Stewart Library

Annual Report

2010/2011

A.   Mission and Summary of Ongoing Strategic Goals.

The mission of the Stewart Library is to:

* Advance the instructional, scholarship, and community service mission of the University through the development of on-site collections, access to off-site resources, instruction on research strategies and tools, and personalized assistance in the use of library and information resources, and

* Assess the services we provide and the relevancy and use of the collections and use assessment outcomes to continually improve our resources and services.

In support of our mission, the library has three ongoing goals:

Goal 1 - Expand the number of library resources available to WSU students and faculty and assess the relevancy and use of those resources.

Providing the information resources needed to support the teaching, learning, and research mission of the university is the primary goal of the library. 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.

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 year, subject librarians taught 132 of those sessions, an increase of nearly ten percent over the previous year.

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.

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. The ability to collect and apply data to analyze the usability of collections is an ongoing, evolving process.

Goal 2 - Provide user-centered services that meet the library
needs of the WSU community.

The library strives to provide and continually improve its services to WSU students and faculty. The utilization of our services continues to grow. In the past year, more than 6900 individuals received instruction on using the library and its information resources, and nearly 43,000 patron questions were answered at our various public service desks. Use of our electronic resources is reflected by the number of visitor sessions on our website, averaging nearly 142,500 per month, for an annual total of 1,677,923. 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.

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

       * Biennial student satisfaction surveys
       * National student satisfaction surveys administered by the university
       * Biennial interviews with students who are using the library
       * End of course student evaluations
       * 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. Enrollment and successful completion rates are tracked in all of our for-credit classes. Of the 1934 students who took one of our courses in 2010/11, 92% successfully completed the course with a grade of C- or better, thereby meeting Part D of WSU's Computer and Information Literacy requirement. While evaluation data indicate a high level of student satisfaction with library instruction, we believe student learning is not being adequately assessed and intend to implement additional assessments in the courses.

Suggestions from library users provide another source of assessment data. A suggestion link is on the library's website and a suggestion box is located in the lobby. Suggestions are collected regularly and, when practicable, implemented. Suggestions received during the past year included adding more eBooks to the collection, increasing the number of computers in the Resource Commons and Reference & Information Services areas, making more laptops available and extending the check-out time for them, increasing hours during finals week, expanding group study space, providing additional white boards for student use, and reducing or eliminating overdue fines. These and many other suggestions were implemented and while not eliminating overdue fines, we are comparing our fines with those of other Utah academic libraries to determine if adjustments are warranted.

Goal 3 - Seek additional sources of funding to enhance resources
and expand services.

The library benefits greatly from its donors and we are extremely grateful to them. In 2010/11 gifts to the library totaled more than $410,198. Gifts of $10,000 or more were received from the following foundations and trusts:

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, and other members of the extended Rich family (in support of the digitization of the Edward I. And Emily Almira Cozzen Rich Diaries)
Jean Andra Miller Trust
Lawrence T. Dee - Janet T. Dee Foundation (for the digitization of the Annie Taylor Dee and Maude Dee Porter Diaries)

Three grant proposals were funded in 2010/11. WSU's Academic Resources and Computing Committee (ARCC) provided $25,801.28 for the technological infrastructure needed to implement a digital A/V electronic classroom, a $2000 Utah Humanities Council grant was received for the St. Benedict's School of Nursing Oral History Project, and the Utah State Historical Records Advisory Board (USHRAB) provided $500 for the purchase of shelving for Special Collections.

B.   **Summary of Significant Activities and Achievements - 2010/2011.**

Core Theme I. Fostering learning through engagement and support.

The information resources and services provided by the Stewart Library foster and support student learning at WSU. During the past year, we accomplished the following important activities in support of student learning:

* Continued to increase the number of electronic, print, and media resources available to students and faculty. More than 10,000 printed volumes, 600 e-resources, and 643 videos were added to the collection.

* Completed the revision of LIBS 1704: Information Navigator, a general education course that enables students to meet WSU's Information Literacy requirement. The new course format, which is taught primarily online, is more interactive and more closely approximates a classroom experience. It includes audio lectures, an easily downloadable textbook, and real-life demonstrations.

* Completed the renovation of a classroom that provides a state of the art, technologically enhanced learning environment for students. The classroom infrastructure offers touch screen controls for A/V operations, touch screen annotation, high def large screen displays, connectivity for lecture capturing, live lecture production streaming, and online conferencing capability that enables instructors to deliver live or produced lectures beyond the confines of the classroom.

* Improved access to unique, primary source material located in the Special Collections and Archives departments. Students in a number of disciplines are required to use primary sources in their research papers. Much of the primary source material held by the library has not been

entered into the online catalog, therefore, students are not aware of them. To make these important sources searchable in the catalog, a part-time 'original sources' cataloger was hired.

* Increased the number of computers available to students in the public areas of the building. At certain times in every semester all of the library's computers are in use, which is frustrating to students. We hope the additional computers and laptops that can be checked-out for a longer period of time will help alleviate this frustration.

