

Stewart Library

2004/05 Annual Report

I. Overview.

Once again this was a year filled with opportunities for the Stewart Library - opportunities to enhance the collection, improve and expand services, upgrade technology, and increase private gifts. We re-wrote a number of policies and procedures to reflect current practice and completed a library technology plan that will inform and guide our digital efforts during the coming years. Reference/Information Services was reorganized to provide for more group study work and the computers in the area were reconfigured to allow for email and word processing. We began a strategic planning process and will complete a three to five year strategic plan before the end of the year.

Projects of particular significance during 2004/05 included:

Accreditation Review: Following nearly two years of preparation, the university's comprehensive accreditation review by an evaluation committee representing the Northwest Commission on Colleges and Universities (NCCU) took place on October 20-22, 2004. The 12-member evaluation committee commended the university for its strong and coherent sense of mission; its highly successful capital campaign; its facility planning, maintenance and construction; and for the excellent progress it has made since 1994 to improve access to library resources and services. In its report, the committee stated that, "Particularly noteworthy are enhancements to the collections, including the addition of online resources that are available at any time from any place; implementation of new information technologies; development of an award-winning program for teaching information literacy skills throughout the curriculum; and remodeled facilities at Stewart Library that are attractive, inviting, and well used." To go from non-compliance status in 1994 to being singled out for commendation was especially rewarding.

Internal Audit: A regularly scheduled Internal Audit of the library began in September and concluded in December 2004. The primary objective of the audit was to evaluate the internal controls and procedures functioning within the library and determine compliance to acceptable policies. This audit was far more intensive than the one conducted in 1996 and involved many hours of work by the auditing team and the library staff. Overall, the findings were positive and, with minor exceptions, the library was found to be in compliance. The one area with which the auditors were most concerned was the lack of segregation of duties in the acquisition process. We agreed, and the Bibliographic Services Department has been re-organized to ensure that no one person orders, receives, and approves payment for library materials. Those responsibilities are now divided among two staff members.

Library Remodeling: A remodeling project that began in May and is scheduled to be completed prior to the beginning of Fall Semester 2006 will greatly improve the accessibility, attractiveness, and functionality of the library. This \$1.2 million project will create a new entrance on the lower level of the west side of the building and a "way-finding" staircase that will connect all three floors. The badly deteriorating concrete walkway and stairs have been demolished and the breezeway running beneath the building will soon be enclosed. Once the demolition and construction work are completed, the Circulation Desk will be relocated to the new entry level and combined with what has been the Media Services Desk. Architectural Nexus and Ascent Construction were awarded the bids for the project. As the work progresses, photographs of the demolition and construction are being digitized and placed on the library's

website.

II. Overarching Goals.

This section of the Library's annual report includes accomplishments and activities addressing WSU's five overarching goals.

Overarching Goal 1:

Offer an outstanding, learner-centered educational experience in a multi-campus environment.

The library contributes to an outstanding, learner-centered educational experience in a multi-campus environment by providing at both the Ogden and Davis campuses access to a continually growing collection of onsite and online resources, personalized assistance in the use of library and information resources, and instruction on research strategies and tools.

Accomplishments/Activities in Support of Goal 1:

* An ongoing goal for the library is to continue to improve its collection of print and electronic resources. In 2004/05, more than 8100 volumes, 450 videos, 1748 CD's, and 3100 e-books, journals and other online resources were added to the collection to support learning and research needs. The use of our online resources is reflected in the number of visitor sessions on our website, averaging nearly 135,000 per month, for an annual total of more than 1,6M sessions.

* Information literacy instruction was provided for more than 6000 students and 250 members of the community. Assessing student satisfaction with library instruction is an important component of the library's overall assessment plan. Student evaluations were collected for all for-credit library courses, English 2010 and FYE sessions, and for a representative number of subject specific sessions. Evaluation data continue to indicate a high level of student satisfaction with library instruction.

* The library was invited to participate in the Association of Research Libraries Standardized Assessment of Information Literacy Skills (SAILS) with ten other U.S. academic libraries. The purpose of SAILS is to develop an instrument for programmatic level assessment of information literacy skills and to provide participating libraries with national comparative data, which we've wanted for a very long time. Last Spring Semester over 375 WSU students took the SAILS test. Test result comparing our students' scores to students across the country showed no significant statistical difference. We intend to continue to participate in the SAILS project and to test WSU students again next Spring Semester.

* Student learning outcomes for information literacy instruction were revised and simplified. Outcomes will be assessed throughout each semester with written assignments, quizzes, oral presentations, exams, and a final project in which students demonstrate their ability to identify, access, evaluate, and use information resources ethically and effectively. The student end of course evaluation form was revised and now includes questions directly related to our assessment outcomes.

* In response to requests from faculty in the College of Social & Behavioral Sciences

and in the Goddard School of Business & Economics, two new courses were developed. These courses focus on identifying, accessing, and evaluating information resources in the social sciences and in business and economics to enable students majoring in these areas to meet WSU's information literacy requirement.

* With opening of the Davis Campus, the library initiated a twice weekly courier service between the two campuses. By the beginning of fall semester 2005, it was apparent that the use of the service warranted increasing it to a daily delivery. To use this service, students and faculty complete an online interlibrary loan form to request materials from the Stewart Library's collection. Items are then retrieved and sent to the requestor via email or delivered by the courier to the Davis Campus. This has proven to be a very popular service. More than 2500 items were delivered during the past year.

* In an effort to improve the availability and accessibility of reference/research assistance, two new services were implemented in 2004/05. Scheduled reference/research assistance was provided by subject librarians in the colleges of Applied Science & Technology, Education, Goddard School of Business & Economics, Science, and Social & Behavioral Sciences. We intend to continue this service in those colleges and initiate it in the colleges of Arts & Humanities and Health Professions at the beginning of fall semester. A chat service was also started to provide real-time reference assistance to online users. Both of these services were initiated as 'pilot projects' that would not be continued if they were not used. Statistics indicate sufficient usage to warrant their continuance.

Overarching Goal 2:

Create an infrastructure to support students, faculty, staff and the community through technology, administrative systems, and the physical campus.

