STEWART LIBRARY
Annual Report
2009/10

I.   Overview.

This past year was again filled with opportunities - opportunities to enhance services, strengthen and expand access to collections, and increase technology. Despite the slowing of the economy and ongoing budget cuts, the collections continue to improve. More than 5,600 print volumes and nearly 700 videos were added in 2009/10. The greatest area of growth continues to be electronic resources. The library now provides WSU students and faculty with access to nearly 62,000 electronic journals, reference resources, and e-books. An important new addition is the *ScienceDirect* database that includes more than 700 sci-tech e-journals and books. The use of our electronic resources is reflected in the number of visitor sessions on our website, totaling more than 1.5 million sessions this past year. Information literacy instruction was provided to more than 6,800 students and community members, and nearly 43,000 reference/research questions were answered.

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 $425,000. We are especially grateful to the Stewart Education Foundation, the Edmund and Jeannik Littlefield Foundation for its continued support of the digitization of the Utah Construction/Utah International Collection, and the Nancy Peery Marriott Foundation and the J. Willard and Alice S. Marriott Foundation for providing funding to digitize the Edward I. And Emily Almira Cozzen Rich Diaries. Edward Rich was a prominent Ogden physician and his wife, Emily, was very active in the community.

The generosity of the Stewart Education Foundation and additional one-time funding from the Provost will enable the library to remodel its oldest and most heavily used classroom, which was originally constructed in 1994-96 as part of a major renovation. Due to its central location in the building and the excellent technology available in the room, it has been heavily utilized by library faculty and by faculty and staff in a number of other departments. While it has served the library and the other departments well, it is now worn and dated and needs a complete renovation. We are grateful to the Stewart Education Foundation and the Provost for providing the funds to remodel this classroom and excited to begin the planning/design process.

After nearly eighteen months of planning, which included feedback from a number of focus groups, the library's new website was launched at the beginning of last Fall Semester. Designed to resemble the university's website while retaining the library's internal functionality and features, we had hoped it would be more intuitive and user-friendly. Unfortunately, based on anecdotal and other information from faculty, students, and community users, they find it neither more intuitive nor user-friendly! Therefore, we will begin the process of once again revising the site.

We continue to expand our digitization efforts and thirty-nine researchable collections are now available. Ten new collections were added in the past year including the *Edmund Wattis Littlefield Speeches*, the *Utah Construction Company Minutes*, the *Utah Construction Feather River Scrapbooks*, the *World War*

II Postcards, Victory News, Bombshell, and POW Italian Newsletters, and the *Dr. Edward I. And Emily Almira Cozzen Rich Diaries*. To view these collections go to http://librarydigitalcollections.weber.edu/

II.   Library Goals - 2009/10

Informed by the university's planning process, the library developed a strategic plan to guide our efforts for the next three years. As part of the planning process, each year annual goals are identified. This section of the report lists our 2009/10 goals and the progress made in achieving those goals.

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

A primary focus this year was completing and testing the beta version of the LIBS 1704 Information Navigator course, which will replace the static WSUOnline web version. Flexibility and variety for both students and instructors guided the course revisions. The new version offers instructors a choice of assessment formats, and offers students a choice of learning modality.

The new course was beta-tested by five librarians this past Fall and Spring semesters. Based on feedback from students and instructors, substantive revisions were made and a new version was created. An assessment specialist from the College of Education reviewed the revised course assessments and helped with mapping the course content and assessments to the revised course outcomes. Additionally, a retreat was held for all 1704 instructors and adjuncts and further changes were made. The resulting version of the course will be taught this coming Fall Semester.

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

A user satisfaction survey was designed and administered over a seven day period during Fall Semester. The survey asked patrons to rate their level of satisfaction with a variety of library services and resources and to make comments for improvements. As has been the case with all of our previous surveys, patrons indicated a very high level of satisfaction with library services and resources. While always happy to learn library users are satisfied with the resources and services we provide, and we find their suggestions for improvement helpful, a satisfaction survey does not provide as much information as we would like. Therefore, a goal for the coming year will be to design a more comprehensive, informative method of assessment.

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

The acquisition of primary source materials and providing digital access to them is an important growth area for the library and one for which we have received significant donor funding. Notable collections received this past year included the history of Marriott-Slatterville, the Ogden Coin Club, and railroad collections documenting the Bamberger Railroad and the Ogden Union Railway, and the *Dr. Edward I. And Emily Almira Cozzen Rich Diaries*.

The number of digital collections and oral histories available for researchers continues to increase. With the ten new collections added in 2009/10, there are now thirty-nine collections accessible on our Digital Collections web site. These collections are featured in an ongoing slide show on a donor funded newly

acquired LCD TV located near the west entrance of the building. Creating a new look for the web site and subsequent pages will be completed in the coming year.

4. Complete the serials workflow analysis. Investigate procedures for consolidating the workflow processes of acquisitions and serials.

This goal was not met. The need to analyze and re-design the work-flow processes of serials continues to be an important issue and will be addressed in the coming year.

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

After investigating options for out-sourcing the cataloging of media items, it became clear that out-sourcing the cataloging of monographs would be a better option to pursue as it is more widely done and adheres more closely to established cataloging standards. Cataloging profiles have been created with the library's primary monograph vendor and cataloging service provider, and a pilot project will begin early next year.

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

The library's Intel based production resources are now running within VM's Vsphere (ESX4) environment. The anticipated benefits of running in a fully licensed and supported VM environment have been fully realized.

III.   Library Goals - 2010/11

We have identified the following goals for 2010/11:

1. Complete the renovation of Classroom 138*.*

The planning/design phase of renovating the library's oldest and most heavily used classroom will occur over the Summer and Fall. Demolition and construction will begin at the end of Fall Semester with an anticipated completion date of July, 2011.

2. Complete the LIBS 1704 course revisions, replace the information literacy tutorial on the library website, and begin the revision of the TBE 1504 Information Literacy Exam.

There is currently a disconnect between the IL courses and the IL tutorial and exam. Once the course revisions are fully completed, the course content will replace the tutorial currently on the library website, and the exam will be re-written to align with the new course content.

3. Design a more comprehensive, informative method of assessing the services provided in the public service areas of the library.

A committee has been established to study proven methods of service assessment, including mystery shoppers, focus groups, interviews, unobtrusive observation, etc., as well as explore some of the options

used in the University of Rochester's Undergraduate Research Project. Based on the committee's recommendations, several of the most likely options will be included in the assessment that will be conducted during Spring Semester 2011 and Fall Semester 2012.

4. Complete the implementation of the Video Game Research Lab.

The library's Video Game Research Lab was partially funded with an ARCC grant. During the coming months, the construction and configuration of the lab will be completed, appropriate policies and procedures for using the lab will be developed, and instructional sessions will be provided to faculty to promote the use of the lab. Circulation staff will also be trained in the operation of the lab's hardware/software.

