The recently acquired negative adapter opens up tremendous opportunities to convert both large numbers of slides and negatives to prints/digital files. This is especially true in Archives where we have a large amount of negatives generated by the *Signpost and/or Acorn* in the 1950s.

While we are still working out the details, and while the Utah State Archives is also operating within an environment of diminishing resources, our status as a Regional Repository for Davis and Weber Counties, and our close ties to USHRAB, will continue to provide ways of working co-operatively with records creators in our designated geographical area.

The Dee School of Nursing Oral History Program has been a tremendous success. While the current project ends in September, we hope to find additional sources of funding to conduct more interviews in the years ahead. In the interim we will continue our interaction with the Alumni Association, which may be an additional source of funding. Moreover, an essay on the project, co-authored by John Sillito, Sarah Langsdon and Marci Farr, will appear in a collection of essays on oral history to be published by USU Press in the coming year. This will give us another level of visibility.

Similarly, the book *Ogden,* from the Images of America Series published by Arcadia Press, co-authored by John Sillito and Sarah Langsdon, has been very well received, and has been an excellent way to expose our holdings in Special Collections to a larger audience. All but three of the some 200 photographs in the book came from our collections.

The time committed to the LSTA register project was well spent, and will allow us to add registers on-line as they are completed.

V.   Goals
2008/09 Goals

In assessing the goals outlined in the 2008/09 departmental annual report it is clear–and not unexpected–that many of them represent on-going activities. Still several goals were accomplished during the current year.

Special Collections

In Special Collections, we added 200 registers to the LSTA EAD project and will continue to add more as collections are processed. We were able to conduct 40 oral history interviews with Dee School of Nursing graduates as well as attend their annual reunion. As part of our efforts, it became apparent that an existing collection of Nursing School records needed to be reprocessed. This project is almost completed. We were also able to reprocess the collections of the Dee Family, the Dee Memorial Hospital, and Acacia Club. As mentioned above, the World War I and II project materials have been scanned and are currently being added to ContentDM due to another LSTA grant. These materials include the World War I service cards, correspondence from POWs housed at Defense Depot Ogden and camp newsletters.

Melissa completed a first draft of the Special Collections Policies and Procedures Manual, and with the staff attending the WESTPAS disaster preparedness conference, a brief disaster plan is now in place. Sarah will work on creating a more detailed plan for both departments.

Sarah was also able to obtain two USHRAB grants, one for $2000 and the other $7500, which were used to process the Wright and Maw collections. Melissa is still processing both the Richard Roberts Collection and the Levi Peterson papers. The latter collection has presented some challenges, but they have been resolved, and the collection will be completed in the coming year.

Archives

In Archives, as noted we added 203 linear feet. Moreover, we were able to rearrange the stacks in order to consolidate boxes in the same series number to be in close proximity to one another. This will allow for quick retrieval of requested items. We also worked on reconfiguring the vertical file and noting the information in the location register to allow for easier access. By doing this we are more able to find exactly the information we have on any given entity/event on campus.

Patti completed the processing of the Stephen Nadauld files and created a register for the collection. Working with the digitization department, an on-line exhibit of Buildings 1 and 2 was created and added into ContentDM. In terms of the LSTA EAD project, 6 registers of archive series were converted and added to the website.

2009/10 Goals

A joint goal for both Special Collections and Archives is to update our departmental web pages. We believe it makes sense for each department to have its own page. As part of our review, we want to ensure that the pages are informative, accurate, and updated on a regular basis.

Special Collections
1. Increase community outreach to promote public awareness and to seek additional materials.
2. Reconfigure the book collections.
3. Create a collection management policy for the department.
4. Complete the processing of the Levi Peterson Papers.
5. Compile the Dee School of Nursing interviews in both paper and video format for the annual reunion.
6. Create an exhibit or program for Utah Archives Month.
7. Reorganize the vertical file.