Accomplishments/Activities in Support of Goal 2:

* The major remodeling project now underway in the library will significantly enhance our ability to support the campus and the community. Eliminating the outside west stairs and enclosing the breezeway will make the building more easily accessible, open, and inviting. Services to patrons will be improved by re-locating the Circulation Desk to the new entry level, which consolidates Circulation, Media Services, Reserve, and Interlibrary Loan at one centralized location. Unfortunately, there was not space on the new entry level to re-locate Reference & Information Services and they will remain in their present location. However, the new 'way-finding' staircase will increase their accessibility from both the entry level and the top floor.

Another small remodeling project, also currently underway, creates a Reading Room for patrons using materials housed in Special Collections. The need for a self-contained space for researchers results from the increasing use of the Special Collections area for library/university lectures, readings, meetings, classes, and

other events.

* In support of the library's ongoing goal to leverage existing and emerging technologies to meet the library needs of the university community, our recently completed technology plan was implemented. This plan will guide life-cycle management of library computing resources, the systematic implementation of new technology, and the strategic replacement of existing technology.

* Access to our online resources was improved by upgrading proxy-server software and completing the redesign of our website. A faculty/student focus group assisted in assessing the usability of the redesigned site and additional changes were made based on their input. Ongoing assessment of the site will be conducted with additional surveys, usability studies, and focus groups.

* Computers in the Reference & Information Services area and in one of the two classrooms were upgraded, and 20 new public workstations were added. With the opening of Lampros Hall, we had anticipated a decline in the use of computers in the library. Somewhat to our surprise, the exact opposite has occurred. Student use of library computers is at an all time high and these new workstations were purchased to meet the increased demand. The work necessary for the entire library to be within the university's wireless network system was also completed.

* Security on our public access computers was strengthened with the implementation of authenticated internet access. In response to the increasing need to secure access to networks, combined with the library's responsibility to respect the needs of all information seekers, a gateway appliance that allows all patrons to access internet resources via a secure authentication to the library patron database was installed and configured. The authentication gateway performs as a hardware firewall that ensures patron rights to information privacy as well as protects the university network from intentional malicious activity. WSU students using library computers login to the internet using their WildCard number; community members login using a bar-coded "Community Internet Card", which they obtain free of charge at the Circulation Desk.

* In an effort to improve printing services for students, the Pharos self-serve printing system was implemented. This allows students to pay for their printing with their university ID card and decreases the overhead costs associated with manual cash collection. Community users will continue to pay for their printing at the Circulation Desk.

* An additional self-service for students implemented this past year was the installation of a 3M Self-Check station at the Davis Campus library. The Self-Check system allows patrons to checkout library material without the presence of a staff member. The availability of Self-Check is particularly important at the Davis Campus because there isn't a library staff member on duty the entire time the Davis Campus is open.

Overarching Goal Three:

Develop a campus environment of support and engagement for students, faculty, and staff.

Accomplishments/Activities in support of Goal 3:

* The library is committed to supporting professional growth opportunities for its faculty and staff. During the past year all library faculty and 97% of the staff attended conferences or workshops relevant to their various roles within the university and the library. This level of activity speaks highly of their professionalism and commitment to improvement.

* Library faculty were actively involved in scholarship and professional development. John Sillito received the Best Documentary Award from the Mormon History Association for his book, *History's Apprentice: The Diaries of B.H. Roberts*. Additionally, two of our faculty had articles either published or accepted for publication, three received invitations to present papers at a national or regional conference, and two presented at WSU's Faculty Forum.

* A Library Services & Technology Act Competitive Grant proposal submitted by two faculty was funded at \$15,120, with a \$5000 match from both ARCC and the library. The funding will be used to purchase computers for a third electronic classroom, which is needed to meet the increasing demand for library instruction. The new classroom will be located in space vacated by Multi Media Services. A second LTSA grant, requesting \$11,437 with a \$3800 match from the library was also funded. The money was used to establish a GIS (Geographical Information System) lab in the library.

* The library's information literacy program was acknowledged nationally in 2002/03 when it was selected by the Association of College and Research Libraries (ACRL) as one of the top ten programs nationally that model best practices in information literacy programming for undergraduates. Since that time, we have been contacted by libraries in and outside of the U.S. requesting permission to model their information literacy program on ours and to use a modified version of our Internet Navigator course.

Overarching Goal 4:

Foster Connections with External Communities

Accomplishments/Activities in Support of Goal 4:

* In 2004/05 the library received 686 private donations totaling \$390,253.74, an increase of more than \$29,000 over the previous year. Significant gifts were received from the Stewart Education Foundation (\$200,000), Utah Construction/Utah International (\$45,600), Friends of the Stewart Library (\$17,509), the Waterstradt Endowment (\$12,000), and the *Celebrate Shakespeare!* Endowment (\$10,000). Unrestricted gifts were used to purchase print and electronic resources for the collection, computers and other equipment, and furnishings.

Approximately \$10,000 from the Stewart Trust supported the professional development of library faculty and staff.

Utah Construction/Utah International gifts were used to fund the UC/UI Symposium and the printing of *Making Tracks*, the keepsake book published by the library in conjunction with the Symposium. Salary/benefits for a .50FTE professional staff position are also charged to this account.

Each year for the past seven years, gifts to the *Celebrate Shakespeare!* Fund have brought the Utah Shakespearean Festival Touring Group to Ogden High School to do a morning performance for school district students and teachers, afternoon workshops for teachers, and a free evening performance for the community. The library co-sponsors *Celebrate Shakespeare!* events with the Ogden School Foundation. This year, nearly 1200 students and teachers filled the Ogden High School Auditorium for the morning performance and more than 500 members of the community attended in the evening. The principal donor to *Celebrate Shakespeare!* believes this is a way for WSU, to whom so many give, to give back to the community.

* During the past year more than 3900 people attended 106 events held in the library. Many of these lectures, films, readings, panel discussions, etc., were sponsored or co-sponsored by the Friends of the Library and all were free and open to the community. The library benefits in a variety of ways from these activities including a greater awareness by the attendees of the library and its resources, new members joining our Friends organization, gifts-in-kind that are added to the collection, and cash donations. A recent example is a \$5000 gift from an elderly couple who have attended every *Celebrate Shakespeare!* event held in the library for the past five years, including more than 25 films!