5. Create an Institutional Repository of University Publications.

Integral to the mission of the Archives Department is the acquisition of university publications, including faculty publications. While this has been done on an ad hoc basis, there has not been a process in place for systematically acquiring these publications. In the coming year, we will develop and implement processes for systematically obtaining copies of all newly published university publications and adding them to the Archives Collection. Once this is accomplished, a process for acquiring retrospective publications will also be developed and implemented.

6. Input all digital collections into World Cat and the library's online catalog.

For our digital collections to be more easily accessible to researchers world-wide, they need to be uploaded into World Cat, have MARC records created and entered into the library's online catalog. This is an important goal on which the Digitization and Cataloging departments will collaborate this coming year.

7. Complete the serials workflow analysis. Investigate procedures for consolidating the workflow processes of acquisitions and serials.

This was a goal for 2009/10 that was not met. Analyzing and re-designing the work-flow processes of serials continues to be an important issue that will be addressed in 2010/11.

8. Migrate the library's integrated library systems platform from Sun/Solaris to Linux and VM VSphere, and begin administering the library's Intel based system virtually and remotely from the library.

The ILS system will be incorporated into the redundant and virtual 'cloud' environment offered by Administrative Computing and Network Management, and a service agreement with AC&NM regarding the maintenance of the library's production systems housed within the university's "server farm" will be developed.

Accomplishments in support of these goals will be discussed in the 2010/11 Annual Report.

IV.   Ongoing, Primary Goals

In addition to its annual goals, the library has four ongoing primary goals. This section of the report reflects the progress made during the past year in addressing these goals.

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

Providing the information resources needed to support the teaching, learning, and research mission of the university is a goal that becomes more challenging with each successive budget cut. However, 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 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)

	2009/2010	2008/2009	2007/2008	2006/2007	2005/2006
Bound Volumes	556,222	552,323	547,753	540,613	533,759
Electronic Resources	61,930	53,031	31,119	23,312	17,632
Journals (Current Print Subscriptions)	963	1,175	1,544	1,555	1,711
Government Pub. (Unbound)	219,190	225,369	224,637	222,247	221,283
Audio Recordings	8,757	8,746	8,720	8,578	8,477
Video Recordings	12,347	11,705	11,360	10,685	9,946
Maps	66,393	66,275	66,205	66,240	65,675
Microforms (Fiche and Film)	623,973	611,326	605,467	587,794	579,349
Kits	609	623	616	639	610
CD-ROMs	1,853	1,809	1,687	1,445	1,458

*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 regularly with faculty and providing additional reference/research assistance in the colleges and on the Davis Campus. 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 123 of those sessions, an increase of nearly twelve percent over the past year.

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 many 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 nearly 142,000 per month, for an annual total of 1,687,866. Use of the print and media collections increased and the use of print periodicals and journals continued to decline, which follows a national trend confirming that students and faculty prefer to use ejournals when given a choice. Nearly 42,000 patron questions were answered at our various public service desks and more than 6,800 individuals received instruction on using the library and its information resources.

Utilization of Resources and Services

	2009/2010		2008/2009		2007/2008		2006/2007		2005/2006	
Circulation Statistics:	115,147		100,315		128,784		130,415		106,126	
Web Site Visitor Sessions:	1,687,866		2,080,920		2,064,338		2,241,126		1,986,294	
Reference/Research Assist.:										
No. of Questions	9,549		10,153		9,339		13,290		15,478	
User Assistance:										
No. of Questions	32,401		30,068		31,898		35,002		44,763	
Instructional Sessions:	Sessions	Students	Sessions	Students	Sessions	Students	Sessions	Students	Sessions	Students
Course Integrated	123	1,807	110	1,175	101	1421	100	1,945	145	2,161
English 1010 & 2010	117	2,265	108	1,898	120	2,382	122	2,301	125	2,646
FYE (First Year Exp.)	18	351	16	225	19	354	19	349	21	443
Other	21	293	32	247	38	410	49	968	30	350
Totals:	279	4,716	266	4,145	276	4,567	290	5,363	321	5,600
For Credit Classes:	Classes	Students	Classes	Students	Classes	Students	Classes	Students	Classes	Students
Humanities on the Internet	1	31					1	30		
Information Navigator	39	1,903	40	1,998	39	1,838	40	1,953	41	2,154
Info. Resource (Health Prof)	2	61								
Info. Resource (Business)	4	145	4	144	5	102	5	84	2	79
Info Resource (Soc. Sci.)	2	48	2	47	1	27	2	28	2	34
Totals:	46	2,127	46	2,189	46	1,996	62	2,483	49	2,365
Ereserve Page Visitors:	24,070		24,658		24,416		37,605		46,308	
Interlibrary Loan:										
Lending Requests	6,356		7,002		7,473		8,077		8,905	
Borrowing Requests	6,434		4,826		8,519		5,821		6,208	

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 indicate a high level of student satisfaction with library instruction, we believe we are not adequately assessing student learning and intend to implement additional assessments in our for-credit courses.

In addition to student evaluations, enrollment and successful completion rates are tracked in our for-credit classes. Of the 2,127 students who took one of our courses in 2009/10, 84% 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 group study space and reducing or eliminating overdue fines. With the exception of reducing or eliminating overdue fines, these and many other suggestions were implemented.

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

Stewart Library Budget

	2009/2010	2008/2009	2007/2008	2006/2007	2005/2006
E & G Base:					
Salaries	1,570,325	1,647,987	1,618,452	1,609,192	1,560,037
Info. Resources	930,660	957,785	902,735	902,735	902,735
Operations	153,935	153,935	50,000	50,000	50,000
Hrly Wages	48,119	49,962	49,259	79,259	85,144
Travel	0	0	0	0	0
Benefits	695,033	729,361	720,809	714,782	661,886
Total:	3,398,072	3,539,031	3,341,255	3,355,968	3,259,802
UALC					
Ongoing	196,316	206,440	215,040	215,040	219,204
Total:					
Grants:	14,747	53,500	63,634	25,764	21,824
Gifts:	425,059	459,000	459,000	574,526	1,222,617
Totals:	4,034,194	4,257,970	4,078,929	4,171,298	4,723,447

In 2009/10 gifts to the library totaled more than $425,000. Gifts of $10,000 or more were received from the following foundations and individuals:

> Elizabeth D.S. Stewart Annuity Trust
> Stewart Education Foundation
> Edmund and Jeannik Littlefield Foundation (in support of the Utah Construction/Utah International Collection)
> Nancy Peery Marriott Foundation and the J. Willard and Alice S. Marriot Foundation (in support of the digitization of the Edward I. And Emily Almira Cozzen Rich Diaries)

Four grant proposals were funded in 2009/10. WSU's Academic Resources and Computing Committee (ARCC) provided $6,727 for the purchase of hardware/software for the library's newly created Gaming Research Lab, and $5,250 was received from the Research, Scholarship & Professional Growth Committee - Hemingway Family Foundation - to revise the HeLIOS tutorial. The Utah State Historical Records Advisory Board (USHRAB) provided $500 for the purchase of archival shelving for Special Collections growth, and a $2,000 Utah Humanities Council grant was received for the St. Benedict's School of Nursing Oral History Project.