Archives
1. Complete the physical inventory of archive materials and checking the location register and accession log for accuracy.
2. Update a departmental Policies and Procedures Manual.
3. Implement a proactive policy of seeking faculty publications regardless of format.
4. Outsource processing of the Paul Thompson Presidential Papers.

Systems

During the 2008/09 academic year the Systems Department faced many challenges including integration of Macintosh computers into the public areas, a complete rebuild of the library's primary web site, and providing technical direction and assistance in the creation of the new library classroom (106). The Systems department continues to service and maintain all physical computing resources for faculty, staff and students in the Stewart Library. Additionally, Systems continues to manage and administer the library's web servers, authentication systems, peripherals, online library catalog, Intergraded Library System, and all other online server based systems/clients.

During this past year, one specific area of focus was creating a new library website. The library's website is the primary interface for connecting local and remote learners to the library's physical and electronic resources. The library website was designed to resemble the university's primary website while retaining all of the library's internal administration functionality and features. Many challenges were identified and addressed during this process and the current version of the library's new website. The Library Systems Department feels that the code design structure behind the website is robust and dynamic. Efforts taken by the Systems Operations Manager ensure that site content administration is easy for any/all library website authors regardless of their web programming skill level.

2008/2009 Goals and Outcomes:

Goal: As a department, become increasingly more amenable to users of the library's resources. Treat all users with equal attention and respect, and continue to conduct ourselves in a professional manner.
Outcome: During the past year the library systems department has improved inter-library relationships by being more visible to all library stakeholders, attempting to respond to technical issues in person as much as possible, and treating others with respect.

Goal: Continue to merge library authentication systems with university single sign-on wherever possible.
Outcome: Our department has implemented single sign on authentication with every system possible within the library's technical resources.

Goal: Further reduce overhead costs of our department by implementing virtual and open-source technologies wherever applicable.
Outcome: Each of the library's servers, except our Integrated Library System Horizon (ILS) are now virtualized and utilizing far fewer resources lowering our 3-5 year Technology Plan budget considerably.

Goal: Expand self-service printing capabilities to all patron computers including a printing station on the upper level of the building.
Outcome: All public-access computing areas of the library now contain a printing station except for the upper level of the library. The decision to implement a printing station on the upper level of the library has been postponed due to repositioning considerations of public workstations.

Goal: Work closely with all applicable departments to implement information technology infrastructure and new Macintosh computers in the new Stewart Library classroom.

Outcome: The library's information technology infrastructure is currently operating within expected parameters. Improvements to the existing infrastructure will be recommended as issues are noticed internally or identified by university entities as requiring replacement or tuning. The Library's newest classroom is currently equipped with Macintosh computers that run both Macintosh and Microsoft operating systems.

Goal: Replace current personal computers in the Reference & Information Services area with new Macintosh workstations.
Outcome: All workstations that had been previously planned for replacement by Macintosh computers have been replaced and are functioning as anticipated. These systems run both Macintosh and Microsoft operating systems.

2009/2010 Goals

·Implementation of the Linux operating system as the primary virtual server host and VMWare ESXi server as our primary virtual server management system. These implementations will greatly increase the overall efficiency and flexibility of the library's virtual server resources.
·Replace current print release stations operating systems (Windows 2000) with current operating systems (XP or Vista).

·Utilize current mass storage server to create and maintain secure and efficient replacements for the current Novell H: and G: drives.

·Offer additional Macintosh operating system training to relevant staff.

·Adapt the current static IP address configuration for the library to a new and campus standardized DHCP network. Work closely with Network Management and Electronic Services to ensure the library's network infrastructure hardware is upgraded accordingly.

·Upgrade/replace and configure the library's student and public network security appliance, BlueSocket to its latest production model.

·Investigate and prepare for ILS database and client/server migration.

·Investigate possibilities of remotely housing and administrating library server equipment in the University's secure server facility.

·Strengthen associations with external campus computing organizations.

·Strengthen associations and relationships with internal library departments.

·Work closely with Reference in developing electrical and network layout of Reference's computing resources area.

·Strive to maintain high standards in customer service, reliability, and service follow-through.