* All academic libraries in Utah continue to benefit immeasurably from funding allocated by the Legislature to the Utah Academic Library Consortium (UALC). In 1997 the Legislature allocated \$900,000 of ongoing funds to UALC for subscriptions to electronic databases. This funding provides students and faculty within the Utah system with access to a continually increasing number of electronic full-text titles - many so expensive that WSU could not have subscribed to them. The Consortium has recently expanded to include academic libraries in Nevada and Idaho, which increases its size and gives it greater leverage in negotiating pricing and licensing with vendors.

Besides the ongoing funding for electronic databases, each UALC library receives annually an additional amount to purchase information resources needed for their campus. This allocation has averaged approximately \$219,000 each year for the past three years for the Stewart Library.

Overarching Goal 5:

Enhance the campus environment through inclusion and diversity.

Accomplishments/Activities in Support of Goal 5:

* Documenting the history and culture of Ogden and Weber County is a primary goal for the library's Special Collections Department. As such, we are actively engaged in conducting oral history interviews with members of Ogden's diverse populations. Interviews were conducted recently with both Hispanic and Japanese members of the community. These interviews are being transcribed and edited and will be listed in our online catalog.

* The library has been one of the sponsors of WSU's Diversity Conference for the past several years and has hosted a number of events focusing on diverse populations. Diversity related events held in the library include a Latino photographic exhibit, a Public Issues Forum where a diverse panel discussed the difficulties faced by non-English speaking students in the Ogden School District, lectures by Japanese and Hispanic community members, and readings by African-American writers and poets.

* The library has long desired to have a greater Spanish presence on its website. With the re-design of the site, we will be able to do so. Guides on how to use the library and its resources are being translated into Spanish and will be available on the site by the beginning of Fall Semester. We are also increasing and making accessible a growing number of materials that reflect diverse interests, including Spanish language databases and a reference collection that includes many items relating to diverse cultures. The library's Chinese film collection, developed primarily by History Professor Greg Lewis, now includes approximately 1200 titles, making it one of the most complete collections of Chinese language films in the U.S.

III. Mission & Goals

The Stewart Library's mission is to:

- 1) Advance the instructional, scholarship, and community service mission of the University through the development of on-site collections, access to off-site resources, personalized assistance in the use of library and information resources, and instruction on research strategies and tools and,
- 2) Assess the services we provide and the relevancy and use of the collections and utilize assessment outcomes to continually improve our resources and services.

Ongoing Goals:

- * Continue to improve library resources and services and assess their relevancy and use.
- * Leverage existing and emerging technology to foster the development of library collections and services that support WSU teaching and learning.

- * Augment the library's budget by increasing private gifts.

2005/06 Objectives in Support of the Ongoing Goals

- * Based on the university's Planning Initiatives/Overarching Goals, develop planning initiatives, goals, and objectives that will guide the library for the next three to five years.
- * Collaborate with WSU-Online faculty to include online library resources and services in the university's web-based and web-enhanced courses.
- * Assess the effectiveness of library resources and services using the qualitative and quantitative approach provided in ACRL's *Standards for College Libraries, 2002 Edition*.
- * Conduct a user survey in spring 2006 to assess student satisfaction with library resources and services.
- * Collaborate with the Development Office and the Office of Sponsored Projects to increase by at least 10% the number of grants and proposals written on behalf of the library.

IV. Library Collections. Improvement and Relevancy.

An ongoing, primary goal for the library is to provide the information resources needed to support the instructional and scholarship mission of the university. How well this goal is met is determined by a number of factors including collection size and growth rate, relevancy of the collection to the institution's instructional programs, currency of resources, and user perceptions of the resources available.

Using a combination of E&G, UALC, and gift funds, the size of the print and media collections continue to increase. The number of electronic resources available to students and faculty at all Utah institutions of higher education continues to expand, as does the number of e-resources added by individual libraries. In the past two years, the library has increased its electronic subscriptions and e-books by approximately 17,000 titles and continues to consult with faculty in canceling subscriptions to additional print journals and reference sources as titles become available online.

A journal evaluation project that focused on expensive, low use titles resulted in the cancellation of approximately fifty journals with a cost savings of nearly \$125,000. Evaluation the use of print journals and cancelling low-use titles is an ongoing process.

To ensure that the resources added to the collection are relevant to curricular needs, subject bibliographers continue to expand their liaison efforts, meeting with faculty and providing reference/research assistance in the colleges. As a result of this collaboration, the collection is

increasingly more focused and relevant to the curriculum.

Based on the results of various user satisfaction surveys and ongoing assessment of the strengths and weaknesses of the electronic, print, and video collections, we believe good progress is being made in improving the quality and relevancy of the collection. The validity of these perceptions was affirmed in the very positive review and commendation the library received from the Northwest Commission on Colleges and Universities (NCUU) Evaluation Committee as part of the university's comprehensive 10-year accreditation review.

We also believe providing 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, 103 subject specific instruction sessions were taught, which is a 45% decrease from the 189 sessions provided in 2003/04. The resignation of the Business & Economics Librarian and the leave of absence of the Instructional Services Librarian accounts for the decrease. Once a Business & Economics Librarian is hired and the Instructional Services Librarian returns from leave, we expect the number of sessions provided to continue to steadily increase.

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:

Megan Davis, Health Sciences Librarian
Melissa Johnson, Library Administration Secretary & Office Specialist

Resignations:

John Lamborn, Systems/Access Services Librarian
Shaun Adamson Jackson, Business & Economics Librarian
Carl Olsen, Reserve/Interlibrary Loan Supervisor

Tenured/Promoted:

No library faculty were reviewed for tenure or promotion in 2004/05.

At the end of the 2003/04 year the library had 43.45 FTE positions.