In the coming year, we will continue to work closely with the Development Office to identify and cultivate new donors and explore additional funding opportunities.

V.   Staff.

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

New arrivals:
> Marci Farr, Manuscripts Processor
> Jacqlin Guernsey, Digital Imaging Assistant
> McKelle Nilsen, Library Office Assistant
> Ludwig Possie, Systems Administrator

Resignations:
> Max Greenland, Systems Operations Manager
> Janessa Knotts, Manuscripts Processor

Retirements:
> John Sillito, Curator of Special Collections & University Archivist

Tenured/Promoted:
> Kathryn Payne was tenured; there were no promotions this year.

Sabbaticals:

Carol Hansen and JaNae Kinikin - Fall Semester

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:

Jennifer Turley and Shaun Jackson. The personal and environmental health benefits of eating organic foods. *International Journal of Environmental, Cultural, Economic & Social Sustainability, 6, 2010.*

Shaun Jackson and B. Baltes. Online graduate students' understanding of information ethics issues: An exploratory study. *UFV Research Review: A Special Topics Journal, 3(2), 2010.*

Presentations:

Megan Davis and JaNae Kinikin. "HeLIOS: Bridging the Information Literacy Gap From High School to University." Utah Educational Library Media Association Conference, SLC, Utah. March, 2009.

Jason Francis. "Creating and Operating a Mobile Inventory Station: From Creation to Implementation." Customers of SirsiDynix User Group Conference, Orlando, Florida, March, 2010.

Carol Hansen and Barbara Braun. "Readers' Theatre: A Collaborative Reading Strategy for Students in the Arabian Gulf." International Conference on Foreign Language Learning and Teaching, Bangkok, Thailand, October, 2009.

JaNae Kinikin. "HeLIOS: Bridging the Information Literacy Gap From High School to University." Mountain Plains Library Association Conference, Oklahoma City, Oklahoma, April, 2010.

Grants Awarded:

Chris Hauser, Jason Francis & Misty Allen. $6,997 from WSU's Academic Resources & Computing Committee (ARCC) to establish a Gaming Research Lab in the library.

JaNae Kinikin & Megan Davis. $5,250 from WSU's Research, Scholarship & Professional Growth Committee - Hemingway Family Foundation - to revise the HeLIOS tutorial.

Sarah Langsdon. $2,000 from the Utah Humanities Council for the St. Benedict's School of Nursing Oral History Project.

Sarah Langsdon. $500 from the Utah State Historical Records Advisory Board for archival shelving for Special Collections growth.

VII. **The following section of the 2009/10 Annual Report provides an overview of the accomplishment of library department during the year and goals for the coming year.**

Bibliographic Services
(Acquisitions, Cataloging, Serials, Processing)

Major accomplishments within the Bibliographic Services department during the 2009/2010 academic year include the successful training of the Acquisitions Coordinator, implementation Electronic Data Exchange (EDI) monograph ordering, and launch of WorldCat Cataloging Partners (cataloging complete MARC record delivery).

General Statistics:
> (Acquisitions)
>> 3,673 line items purchased/completed
> (Cataloging & Serials)
>> 5,689 New print titles cataloged (10,203 Units)
>> 733 Print titles withdrawn (1,097 Units)
>> 416 New curriculum titles (443 Units)
>> 248 New government documents cataloged (407 Units)
>> 516 New video titles (696 Units)
> (Processing)
>> 1,462 Journals bound
>> 14,000 Units labeled (label use count)
>> 9,000 + Print titles covered/processed for shelf/circulation

2009/2010 Goals
Investigate, evaluate, and implement outsourced cataloging of media items with Ambassador Books and OCLC. Evaluate process for expansion into monograph firm order.
> Shortly into the researching of outsourced media cataloging, it became clear that outsourced cataloging of monograph titles would be a better option as this is more widely common and has a more solid foundation in standards. The Library has established processes with their primary monograph vendor and cataloging service provider and will begin production outsourcing of monograph titles summer 2010.

Participate in UALC's NACO (Name Authority Cooperative Program) training.
> The library's Cataloging Manager attended several days of NACO training.

Fill the Acquisitions Coordinator position.
> Position successfully filled.

Complete serials work-flow analysis. Investigate and evaluate procedures to consolidate acquisitions and serials workflows.
> This goal was not realized during the 2009/2010 academic year. The need for analysis and work-flow re-design of serials processes remains and is emphasized in the 2010/2011 Goals section below.

Complete Bibliographic Services Department Policy and Procedures manual.
> The core documentation has been established and is incorporated into an annual update cycle maintained by the Cataloging Manager.

Schedule as-needed ILS training for departmental staff.
> Vendor supplied training has been offered to staff in areas of Serials Control and Acquisitions. Staff are periodically informed of additional training opportunities and encouraged to continually seek additional training opportunities for themselves.

Evaluate and prepare for ILS database migration.
> Preliminary evaluations of SirsiDynix's Symphony product have been conducted and the recommendation offered to the University Librarian by the Information Technology Librarian is to remain on the Horizon ILS product for now and allow the Symphony product to 'mature' for at least another academic year. In the meantime, computing resources will be upgraded and made ready for migration.

Establish and maintain methods for gathering accurate departmental statistics by utilizing information housed within the ILS system.
> A number of improvements in automated statistical gathering were incorporated however there continues to be unexplored areas from which more accurate statistical information can be compiled. Representatives from Acquisitions, Systems, Cataloging, Serials, Government Documents are working with the University Librarian to identify specific statistical needs and the methods necessary for harvesting them.

Investigate further physical and/or material cost reduction possibilities related to physical processing (branding, identification, and security) of library collection items.
> Investigation has indicated that general processing costs would be considerably higher compared costs of outsourced processing (shelf ready titles)

2010/2011 Goals:
> Combine the efforts of the Cataloging Manager and Acquisitions Coordinator in research and identification of the current problems with serials subscription ordering and cataloging. End goal (May be several years out) to originate and maintain all serials and electronic subscriptions within the Bibliographic Services Department.
>
> Assigned to Cataloging Manager – Evaluate current bindery processes and identify areas of the process that could be improved (time, labor, accuracy) with implementation of Horizon's Bindery Module.
>
> Begin electronic ordering and out-sourced cataloging of monograph titles from primary book vendor

---

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

Circulation Services is a busy department that is customer service and task oriented. During this past year, with enrollment up and the loss of a full time supervisor, we have continued to strive to produce quality work and provide excellent customer service. Each member of our department works diligently on individual responsibilities and departmental projects all while spending several hours each day working at the Circulation Services desk providing service to patrons and the university community.