* Created two new group study rooms and refurbished four media viewing/group study rooms.

* Collaborated with the Bursar and Collection Services Office to create an Online Payment Center that enables students to pay library fines, lost item fees, interlibrary loan charges, etc., online.   The convenience and ease of paying these fines and fees online was a service enhancement requested by students**.**

* Implemented a video game research lab that was requested by faculty and students and partially funded by an ARCC grant. The construction and configuration of the lab was completed, equipment purchased, and policies and procedures developed. Promotion of the lab with faculty will occur this coming Fall Semester.

d. *Faculty and Staff Scholarly Activities*.

The library is committed to supporting professional growth opportunities for its faculty and staff. During the past year all library faculty and 96% of its staff attended conferences and 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:

Megan Davis, "Designing an Information Resources Course for Health Professions Students". *Journal of the Medical Library Association,* April 2011.

Presentations:

Jason Francis and Christopher Hauser, "Gaming in the Library." Customers of SirsiDynix Users Group International Conference, Phoenix, Arizona. April 2011.

Christopher Hauser, "Automating Acquisitions." Customers of SirsiDynix America, Annual Conference, Orlando, Florida. October, 2010.

Christopher Hauser, "Horizon Users Unite." Customers of SirsiDynix Users Group International Conference, Phoenix, Arizona. April, 2011.

Shaun Jackson, "The Advantages of For Credit Information Literacy Instruction." Utah Library Association Annual Conference, Layton, Utah. May, 2011.

Sarah Langsdon, "Historical Images of Ogden." World Affairs Club & AAUW Meeting, Ogden, Utah. April, 2011.

Sarah Langsdon, "Fundraising/Managing the Financial Crisis." Conference of Intermountain Archivists, Boise, Idaho. May, 2011.

Sarah Langsdon, "Public Outreach through Oral History: Answering the Call: POWs and Nurses." Conference of Intermountain Archivists, Boise, Idaho. May, 2011.

Staff Changes:

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

New Arrivals:
>   Rachael Gruis, Original Cataloger
>   Jennifer Jasper, Library Office Assistant
>   Andrew Rabkin, Archival & Digital Collections Coordinator

Retirements:
>   Carol Hansen, Arts & Humanities Librarian

Resignations:
>   Salvatore Dulfo, Cataloging Manager
>   McKelle Nilsen, Library Office Assistant
>   Jill Walker, Digital Projects Assistant

Tenure/Promotions:
>   No one was reviewed for tenure or promotion this year.

C.   Future Goals and Initiatives.

The library has developed a strategic plan to guide our efforts for the next three years, and each year annual goals are identified. This section of the report lists our goals for 2011/12.

>   *1. Continue to enhance collections and the access to them.*

>>   * Explore options for providing global access to our collections. Global access would enable students to do a search in the online catalog and retrieve records for items in all collections and formats, including e-journal articles, digital collections, and manuscripts.

>>   * Increase the e-resources collection by adding additional databases and more e-books.

* Assess the low use of expensive databases and electronic journals in the sciences and discuss the implications of the use statistics with faculty in the college. There may be alternative databases/e-journals that would better meet their needs.

* 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. During the coming year, digitization of the Rich Family Diaries and the Annie Taylor Dee and Maude Dee Porter Diaries will be completed.

* Create an institutional repository of university publications. Integral to the mission of the University Archives is the acquisition of university publications, including faculty publications. In the coming year, a process to systematically obtain copies of all newly published university publications (in either print or digital format) will be developed and implemented.

2. Enhance user-centered services to meet the library needs of WSU students and faculty.

* Complete the process of re-designing our website to make it more intuitive and user-friendly. Based on assessment data and anecdotal feedback, students and faculty believe our current site is neither.

* Expand reference service to include text messaging reference assistance.

* 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 2012 and Fall Semester 2013.

* Revise the TBE1504 exam to more closely align with LIBS1704 and information literacy program outcomes. There is currently a disconnect between the IL courses and the IL tutorial and exam. The exam will be re-written to correspond with the new LIBS1704 course content, and the course content will replace the tutorial currently on the library's website.

* Implement a pre/post-test in all of our for credit classes while continuing to explore more innovative methods to improve our assessment of student learning.

* Review the public services and collection management policies to ensure accuracy and currency.

3. Continue to seek additional sources of funding.

* Work closely with the Development Office to identify potential new donors and with

the Office of Sponsored Projects to explore other funding opportunities.

* Re-establish a Friends of the Library Board comprised of board members who are willing to assist in fund raising.

* Submit a National Endowment for the Humanities Preservation Assistance Grant to help offset the cost of a preservation assessment of the holdings of Special Collections and University Archives. The assessment will look at collections including signed first editions, rare books, manuscripts, diaries, etc., and provide information regarding the policies related to collection care, repair, and replication.