VI. Strengths and Challenges.

Strengths of the library include:

- * Its faculty and staff - their strong service ethic and commitment to helping patrons
- * The ongoing improvements that are being made to the print and electronic collections
- * Utah Academic Library Consortium funding and consortia e-resources
- * Ease of off-campus access to our e-resources
- * The information literacy focus of our instruction program
- * A systematic assessment process that informs our efforts to improve services and

enhance resources

- * A high level of user satisfaction with our resources and services
- * The support of the Stewart Education Foundation and all of our other donors

Challenges we face:

- * The ongoing increase in the cost of our print and electronic information resources.
- * The cost of maintaining and up-dating technology.
- * Too few positions. We struggle to provide the “services of the future” and, at the same time and with fewer people, continue the traditional services students and faculty still want and expect
- * Maintaining the quality of our services in meeting expanding needs. The information literacy requirement has significantly increased the demand for library classes and the opening of WSU-Davis has increased demands for services.
- * Maintaining system and network security within the library. Computer system vulnerability and exploitation is higher than it has ever been and is continuing to rise.

VII. Library Services.

The following section of the 2004/05 Annual Report provides an overview of the accomplishments of library departments during the past year and lists departmental goals for the coming year.

Archives and Special Collections

The past year continued to be busy and productive for Archives and Special Collections. Both departments saw an increase in on-site and off-site research usage. As in the past, department personnel continue to be heavily involved in activities surrounding the annual Utah Construction/Utah International symposium. Despite a busy year, the departments were successful in meeting several of last year's goals including reviewing job titles and responsibilities of staff, adding significant additional materials, and playing a major role in celebrating the university's fiftieth anniversary of being located at this campus. We have also made real strides in getting our manuscript and photograph collection registers on the library's on-line catalog.

Currently we are engaged in creating a new reading room. This will not only better serve our patrons, but represents a more accurate demarcation of our dual assignment for research and outreach activities.

During the past year Special Collections added 163 linear feet of material. Significant additions include the Alan Loeb World War II Scrapbooks, the Ronald Younger Collection, DDO Architectural Drawings, the Altrusa Club Collection, and additional resources on Utah Construction Company/Utah International obtained from Sterling Sessions. Dr. Richard Roberts donated a major collection of photographs and papers documenting Ogden history, especially water resources. At the same time, we are continuing to see significant growth in our printed collection, adding important resources to the named collections, especially Howell, Wheelwright and Andra.

Special Collections continues to serve as a gathering place for library and campus events. Over the past year a total of 106 events brought some 4000 people in to the library. In addition to Friends of the Stewart Library events, a variety of programs were co-sponsored with several WSU colleges and departments. We continue to be a major partner in the National Undergraduate Literature conference. Besides these events, two classes each semester were held in the department.

Gifts in kind donations continue to expand the holdings of both Special Collections and the library's general collection as well. Additionally, sales of duplicate and unneeded items brings a small, but valuable, amount of additional funds. During the past year a total of 5571 books, 294 videos, and 375 audio recordings were received from 136 donations. These were valued at \$36,000. Of these donations some 1366 books, 169 video and 36 audio recordings were added to the collection. Joy Hunt continues to do an excellent job in dealing with these donations in a timely fashion.

In addition to the activities of the Archivist and Curator of Special Collections documented elsewhere, Patti Umscheid attended the annual meeting of the Conference of Intermountain Archivists held in Las Vegas in April. As part of those meetings she attended a pre-conference workshop on photographs. She also toured the University of Maryland archives in May. Patti continues to play an important role as a library photographer, particularly in documenting the library construction. Additionally, Patti covered for Sarah Langsdon while she was on maternity leave.

Sarah Langsdon not only supervises the processing of manuscript materials, and handles research requests including scanning of photographs, but also directs both part-time staff and occasional volunteer workers. She will also be involved in the local arrangements for the forthcoming CIMA annual meeting.

Briana Beckstrand continues to split her contract between Special Collections and Reference. She has done an excellent job in her on-going cataloging of small manuscripts and vertical file materials.

2005/06 Goals:

1. Expand our efforts to increase public awareness and usage of holdings in both departments.
2. Seek additional significant resources appropriate to our area of collecting interest.
3. Host the annual meeting of the Conference of Intermountain Archivists in May.
4. Identify appropriate professional development activities for staff members.
5. Continue our efforts revolving around our oral history holdings.
6. Increase the time commitment of the Archivist and Curator of Special Collections from a nine to ten month contract.

Bibliographic Services: Cataloging, Acquisition, Serials, Processing

Once again, Bibliographic Services had an extraordinarily productive year. The department cataloged and processed over 5228 new printed materials, 2211 electronic journals, more than 363 video recordings, and 213 audio recordings. All the resources are ordered, cataloged and processed in a timely manner. Important projects in which the department was involved during the past year include:

Internal Audit -

Internal auditors noticed the two weaknesses in the acquisition process. First, the acquisition process involved only one person to order, buy, receive and record all acquisitions for the library's collections. Separation of these duties would protect the employees from suspicion and the library from loss. To address this concern, there are now two people involved in this process. One person does the ordering and a second person receives and checks the items against the invoices. The invoices are then given to the first person to pay and the items are then sent to the cataloger to be cataloged.

The second weakness the auditors noted was that bibliographers are not given reports to show what they have purchased by title and amount. This would help them control their spending, ensure that all correct books have been purchased, and enable them to ensure the correctness of their allocations. Currently bibliographers receive a monthly report for each of the subject areas for which they have collection management responsibilities. This report shows the amount of the annual allocation for each of their subject areas; the amount encumbered to date; the amount expended to date; and the amount remaining. The Library's Systems Administrator is still working with our vendor, Dynix to develop the SQL script necessary to produce the more detailed report recommended by the internal auditor.

Authority Control -

We had planned to have OCLC do our retrospective authority conversion and ongoing maintenance after we migrated to Horizon 7.3. By the time we migrated to 7.3, OCLC had sold their product, MARS Authority Control Service, to Backstage Library Works. We will now wait to do our authority control project until we have feedback from other libraries such as Westminster College, Univ. Of Calif. - San Diego, etc., who have experience working with the Backstage Library Works. If their experience with Backstage is positive, we will contract with them to do our authority work. If not, we will look at other vendors such as Library Technologies, Inc., Library Systems and Services, Inc. and Marcive.