Circulation Services Accomplishments:

- Customer service standards were addressed in the Fall (2009) by designing and implementing a User Satisfaction Survey. Staff at the Circulation desk asked students to fill out surveys as they came to the desk for service. Surveys were conducted over a one week period being dispersed at different hours each day during the week. The surveys were tallied, compiled and reviewed. Results were very favorable and adjustments have been made to accommodate suggestions.
- Interlibrary Loan began using the Odyssey feature of ILLiad (Interlibrary Loan software). This feature allows Document Delivery articles to be converted into a format that can be posted to Faculty/Staff Illiad accounts. With this feature, Faculty/Staff may order their Document Delivery articles and Interlibrary Loan articles on the same request form.
- Media went through all the Media kits, examining and evaluating the contents. Any Media kit that did not meet the established guidelines for "kit" status were taken to Technical Services to be separated, re-cataloged, and labeled. If kit cases were in bad condition, they were replaced or repaired.
- Reserve interpreted the Fair Use Guidelines of copyright compliance. The interpretations were made into a check list for all items being placed on reserve. This check list is a document that will be kept with all reserve item paperwork, so if the copyright compliance on an item is questioned, we will have documentation on what guidelines were used.
- An ARCC grant for a video game research lab was written and submitted by the Stacks Manager and the Media/Reserve Coordinator. The grant was awarded and equipment was ordered. The lab is currently being constructed/configured and policies/procedures are being developed in anticipation of having the lab ready for Fall Semester.
- The Stacks Manager assisted Special Collections with the integration of their materials into call number order by constructing, reconfiguring, and relocating shelving, and by relocating map cases into a map room collection. Shelving in Archives was also relocated.
- The Stacks Manager/Evening Coordinator took on the responsibilities of overseeing the Curriculum Collection, including evaluation and ordering of materials. The existing collection was evaluated and duplicates were withdrawn and offered to public school districts.

Conferences and Staffing:
- The Stacks Manager/Evening Coordinator was a presenter at the annual COSUGI (Customers of Sirsi Dynix User Group) conference in Orlando in March 2010. He presented the new inventory policies and procedures that he developed utilizing SirsiDynix products, and he offered instruction in utilization of the Horizon inventory module. In addition to presenting, he attended a number of informative sessions relating to the use of our library management system and he promoted our library's new video game research lab and collection which is currently being constructed and will be presented at next year's conference.
- Due to budget concerns, it was decided that only Work Study students would be hired for Fall 2009 and Spring 2010. Usually during any given semester, we hire one or two hourly student assistants and several Work Study students, but we decided that we needed to be more conservative with our student assistant budget to help save the library money. Our current student workers were encouraged to apply for Work Study and were not hired back unless they were granted Work Study for Fall and Spring.
- With the loss of our full time Reserve Supervisor and no plans to hire a new one for the

moment, the Reserve duties were spread between two existing supervisors. We extended one of our half-time supervisors to three-quarter time and she took over the print portion of Reserve. She was trained over the summer and began processing Fall 2009. The Media/Reserve/ILL Coordinator took over the electronic portion of Reserve (Ereserve) along with copyright compliance.

Circulation Services 2009/2010 Goals.

Goal: Update Building Emergency Plan.
Status: The Library's Building Emergency Plan was updated and an emergency evacuation drill was carried out in March 2010 and an evening drill in June. To aid in emergency evacuations, Emergency Evacuation Chair, CPR/AED, and First Aid training was arranged for library personnel. The training sessions were held in the library in May 2010 with several library staff attending and certifying in CPR/AED and First Aid. The Library is in the process of purchasing 3 AED units, one to be placed on each floor. The Library is also looking into obtaining an Emergency Evacuation Chair to be housed within the Library.
Goal: To complete the set up and begin to use Open URL to transfer Interlibrary Loan requests from several article databases directly into ILLiad.
Status: Interlibrary Loan worked with Reference to set up the Open URL software to link the administrative modules of Serial Solutions and WorldCat to Interlibrary Loan's ILLiad software. This link created a direct ordering process that has significantly increased orders for Interlibrary Loan's borrowing requests.
Goal: Continue and maintain fast processing of new Reserve materials each semester even with the loss of the full time Reserve Supervisor.
Status: Due to the loss of a full time Reserve supervisor, the reserve duties were split between two existing supervisors (see Staffing above).
Goal: Redesign Remote Storage and storage rooms.
Status: All collections within Remote Storage have been streamlined into one collection and all materials are now in call number order. Call numbers A - QC are now located in the sub remote and QC to Z are located in remote room 91. The project began in January 2010 and was completed in April. A large sorting room was set up where all remote books were taken and put into call number order. Books were then relocated to their new locations according to their call number. Shelving was moved and adjusted to accommodate the new layout. The new Remote Storage layout has made the recovery of items from Remote much easier to locate and access.

Circulation Services Goals 2010/2011
Goal: Examine the Library's replacement costs and processing fees.
Plan: Contact other Utah academic libraries and inquire into their policies/procedures, and replacement/processing fee charges for lost or damaged library items for comparatives. Re-evaluate our procedures and costs associated with lost/damaged items and create a policy to be reviewed and approved by Library Council. Once approved, these polices, procedures, and charges can be implemented.
Goal: Begin using the ILLiad Odyssey software to scan and deliver articles to requesting libraries.
Plan: Move the shipping software from the scanner computer and then replace the scanner computer with a new computer that has Odyssey scanning software loaded on it. Once the new computer is in place, the ILL staff will be trained to use the software.
Goal: Encourage more university department secretaries to place copies of current textbooks on reserve.

Plan: Send emails to department secretaries letting them know about the services that the Library's Reserve department has to offer**.**

Goal: Complete the implementation of the Video Game Research Lab, complete with policies and procedures.

Plan**:** Construction and configuration of the lab should be completed this summer, including the purchasing of security hardware. Circulation Staff will be trained in the operation of all the equipment and trouble shooting techniques will be outlined in print format. Usage policies will be established and lending guidelines have already been established. An instructional session will be offered to Staff and Faculty beginning in Fall semester to highlight our new services and to promote the Video Game Research Lab.