Cataloging Migration to Connexion -

Connexion is OCLC's new cataloging service - a powerful, flexible suite of tools with built-in access to WorldCat, the world's largest bibliographic database. Connexion is used by catalogers to create and edit quality bibliographic and authority records, which help users to quickly find the materials they need. In February, the Cataloging Department migrated smoothly to Connexion. Everyone has adjusted well to the new changes.

Position Description Change -

After many years frustration, we finally upgraded and added system duties to one of our cataloger's position. This person can now perform some the necessary systems duties that are needed for Bibliographical Services. We feel good about the change and wish for the best in the future.

Rearrangement of the Binding Room -

The binding room has been rearranged, making it more functional and attractive. The printer in the binding room constantly needs fixing and causes trouble all the time. Because this is a heavy use printer, it should be replaced with a heavy duty printer.

Workshops -

In order to keep up to date with what is going on in the library world such as digitalization, authority control, etc., staff in Bibliographical Services are encouraged to attend a variety of workshops. A few examples are as follows:

"What is FRBR and why should I care about it" workshop
Brigham Young University Lee Library, Provo, Utah. Nov. 19, 2004

"Cataloging using the OCLC Connexion Client interface" workshop
Weber State University Stewart Library, Ogden, Utah. Jan. 5, 2005

"Using OCLC authorities effectively" workshop
Weber State University Stewart Library, Ogden, Utah. March 5, 2005

"Horizon basics: cataloging" workshop
Weber State University Stewart Library, Ogden, Utah. Feb. 7, 2005

"Acquisition management" workshop
Weber State University Stewart Library, Ogden, Utah. March 1, 2005

"Basic acquisition" workshop
Weber State University Stewart Library, Ogden, Utah. March 2, 2005

"Serial control" workshop
Weber State University Stewart Library, Ogden, Utah. March 3, 2005

"Serial check in" workshop
Weber State University Stewart Library, Ogden, Utah. March 4, 2005

"Word" and "Excell" workshops
Weber State University Stewart Library, Ogden, Utah. March 15, 2005

"Basic subject cataloging using LCSH" workshop
Utah State Library, Salt Lake City, Utah. April 25-26, 2005.

"Introduction to Dublin Core metadata " workshop
Utah State Library, Salt Lake City, Utah. April 28, 2005

Projects Finished Last Year:

1. Withdrew all the Media Kits and reel-to-reel tapes.
2. Finished cataloging all BIS Projects which are housed in Archives
3. Finished cataloging electronic journals.

2005/06 Goals:

1. Discard Special Collections gift shelf list cards
2. Clean donation statements on Horizon
3. Update journals master list
4. Update standing order master list
5. Continue to catalog Government Document maps
6. Continue to catalog manuscripts
7. Continue to clean the database
8. Continue to do the inventory
9. Continue to catalog electronic resources
10. Learn more about Horizon reports and have some reports done regularly.

Circulation Services: Circulation, Media, Reserve, Interlibrary Loan

Circulation Services has had many changes and accomplished many things over the past year. Here is a report of some of the changes and accomplishments.

Employment changes:

- John Lamborn left in July 2004.
- Sharon Tomlinson retired as InterLibrary Assistant Loan retired in July 2004.
- Carl Olsen left as Reserve/Interlibrary Loan Supervisor May 2005.
- Heather Moore began as Reserve Supervisor in July 2004.
- CleAnn Jenkins began as Evening/Weekend Supervisor in August 2004.
- Joseph Bree began as Reserve/Interlibrary Loan Supervisor July 1, 2005.

Departmental Changes:

- With the exit of John Lamborn as Systems/Access Services Librarian the two departments were without a faculty advisor. Chris Hauser took over many of the responsibilities that John had over Systems and Sandi Andrews took over many of the responsibilities that John had over Access Services.
- Access Services became Circulation Services consisting of Circulation, Current Periodicals, Interlibrary Loan, Inventory (collections and facilities) Media, Microfilm, Reserve and Stacks Maintenance.
- Interlibrary Loan moved into the lower level since their department was combined with Media/Reserve.
- Davis library acquired the Shelf Check from the Stewart Library in June 2005. It's usage was low at Circulation on the main campus, so it was felt that the Self Check would be used more at Davis.

Internal Audit:

- An internal audit of the library was conducted by WSU's Internal Audit Department in the Fall of 2004.
- An audit of the library's collections was conducted which included the collections of Media, Reserve, General, and Microforms.
- An audit of the Cash Report and Cash Handling Procedures was conducted.
- An audit of Misty's and Heather's computers was conducted.
- The auditors were very please with all of the procedures and results from our departments' audits.

Projects:

- Job titles were simplified.
- Job descriptions were gone through, corrections and changes were made, and approved online.
- New procedures were followed for PREP's (Performance Review and Enrichment Program). Meetings with personnel were held, and all forms were conducted and completed online for the first time.
- Implemented policy and procedures for Community Internet Access Cards.
- A procedure was implemented to circulate Cassette tapes and Media Kits.
- Upgraded Docuteck Ereserve system.
- Upgraded ILLiad Interlibrary Loan system.
- Videos were placed in original cases and place on the floor.
- Procedure manual was created for Reserve.

Remodel:

- The entry of the library is being remodeled which has resulted in the decision to relocate and combine the Circulation and Media Services Desks into one service desk. The new Circulation Services Desk will be placed just north of the new entry and within the new construction zone.
- Meetings were held and floor plans were drawn up, discussed and modified several times.
- Plans for an Office Suite for Circulation Services Supervisors was planned, drawn up and modified. The office suite will take over the old computer lab room 30. It will have 7 workstations with new carpeting and new modular furniture. The sorting shelves and the book trucks will be located at the north end of room 30 and the student clock in and out station will also be located in room 30.
- Offices for the Stacks Manager/Evening Coordinator, Reserve/Media Coordinator, and Circulation Services Manager will be located just west of the new Circulation Services Desk. Viewing rooms and a former office will become these new offices.
- Microforms and the readers will be moved to the entry level also.
- We have had to move the Media/Reserve/Interlibrary Loan offices temporarily to accommodate construction issues more than once.
- We moved the Reserve/Interlibrary Loan collections to the Circulation Desk and closed down the Media/Reserve Desk.

Stacks Maintenance, Inventories, and the shift of collections:

- Relocated shelving to Room 32 to facilitate the relocation of Interlibrary Loan.
- Completed Inventory of the collection in November 2004 and directly began the new Inventory of the collection from the beginning.
- Created a new template to streamline the production of the inventory sheets.
- Completed the physical inventory of the facility and developed a new spreadsheet to better track the movement of items to compare with Facilities master inventory list.
- Media conducted and completed an inventory of the DVD, CD, Kits, VCD, 16mm and VHS Collections and Reserve Inventoried the Reserve Collection.
- Completed a shift to accommodate the introduction of the Auto Repair Manuals from Reference into the General Collection.
- Erected shelving in Room 90 to house Remote Periodicals and moved all the Remote Periodicals into Room 90.
- Relocated periodicals in the Q's, R's, and Z's into Remote Storage to facilitate the relocation of the M's.

- Completed the shift from the Z's to the N's, so the M's could be integrated into the stacks.
- Relocated the M collection back upstairs on the second floor with the General Collection.
- Relocated shelving for the Videos and Kits. Moved the Video collection and Kits to their new shelf location.

Student Budget:

- Total allowed: \$43,000; Total used: \$33,965; Total unused: \$ 9,035
- This savings was the result of using fewer student assistants at the service desks.

Usage Statistics Overview				
Type	July 2004 - June 2005	July 2003- June 2004	# up or down	% up or down
Circulation Checkouts	58,284	66,718	- 8,434	- 13%
Media Checkouts	11,644	9,308	+2,336	+25%
Reserve Print Checkouts	3,714	4,848	- 1,134	- 23%
Reserve Media Checkouts	3,262	3,602	- 340	- 9%
EReserve Checkouts	42,007	55,296	- 13,289	- 24%
Internal Use Print	37,961	47,095	- 9,134	- 19%
Internal Use Microforms	2,068	3,144	- 1,076	- 34%
Home Page Hits	1,579,348	1,513,022	+66,326	0.04
	(12 months)	(12 months)		
InterLibrary Loan Lending Requests Received	9896	9445	+459	0.05
InterLibrary Loan Lending Requests Filled	6291	6219	+72	0.0115
InterLibrary Loan Borrowing Requests Initiated	4856	5725	-869	- 15%
InterLibrary Loan Borrowing Requests Filled	3900	4903	- 1003	- 20%

*Media stats are up because videos now circulate.

2005/06 Goals:

1. Organize, combine, and move the Circulation, Media, Reserve, Interlibrary Loan departments into one service desk location, so all library materials can be checked out and picked up at one location.
2. Plan, organize, and setup the new Entry Level Circulation Services Desk to facilitate an orderly work flow. Schedule supervisors' desk time and set up the service desk so that the supervisors can perform many of their job duties while they are working the desk.
3. Move all Circulation Services supervisors into their new offices in the Office Suite, Room 30, and into individual offices. Organize and maintain these offices in a neat and orderly fashion to better facilitate work flow.

Library Systems

Over the past 12 months, Library Systems has been in a transition that has been aimed at integrating more technology and technological empowerment to library staff, faculty, and students of the Stewart Library. The recent implementation of self-serve printing and secured authenticated internet access have been major steps to increase services available to university students without decreasing levels of service offered to our community users. Additional efforts from the Systems department have been implemented that are intended to empower department managers with the ability to manage and control the Automated Library System (ALS) modules they and their departments use. The Library Systems Department continues to maintain a secure and dependable computer environment for the library by working closely with the office of the CIO, Network Management, library staff, and students. The Library Systems Department continues to uphold the computing standards of the university and the mission of the library. Below are a number of tasks completed during the 2004-2005 academic year.

Implementation of self-serve printing (Pharos): In an effort to increase printing services for students and decrease overhead costs associated with manual cash collection, the library has implemented the Pharos printing system. The Pharos printing system was introduced to the university by the Lampros computer lab in O4. This system allows students to pay for their printing with their university ID card. The library has taken additional steps to ensure that printing will continue to remain available for community users or visitors that do not have university ID. Library Systems coordinated and implemented this system with the cooperation of the university Wildcard office and the public service departments within the library.

Implementation of authenticated Internet access: In response to the ever increasing need to secure access to networks, mixed with the library's responsibility to respect the needs of all information seekers, the library has implemented a solution that satisfies both. Library Systems has installed and configured a gateway appliance that allows all patrons (University and Community) to access Internet resources via a secure authentication to the library patron database. The authentication gateway performs as a hardware firewall that protects the university network from unauthorized network protocols which protects patrons and the university network from digital malicious intent.

In-house training presentations: Library Systems had developed a number of online and in-person training presentations designed to educate library staff in various computer related topics. On-line instructions for installing and updating Microsoft Windows updates, installing and upgrading virus scanning software, and most recently a presentation (in-house) regarding the responsibilities of all computer users in regards to keeping their desktop computers reasonably secure from physical or digital compromise.

Relocation of Self-Checkout services to the Davis Campus: Library Systems has reconfigured and re-located the 3M Self-Check station to the Davis Campus Library. The Self-Checkout system allows patrons to checkout library material without the presence of a library staff member. Because the Circulation desk at the Davis Campus doesn't always have a library staff member on duty during the same hours the Davis Campus is open, the Self-Check system will undoubtedly be welcomed by students.

Circulation Privilege Matrix: The Circulation Privilege Matrix table that our Automated Library Systems (ALS) uses to compile fines, overdue, and checkout periods for library items was entirely re-structured to simplify the database and the process of augmenting, adding, or deleting exceptions to specified circulation privileges. What before was nearly 200 exceptions to the default 21 day circulation period based on borrower types and item types is now based on 7 grouped exceptions. Systems successfully redesigned the Circulation Matrix without any down time of the ALS. The extensive re-structure was entirely transparent to Circulation staff and is the first of several planned re-structuring projects Library Systems is performing behind the scenes to prepare for the addition of a third library location code: "WSU Davis."