Statistics:

Circulation Services Usage Statistics Overview				
Type	June 2009- May 2010	June 2008- May 2009	# increase or decrease	% increase or decrease
Circulation Print Checkouts	34,352	35,736	-1,384	-3.87%
Media Checkouts	9,370	9,343	27	0.29%
Reserve Print Checkouts	2,002	1,776	226	12.73%
Reserve Media Checkouts	1,545	1,426	119	8.35%
EReserve Checkouts	24,070	24,658	-588	-2.38%
Computer Laptops	1,081	615	466	75.77%
Internal Use Print	37,213	24,047	13,166	54.75%
Internal Use Microforms	790	556	224	39.58%
Circ Services User Assistance	20,205	18,348	1,857	10.12%
Web Resource Transactions (Old Home Page Hits)	1,277,982	1,656,351	-431.369	-26.00%
Web User Sessions (Actual Home Page Hits)	407,524	424,569	-17,045	-4.01%

Cash Taken in Through Circulation Services				
Type	June 2009- May 2010	June 2008- May 2009	$ increase or decrease	% increase or decrease
Library Fines	$11,154.32	$11,538.00	-$383.68	-3.33%
Lost Books/Reserve Fines	$2579.75	$1,654.35	$925.40	55.94%
Database Printing	$1,869.80	$1,514.80	$355.00	23.44%
Community Cards	$849.05	$1,166.00	-$316.95	-27.18%
Interlibrary Loan Fees	$1005.00	$803.40	$201.60	25.09%
Microform Printing , Disks, CD's, Fax, S.C.	$357.70	$436.85	-$79.15	-18.12%
Books Sales/Friends	$5,848.68	$5,808.00	$40.68	0.70%
Master Thesis	$2,962.00	$3,975.00	-$1,1013.00	-25.48%
Special Projects/Directors Fund	$0.00	$0.00	$0.00	0.00%
Total Cash Transaction	$26,626.30	$26,896.40	-$270.10	-1.00%

Interlibrary Loan Usage Statistics Overview

Type	June 2009- May 2010	June 2008- May 2009	# increase or decrease	% increase or decrease
InterLibrary Loan Lending: Requests Received	6,356	7,002	-646	-9.23%
InterLibrary Loan Lending: Requests Filled	3,839	4,284	-445	-10.39%
Interlibrary Loan Borrowing: Requested Initiated	6,434	4,926	1,508	30.61%
Interlibrary Loan Borrowing: Requests Filled	5,033	4,029	1,004	24.92%

Semester Statistics (Summer 2009, Fall 2009, Spring 2010)				
Type	2009/2010	2008/2009	# increase or decrease	% increase or decrease
Davis Deliveries	295	304	-9	-2.96%
Media Deliveries	727	964	-237	-24.59%
Reserve Deliveries	758	904	-146	-16.15%
Document Deliveries (electronic & print)	303	644	-341	-52.95%
Reserve # of Instructors	593	557	36	6.46%
Reserve # of Items	7,772	8,627	-495	-5.99%
# of Reserve Course Page Hits	22,470	23,298	-828	-3.55%

Space Analysis:

In May 2010, a space analysis of the Library was completed by the Stacks Manager.

51,045	Total Feet of General Collection.
40,943	Total Feet of General Collection used.
10,101	Total Feet remaining in General Collection.
20%	Remaining % currently.
19 %	Remaining % last year.
0.8%	% Difference in Relation to last year.
4,974	Total Feet of Young People's, Curriculum, Periodical Remote and Remote.
3,863	Total Feet of Young People's Curriculum, Periodical Remote and Remote Used.
1,111	Total Remaining feet in YP, Curriculum, Periodical Remote and Remote.
432	Total feet of new shelving added in Young People and Curriculum.
22%	Remaining % currently.
15%	Remaining % last year.
7.7%	Overall % difference in relation to last year.
126	Total feet of 8 new sections in Curriculum Kits (footage not counted in numbers above).

Circulation Services Student Assistant Budget:

$35,000.00	Yearly Student Assistant Budget allotted this year (2009/2010).
$10.000.00	Less past due to budget reductions.

$26,190.84	Used as of June 4, 2010.
$ 8,809.16	Budget amount left without last pay period.
$ 900.00	Estimate for last pay period.
$27,090.84	2009/2010 estimated total student budget used.
$ 7,909.16	2009/2010 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 the Oral History Program which will provide researchers with access to primary source material.

- The Digitization Department currently holds thirty-nine researchable collections, which is ten more than we had available last year. Accomplishments and goals for the previous year include:

  - Digitized (scan, reformat, transcription, metadata, upload, index) ten collections as follows:

    Ogden History Collection: People, Places & Things
    Dr. Edward I. And Emily Almira Cozzen Rich Diaries
    Utah Construction-Utah International Collection
    Edmund Wattis Littlefield Speeches
    E. R. Lubber Company Histories
    Utah Construction Company Minutes
    Utah Construction Feather River Scrapbooks Vol 1
    Utah Construction Feather River Scrapbooks Vol 2
    Utah Construction Mexico Projects
    Utah Construction Stockholder Ledgers
    U. I./G. E. Merger Documents
    World Wars and Weber County Collection
    WWII Postcards, Victory News, Bombshell, POW Italian Newsletters

  - Through donor funding we were able to purchase a 65" Sharp LCD TV to place in the library's west entrance. This wonderful addition will allow us to provide an ongoing slide show of our digital collections for public viewing.

  - Upgrade to the new 5.1 version of CONTENTdm. Create a new look for the Digital Collection website and subsequent pages.
    We were able to complete the 5.1 upgrade and with the support of our Systems Department we will also be able to go live with our new Digital Collections website this year.

  - Create a partner collection with Marriott-Slaterville to display their history.

We were able to completely scan and transcribe the entire Marriott-Slaterville Collection and provide them with archival digital copies of their entire collection. We were also able to transcribe and bind their nine oral history projects. We have not gone live with this collection as we still need to complete the metadata and determine the final fomatting before it can be uploaded into CONTENTdm.

- Input audio/video into our digital collections for both oral history interviews and historic audio recordings.
  This continues to be an important goal for us and one we would like to complete this year. This will be a great addition to our Oral Histories and the World War Collection. With the upgrade of CONTENTdm and an active IT Support Team, this goal can be completed this year.

- Two members of the digitization team attended the OCLC Western CONTENTdm Users Group 4th Annual meeting.

Digitization Goals for 2010/11

- Projects and goals the digitization team has scheduled for completion during 2010/11 include:
  Ogden History Collection: People, Places & Things
  Dr. Edward I. And Emily Almira Cozzen Rich Diaries
  (In Progress)
  Red Nichols Collection
  Marriott-Slaterville History Scrapbooks (In Progress)
  Ogden Architectural Drawings
  Thomas and Annie Taylor Dee Collection
  Dee School of Nursing Oral History Project
  Utah Construction-Utah International Collection
  Edmond "Ted" Littlefield Collection
  A History of Utah International: From Construction to Mining
  (copyright)
  Weber State University History Collection
  Weber State Catalogues 1897-1932 (In Progress)
  Weber State College: A Centennial History (copyright)
  World Wars and Weber County Collection
  WWI Service Cards (In Progress)

- Advertise and work with other repositories in the Davis/Weber area to create collaborative partner collections.
  Though this was one of our goals last year we have only worked with one partner. We would like to continue to pursue this goal by finding ways to contact the community and let them know what services and support we can provide for their unique collections.

- Input all collections into the online catalog and World Cat.
  The collections all need to be uploaded into World Cat and have the MARC records created for them. Then they will be ready to go into the online catalog.

- Update all Policies and Procedures in preparation for the department to move forward with new personnel and push to provide more collections.

Oral History

- The Oral History Program is moving forward even stronger this year with a solid set of Policies and Procedures and an increased effort of organizing the 455 Oral History Interviews in our holdings to make them more manageable and accessible. Accomplishments and goals from the previous year include:

  - Bind 40 oral histories and make them available in the online catalog and on the Oral History website.
    Transcriptions Bound:
    Thirty-nine Dee School of Nursing Interviews.
    Nine Marriott-Slaterville Interviews.
    Thirteen Weber State College Interviews.
    Transcribed:
    Seventeen WSC and WSU Audio Interviews.
    Seven WSC Reformatted Interviews.

  - Finish converting all cassette and reel-to-reel tapes to digital formats.
    This goal was reformatted to only include cassette tapes. However we had all the cassette tapes reformatted and had new labels and cases created for them to house them in the permanent archive with the working files.

  - Convert 50 interviews from a paper only format to a digital format.
    We were only able to complete the reformatting of seventeen of these interviews as we became busy with some more pressing digital projects. However, with a new hourly working specifically on Oral Interviews we are seeing this number begin to change.

Oral History Goals for 2010/11

- Projects the oral history team has scheduled for completion during 2010/11 include:

  - Create links and registers for our Oral History website.
    This was a goal last season that we started on but were unable to complete because of other pressing issues. However, we expect to complete this goal in the coming year, which will provide users with better access to our Oral Histories.

  - Out-source the digital reformatting of some of the more important reel-to-reel tape interviews.
    We will work with the UofU Digitization Department to complete this goal.

  - Make 75 oral histories available in the online catalog and on the Oral History website.
    We will complete the MARC record of our bound interviews to make them available in the online catalog and in Special Collections or Archives.

<div align="center">**Instruction**</div>

The instruction program's primary focus this year was the completion of the beta version of the LIBS1704: Information Navigator course, which replaced the static web version of the course via WSUOnline. Flexibility and variety for both students and instructors was the overarching guide for course revisions. The new version offers instructors a choice of assessment formats and types, and offers students a choice of learning modality. To date, the following has been completed:

1. The new course was beta-tested by five librarians in Fall of 2009 and Spring of 2010. Based on feedback from students and instructors, substantive revisions were made and a new version was created.
2. Shaun and JaNae met with assessment specialist Louise Moulding from the College of Education to review the revised course assessments and map all course content and assessments to the revised course outcomes.
3. A retreat was held for all instructors and adjuncts teaching LIBS1704 at the end of Spring 2010 semester; all but one instructor attended. All instructors were provided with an overview of the changes in course content, new assessment formats, course delivery formats, and technical issues. Everyone was asked to provide detailed feedback on content and structure. Based on these comments, further changes were made for the summer 2010 semester. The resulting release candidate will be taught in Fall 2010.
4. The TurnitIn Grademark assessment tool was implemented during the beta testing period. This tool will allow the instruction team to build a student paper database, which was not possible in the past. This will help alleviate some of the issues that instructors have had with plagiarism and will save instructors time, since uploading and downloading assignments is no longer a requirement. Many students have used this tool and are familiar with the reporting features.

The general instruction component of the program has been, and continues to be, in transition. Though this portion of our program went through a few rough patches this year, there is ample opportunity to strengthen the library's presence in this area. Some of the factors contributing to changes in this area include the following:

1. Oversight of this portion of the instruction program was shifted to Carol Hansen, Arts & Humanities Librarian, upon her return to WSU. Carol is currently working with the English department to explore new and innovative ways of reaching students.
2. The FYE Library Module is no longer a required module for the course, and the FYE Coordinator has resigned. Carol and Shaun will meet with the new FYE Coordinator once the position has been filled to see how we can better accommodate their students and discuss options for reinstating the library module's requirement.
3. Fran Zedney's retirement contributed to scheduling issues for general instruction sessions that are currently being resolved.
4. We continue to use TurningPoint and refine the presentations based on positive student and faculty feedback. However, since some instruction team members had difficulty with the back and forth transition between the demo and the student exercise, the presentation was modified slightly so that all data was collected in the beginning of the session. This still fosters student engagement right from the start, but allows students more time to complete the exercise at the end of the session. The team will continue to 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.

The subject-specific instruction portion of the program was a challenge for the instruction team this year due to the loss of 2 staff members and 1 faculty member, and only partial replacement by hourly staff. Fall was especially difficult with two faculty members on sabbatical. Instruction team members continue to work with their liaison areas to expand instruction opportunities within the colleges, and dealt very well with the absence of their colleagues by taking on more sessions than they normally would and volunteering to do instruction in areas outside their expertise. Several bibliographers continue to use the TurningPoint ARS in course-specific sessions to engage students and test their

knowledge of concepts covered in the session. Many course-specific guides were created and/or transitioned to the LibGuides content-management system.

The following goals, identified in the 2008/09 annual report, were accomplished this year:

Goal 1: Complete and beta-test new 1704 course; make necessary revisions based on feedback from librarians and students.

The new course has undergone two beta tests by five librarians. The initial beta test took place in the fall semester of 2009 and the second in the spring semester of 2010. Based on feedback from students and instructors, substantive revisions were made and a new version was created. This version is being taught summer semester 2010, and will continue to be revised and updated as needed. In consultation with WAG and systems, a test server was created so that the instruction team leader will have more direct control over the course and can create content that the current editor will not accommodate. The release candidate version is scheduled to be taught in Fall 2010.

Goal 2: Continue to update and revise instruction materials on the web (course guides, research guides, etc.).

Team members continued to transition subject and course-related research guides to the Libguides content-management system. Older guides were updated and/or deleted and new course guides were created as needed.

Goal 3: Continue to simplify and update Instruction Program documentation.

This year the instruction team leader continued to delete old instruction pages from the website to save server space. Though the instruction team leader has begun to revise and update program documents, a complete overhaul of the team website and program documentation was postponed until the general instruction coordinator has been in her post for a few semesters. The primary rationale for this is that priorities and revisions for this part of the instruction program are currently in flux. This project will be resumed in 2010-11.

Goal 4: Begin planning for future remodel of classroom 138.

At the request of the University Librarian, the instruction team leader prepared a brief proposal providing rationale for and outlining possible components for an updated classroom that would support a variety of teaching and learning styles. Upon securing funding for this project, a subcommittee of systems staff, the university librarian, and the instruction team leader met in May 2010 to come up with several designs to present to the instruction team.

Goal 5: Continue to explore innovative methods to improve our assessment of student learning.

Flexibility and variety were major themes in the redesign of the LIBS 1704 course. To this end, a variety of assessment types and formats are included in the new course model. This allows instructors to tailor the course to their individual teaching styles and content preferences, and offers students a variety of options outside of the standard course template. A few of the assessment tools we've incorporated this year included the use of threaded discussions and the TurnitIn Grademark feature, which will enable us to keep a student paper database.