Horizon location Davis creation: Library Systems has prepared the groundwork for the creation of a second logical library "location" within the Library's ALS that will exclusively serve the Davis Campus Library. The addition of this logical location into our main library catalog will provide better functionality of the Circulation modules and allow for better statistic gathering regarding the library collections housed at the Davis Campus. Library Systems is coordinating efforts between Reference, Circulation, and Bibliographic services in order to execute this task fully. Expected completion of this task is November of 05.

Initiative to expand ALS administration to department managers: Library Systems has begun efforts to expand many module specific ALS management routines to the department managers. The purpose of this is to empower managers to control various specifics within the ALS modules they and their staff use. This initiative is expected to increase the technological expertise of managers in regards to their own ALS modules.

Improved recovery and downtime: Library Systems continues to implement strategies and routines for dealing with server redundancy, data recovery, and hardware replacement. These efforts have reduced the amount of anticipated downtime (as a result of hardware failure) of production systems to a level of reasonable expectation by university standards.

Addition of Multi-Media classroom: Library Systems has recommended, coordinated, and will install and configure all necessary computer and AV components that will function in the latest Multi-Media classroom. Library Systems has worked closely with the Library administrative office and outside vendors to meet the physical, electrical, and data requirements for the room. Library Systems has also coordinated efforts with Instruction Services to ensure the equipment will meet their needs and the needs of their students. This task is to be completed by August of 05.

Ongoing success of the Library Website: Library Systems continues to manage and maintain the online presence of the Stewart Library. Efforts to meet the needs of web authors are continually addressed with technical expertise by the Web Administrator and the Systems Department. Revision and restructure of the database system that runs the library website has been performed in order to remove the original Oracle relational database engine and replace it with a more appropriate database system that requires no external management. This process has taken several months and has not resulted in any server/web-page downtime. With Oracle retired from service within the library's primary website, overall maintenance and anticipated down time of the website has been reduced considerably. Additionally, customized staff interface screens have been developed that facilitate real-time updates to database driven features of the website by authorized faculty/staff.

2005/06 Goals:

1. Training - In-house. Systems would like to develop a number of in-house training seminars on various subjects of computing nature that would appeal to library staff. The intention would be to facilitate use of computer tools and to assist staff users to increase their computer confidence and overall productivity.
2. Training - Library Systems Staff. There are a number of professional seminars being offered this academic year that would be highly beneficial if taken advantage of by the Library Web Administrator. Additional low cost seminars offered by Dynix would be highly valuable for the Horizon Systems Administrator and other library staff that use the Horizon modules.
3. Complete compliance with University Desktop Standards. This entails farming out all Windows operating system software that is pre Windows XP. Installation of low cost hardware routers onto high risk desktop computers. Investment into Embedded Firewall technologies should be evaluated.
4. Continued involvement of Department Managers into back-end Horizon administration in regards to the modules they operate. This process will foster greater knowledge of the system capabilities among management staff and will empower managers with the ability

to directly control specific aspects of their Horizon modules.

5. Systems is continuing the development of an internal equipment inventory which is driven with a real-time database and web interface. Database development of this systems allows for generic to specialized inventory searching and storage. This system is developed to meet the needs of Systems and Library equipment.

6. Systems is expecting to retire and replace at least one production server that no longer meets the operating requirements of the software it runs. This server serves the public access catalog which is a core service of the library Systems anticipates having this equipment in place in December ready for production of May 2006.

7. Library Systems in coordination with Cataloging and Circulation will be implementing a new library location code for the Davis Campus library this will facilitate better use statistics and improve overall organization of cataloged items. Continuation on this project is currently pending until the construction going on in the library is completed.

Reference & Information Services

Reference Services

Strengths: A well trained, patron oriented team with only 1 unfilled position as of 8/05.

Weaknesses: Empty Arts & Humanities position.

Opportunities: Adapting reference services to a changing environment, particularly after the remodeling.

Threats: Varied responsibilities of most Reference team members, uncertainty about changes due to remodeling.

2004-2005 Goals:

1. Reconsider current staffing patterns in view of Stewart Library needs and WSU Davis statistics.

Don & Jill were used to cover the reference desk at Stewart Library. This worked well in that it freed up librarians and folded Don & Jill into library culture while strengthening their reference skills. Due to Jill's maternity leave and current part time status, this is on hold until Jill returns to full time status in January 06.

2. Continue to market WSU Davis services

Don & Jill are active in the Davis community, attending team meetings, providing displays and talking with instructors. Subject librarians are also doing an increasing amount of work with Davis faculty and students.

3. Continue to assess success of current offerings and identify needs.

The patron satisfaction survey was administered in Spring 2005 at Stewart Library.

4. Work to develop methods of assessing not just patron satisfaction, but also patron needs they might not recognize, as well as our success at meeting such needs.

Due to lack of staffing, this goal was tabled until 2006.

5. Develop a program of professional development for Reference Team members.

Due to lack of staffing, this goal was tabled until 2006.

Reference also dealt with two new projects:

1. Beginning May 2005, we implemented authentication via Blue Socket in the Reference area.

2. Beginning May 2005, we implemented Uniprint self service printing.

2005-2006 Goals:

1. Adapt services as necessary to deal with changes resulting from remodeling

2. Work to develop methods of assessing not just patron satisfaction, but also patron needs they might not recognize, as well as our success at meeting such needs.

3. Develop a program of professional development for Reference Team members.
4. Now that remote storage is available, we would like to begin weeding the collection again.

WSU Davis Library

Strengths: A trained, patron oriented staff providing excellent and innovative services

Weaknesses: Smallness of facility

Opportunities: Provision of all basic library services and weekday courier to main library, establishing the library as an important presence on the Davis campus.

Threats: Long hours and small staff

2004-2005 Goals:

1. Market library to Davis campus community. Don & Jill
 - A. *Continue to develop and rotate displays of library books, covers and handouts. One display coordinated with the University's Sexual Assault Awareness Campaign.*
 - B. *Work with Davis FYE as one stop on a treasure hunt to introduce new students to the building.*
 - C. *Work with subject librarians to email faculty and staff about new services, displays and collection items.*
2. Assess success of current offerings and identify needs.
 - A. *The WSU Davis Library again took part in the Davis campus services assessment survey. The survey shows an increase in use of services by faculty, staff and students, but the numbers are still low, about one half of the faculty surveyed never use of the facility. The faculty survey indicates that services used the most are: materials delivery (including ILL), reserve and using the collection. Of those who use the library, over 95% rated the service and facility highly.*

The student survey indicates that only about 45% of students use the library. Of the ones that do, about 30% are neutral to satisfied with the library, 6% were very satisfied and slightly over 3% were dissatisfied to very dissatisfied. Comments and the Student Focus group report that they wish the library was larger and that it and the info commons had longer hours.
3. Self check station and accessibility station were added and are now functioning.