The instruction team leader and another librarian teaching LIBS1704 met with an assessment expert from the College of Education to map each assessment to course outcomes, and to discuss the feasibility of various assessment types to measure student learning.

We continue to use the TurningPoint ARS in our general instruction sessions, though data is not currently

being collected for assessment purposes.

2010-11 Goals:

Goal 1: Begin classroom 138 remodel.

Goal 2: Complete LIBS1704/Replace TIP tutorial on the library website/Begin TBE1704 exam revision.

> This year the LIBS1704 course will be completed. All of the audio lectures will be revised to reflect the content of the text version of the course, and all versions of assessments will be uploaded to the template site. The instruction team leader will meet with instructors as needed to get everyone up to speed and proficient with technologies used in the course.

> There is currently a disconnect between the IL exam, IL courses, and the TIP tutorial. Once the course is completed, the exam and study material will be more closely aligned to the new course content. Course content will replace the TIP tutorial currently on the library website. The current exam begin the revision process so that it is closely aligned with the course content, and exam administration will be re-examined.

Goal 3: Bring "new blood" into the instruction team.

> As the demand for instruction continues to increase, the number of faculty and staff doing instruction has either decreased or stayed the same. This year the instruction team will bring new MLS's from other areas of the library to assist with both general and for-credit instruction. This will have numerous benefits, not only to the instruction team, but to other areas of the library. First, having more people in the instruction rotation will free up bibliographers' time to spend on subject-specific instruction duties. Second, it will integrate these individuals more fully into library culture while strengthening their skills and offering them valuable experience in library instruction. This cross-training will also enable them to better serve patrons in their areas. Third, the instruction program will benefit from new ideas and perspectives.

Reference & Information Services

> Reference & Information Services (RIS) faced an even more difficult year than anticipated, due to personnel issues. There were two retirements and one resignation plus two faculty on sabbatical in the fall. This staffing shortage was exacerbated by the fact that a number of team members had to deal with life changing personal events and/or health problems. Because of these issues, the goal for RIS this past year became the maintenance of good service, although team did meet, or at least begin to address, most goals set last year.

> The team met its goal of maintaining good service despite personnel issues, as indicated by the results of the survey, last done in 2005, which was distributed fall semester 2009.   Reference desk statistics held steady this year with 7, 149 reference and research questions (up 2 from 2008/2009). This is a change from previous years that had shown a steady decrease of about 12% per year.   Use of Reference area computers increased significantly, most likely attributable to the closure of the large student computer lab in Lampros Hall. It is possible that this also accounts for the fact that desk statistics held steady this year. Email reference statistics continue to hold steady at about 125. Chat reference questions declined approximately 13%, from 1,257 to 1,089. The reason is unclear, but is perhaps related to the lack of decline in desk statistics.

Reference:

Goal 1: Working with other Public Service areas, do a full assessment of services Fall 2009
This goal was met partially. Because of personnel issues, Reference, with Circulation and Special Collections, slightly updated and re-used the surveys done in 2000 and 2005. Plans have begun for a fuller assessment to be done Fall 2011.

Goal 2: Continue and hopefully complete the reconfiguration of the Reference Area
The team continues to weed materials and decided on a concept for re-arranging the reference area. Staffing issues at Facilities Management have slowed the process and it will continue into 2011.

Goal 3: Review strategic planning initiatives and update or add to as necessary
This goal was tabled and will be continued in the 2010/2011 year.

Goals for 2010/2011:

1. Review strategic planning initiatives and update or add to as necessary
     a. the team will focus on streamlining the current strategic plan
     b. the team will review and revise policies and procedures in light of the revised plan

2. Do a full assessment of Reference Services fall semester 2011.
     a. a committee (already appointed) will study proven methods of service assessment, such as mystery shoppers, focus groups, etc. as well as explore any new options
     b. based on committee recommendations, the team will chose the most likely 2-3 options and work with the committee to implement them

WSU Davis Campus Library:

Goal 1: Use emails to inform community members of resources, services, etc.
Anecdotal evidence suggests that faculty appreciate the emails, but a more formal assessment needs to be done. As it requires little effort, the service will continue for the time being.

Goal 2: Continue to market library services in appropriate venues such as orientation
WSU Davis Library continues to work with student affairs staff to ensure a library presence at WSU Davis events. Examples this year include library displays and handing out tickets redeemable at the library for inexpensive rewards. Surveys show that use of the library, with the exception of the courier service, continues to be low.

Goal 3: Continue to work with NUAMES
The WSU Davis library continues to maintain a relationship with NUAMES. Demand for services is low; however, NUAMES seems content.

Goal for 2010/2011:

Increase faculty and student use of WSU Davis library holdings and services
     a. work with Stewart Library teams on methods of increasing librarian participation at WSU Davis
     b. develop a formal marketing plan, if possible, with input from a marketing class or perhaps as an undergraduate research project
     c. continue to work with WSU Davis entities to market the library

Government Publications:
Goal 1: Weeding the collection

Weeding on the collection continues with the ultimate goal of allowing for the removal of at least one range. Approximately half of the collection has been weeded.

Goal 2: Continue cataloging the map collection
Cataloging of the map collection continues, but slowed considerably due to changes in Bibliographic Services. The most commonly used maps (topographic "quad" maps) have been catalogued.

Goal 3: Continue to make online resources easily available via the catalog or website
This goal continues to be met by either placing the resource in the library's catalog or putting it on the government publications web pages.

Goal for 2010/2011

Revise the collection management plan for government publications
a. work with the collection management team and subject librarians to ensure the acquisition of appropriate print and electronic resources
b. work with FDLP Regional Librarian to ensure FDLP best practices are followed

Electronic Resources:

Goal 1: Continue implementation of useful features in support software and databases
This goal was met partially by working with support personnel at EBSCO and Serials Solutions to implement new administrative features. However, lack of time due to personnel issues slowed similar efforts with other vendors. Work on this goal continues.

Goal 2: Continue to improve the in-house Electronic Resources Management System
As with all goals, lack of time due to personnel issues was a problem. The implementation of a check-off system to prevent accidental double payments was the main improvement made this year. Preliminary research was done on the possibility of moving the check-off list from paper to Google calendars, which has an alert feature.

Goals for 2010/2011:

1. Continue the implementation of useful features in support software and databases
a. rearrange staff duties to provide additional help in implementation
b. focus on most used resources first

2. Continue to improve statistics gathering and dissemination
a. develop a better understanding of the various types of relevant statistical standards and initiatives, such as COUNTER and SUSHI
b. rearrange staff duties to provide additional help in collecting and disseminating statistics for collection management purposes

---

Special Collections

Special Collections has continued to grow and reorganize our holdings over the last year. In the summer of 2009, we undertook a major project to combine all the book collections into one. This required

closure for five weeks, but the end result is faster retrieval of materials for patrons. We also reorganized our vertical file collection into a more manageable order and created a finding aid.   The reorganizing allows us to better help our patrons with their research.

We focused our efforts on our continuing department goal of community outreach. This included giving presentations to various conferences and clubs on Ogden, our holdings, and how we preserve and maintain the history of Weber and Davis counties. The completion of the Dee School of Nursing project allowed us to showcase the materials we collected through the interviews such as photographs, scrapbooks, correspondence, and alumni records. Utah Archives Month in October is a time for us to show the community, who we are and what we do. This year we decided to invite the community to help us identify photographs through an exhibit. It was successful with some identification made.

2009/10 goals and description of completion

1. Increase community outreach to promote public awareness and to seek additional materials.

    This is an ongoing goal for the Special Collections department. This year we made great strides in our community outreach through presentations given to the Chareya Club, Weber Historical Society, and at the ASPIRE Conference. These presentations along with the Dee School of Nursing oral history project put Special Collections and our mission out in the public eye.

2. Reconfigure the book collections.

    We closed the department for 5 weeks during the summer to combine all the named collections into one collection. Department staff and volunteers pulled out all the books in the stacks, organized them in call number, and then reshelved them on the newly shifted shelving Jason Francis and his crew erected for the department.

3. Create a collection management policy for the department.

    The department has a draft in place. We will continue to work on the draft to get it to a final policy.

4. Complete the processing of the Levi Peterson Papers.

    Despite the set-backs confronted last year, Melissa Johnson has completed the processing of Levi's full collection and a container listing has been created.

5. Compile the Dee School of Nursing interviews in both paper and video format for the annual reunion.

    For the annual reunion, we presented a compilation DVD along with a three-panel photograph display. Both were well received by the nurses in attendance. In March, the department hosted an event showcasing the oral history project with a larger photograph exhibit and extended video. This was also well received, but not as well attended as hoped.

6. Create an exhibit or program for Utah Archives Month.

    During October, the department created a "Can You Identify?" exhibit that was displayed on the lower level of the library for the month. We received several identifications of people and places shown in the photographs, and the information was added to the original images.

7. Reorganize the vertical file.

The vertical file is a useful way of organizing the collected ephemera. We reorganized the files in alphabetical subject order and created a register.

2010/11 goals and strategies for goals:

1. Purchase and implement PastPerfect

The department will develop procedures for ~~the~~ inputting ~~of~~ collection information into PastPerfect. The goal is to have 50% of the current collections inputted within a year.

2. Redevelop the Special Collections webpage

The staff of the department will find examples of web pages that showcase the creative and information needs of the department. We will then work with Systems to make the pages more graphically pleasing. Once the template is made, we will work on updating all the information.

3. Seek additional funding opportunities

Special Collections will continue to write grants through appropriate funding sources. This will include looking at smaller federal grants available for preservation and access to our holdings. We will also continue to cultivate our donors.

Professional activities—grants, publications/presentations, conferences

During 2009/2010, Special Collections applied for and received two state funded grants. These included a $500 USHRAB grant to purchase archival shelving for Special Collections growth and a $2000 Utah Humanities Council grant for the St. Benedict's School of Nursing Oral History Project

The staff of Special Collections has made presentations to the following clubs or organizations: Chareya Club, Weber Historical Society, and the ASPIRE conference. The presentations all showcased the holdings of Special Collections, along with the history of Ogden and how we attempt to document the community. Staff members were able to make possible donation contacts through each of the events.

This year was an active year for the staff as we attended conferences that provided training, networking, and information on new innovations in the field. Both Melissa Johnson and Sarah Langsdon attended the Western Round-up in Seattle, where Melissa attended the SAA workshop on "More Product, Less Process" and the CIMA Fall Caucus hosted by the University of Utah. Department staff also served as hosts and presenters at an oral history training sponsored by USHRAB.

Systems Department

Notable accomplishments in within the Systems department during the 2009/2010 academic year include the re-assessment of the System's department processes and the successful replacement of the Operations Manager position with that of a Systems Administrator position and the completion/progress of goals set for the 2009/2010 year (noted below).

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.

> The entire library's Intel based production resources are now running within VM's Vsphere (ESX 4) environment. All anticipated benefits of running in a fully licensed and supported VM environment are being realized.

Replace current print release stations operating systems (Windows 2000) with current operating systems (XP or Vista).

> Completed.

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

> Network storage procured configured and installed. Further evaluation of security and usage of network drives necessary in order to comply with newly mandated protocols for secure data storage and transmission.

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.

> Completed.

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

> Completed.

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

> Investigation and recommendation to remain on Horizon through the 2010/2011 year proposed and accepted by Library Council.

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

> Investigated, researched, and performed for all Intel based production systems.

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

> Completed.

2010/2011 Goals:

Begin administering the library's production Intel based system virtually and remotely from the library. Develop service agreement documentation with Administrative Computing and Network Management in regards to the environment maintenance of the library's production systems housed within the University's "server farm"

Migrate the library's ILS systems platform from Sun/Solaris to Linux and VM Vsphere. Incorporate system into redundant and virtual 'cloud' environment offered by Administrative Computing and Network

Management.

University Archives

Over the past year the University Archives has added 79 linear feet of records and photographs, which is considerably less than the 203 from the previous year. This could be due to the fact that many records are being created electronically or because of personnel changes in the Archives Department and not seeking new records during this transition period. The Archives was able to accomplish one of their main goals of completing the physical inventory of all archival materials and checking the location register and accession log for accuracy. The processing of the Paul Thompson Presidential Papers has been outsourced and will be completed this year by Melissa Johnson.

Goals for 2010/11

- Projects the archives team has scheduled for completion during 2010/11 include:

    - Strive to gain physical control of the Archives and University Records.
        Complete a thorough search and basic processing of every series to ensure the records are being stored in the correct manner and with the correct topic. Store processed items in a holding location to be moved back into the Archives stacks in a more organized fashion, providing space for future growth.

    - Assess the shelving configuration to determine the best use of space.
        Once we gain physical control of the collection we will work with the Shelving/Stacks Manager to determine the best way to manage our shelving to house the records and allow for future growth.

    - Implement an Institutional Repository.
        Obtain all newly published university created works through Weber News, Letters to Departments and the Library's Faculty Database. Obtain the items through publishers, journals and inter-library loan.

    - Make all Archival Collections available in the online catalog, through the archives site registers and by providing access to the registers in the Reading Room.
        All Archival Collections will be entered into the new Past Perfect Software Program which will provide a cross-walk to a MARC record allowing us to move the records to the online catalog more quickly and efficiently. There will be a PDF of each register on the Archives site so distance users can access the information. There will also be a hard copy of each register in the Reading Room for walk-in researchers to access.

    - The Archives Processor will be processing some of our more extensive collections including the Administrative Services Collection, Academic Affairs, and if time allows the Media Relations Collection.