2005 - 2006 Goals:

1. Market library to Davis campus community. In particular, work with subject librarians to increase their presence at Davis.
2. Assess success of current offerings and identify needs by continuing to take part in Davis surveys. Consider doing library only or info commons only surveys.

Government Publications

Strengths: Solid core collection and well trained staff

Weaknesses: Need to continue to improve methods of identifying missing materials

Opportunities: Continue movement of resources to the web

Threats: Uncertain direction and future of depository program

2004 - 2005 Goals:

1. Catalog the rest of the map collection, beginning with the CIA maps and moving to the topographical maps to improve access to the collection. Bibliographic Services has agreed to this.

Approximately one half of the maps have been cataloged at this point.

2. Continue to work to publicize and market the great number and wide variety of resources available from the government.

We continue to display new print materials, but need to develop a better way of publicizing new online materials.

3. Stay current with possible changes in the FDLP (depository) program.

The FDLP is still moving materials to electronic format, but there have not been as many new features this year.

4. Continue to weed the paper collection as more resources become available online

This process continues

2005 - 2006 Goals:

1. Work to develop a consistent method of providing and publicizing links to electronic government publications.
2. Continue to weed the paper collection as more resources become available online
3. Continue cataloging the map collection.

Electronic Resources

Strengths: A large variety of resources covering most areas taught at WSU

Weaknesses: Increasing costs of resources coupled with decreasing budgets

Opportunities: Provision of an ever increasing number of services via the web with consequent patron empowerment.

Threats: Decreasing budget and lack of staff make it difficult to keep up all resources and services.

2004 - 2005 Goals:

1. Finish database section of Electronic Resources database, including use statistics.

Work continues but is not complete due to staffing gaps. The Electronic Resources Coordinator has begun taking responsibility for strictly journal databases, such as Blackwell Synergy and BioOne. She will take on more databases as soon as the Standing Order Database is done.

2. Working with subject librarians, determine a way to establish the best electronic resources for the library given need, use, cost, and budgetary constraints.

Work has begun on this. Statistics are now available for most databases and the information is being entered into the database.

3. Continue to market resources.

We continue to provide displays and once again provide magnets. Subject librarians also provide updates on resources to their faculty. However, we need to continue exploring ways to publicize new resources to students at large.

4. Working with appropriate teams, determine the best way to provide access via the Library's web page.

The teams worked with the webmaster to develop a revised database finder and new editor. The revised database finder is active and the editor is being tested and should be live by the end of August 2005.

2005 - 2006 Goals

1. Finish database section of Electronic Resources database, including use statistics.
2. Working with subject librarians, determine a way to establish the best electronic resources for the library given need, use, cost, and budgetary constraints.
3. Continue to market resources.

Reference & Information Services Statistics:

Questions:

The number of reference/research questions answered this year was 11,911, a decrease from last year's 12,851, of almost 10%. Given that the team's perception of load at the desk is such that they've extended double staffing until 2:00pm, it seems likely that this decrease is more reflective of our method of gathering statistics. However, it is also possible that the construction has played a role as well. It is also a possibility that more people are using electronic reference formats. 319 Ask a Librarian questions were answered, an increase of over 60% from last year. 886 Live Chat questions were answered or about 2.6 a day. This is almost double the estimated 1.5 a day last year. If you add Live Chat questions to the total, then reference answered a total of 13,116, a slight increase. The WSU-Davis Library service desk answered over 2000 questions. Due to a change in the way the statistics were kept, this figure can't be compared to last year. WSU specific statistics for the UALC 24/7 chat are not available; the service ends Summer 2005.

Reference Survey:

The survey was based on the 2002 survey, but questions on signage, guides, the reference collection and physical arrangement were dropped in favor of questions asking why the students used the library.

There were 239 responses, 199 during the day and 40 evening. As before all but a few questions received a satisfied to highly satisfied response, with most responses being fairly to highly satisfied. Once again Reference staff got high marks for approachability. Ratings for both amount of help and amount of time spent dropped slightly (2%-4%) and based on comments, probably reflect staffing shortages during busy periods. This is reflected in a 2% drop in overall Reference performance. Of those who had used the chat service, all were at satisfied and the majority were highly satisfied. The greatest use of the area was to do research (79%), get help from librarians (21%), study (18%), use word processors (10%) and do online classes (4%) (Students could mark multiple choices).

Services that meet or exceed expectations include: website and databases, staff helpfulness and approachability, availability of computers, live chat, learning how to use resources.

Services that don't meet expectations include: Chat (not sure if 24/7 or WSU, response time was the problem), lack of USB drives, lack of staffing, lack of uniprint and problems understanding website.

Most important thing we can do improve service: more staff, uniprint, new computers.

Several of the problems relate to the lack of staff - this has been addressed with the new hires

and the increase in double staffed hours. Uniprinting has also been added. Hopefully we will get new computers in the next year which will address both the USB and other computer related issues.

LIBRARY STATISTICS
Comparisons: 2003/04 - 2004/05

SERVICES:	2003/04	2004/05
Checkouts:		
Print	66,718	58,284 (-13%)
Media	9,308	11,644 (+25%)
Reserve Checkouts:		
Print	4,848	3,714 (-23%)
Media	3,602	3,262 (-9%)
E-Reserve page hits	55,296	42,007 (-24%)
Internal Use - print	47,095	37,961 (-19%)
Internal Use - microform	3,144	2,068 (-34%)
ILL Lending		
Requests received	9,445	9,896 (+5%)
Requests filled	6,219 (66%filled)	6,291 (64%filled)
ILL Borrowing		
Requests received	5,725	4,856 (-15%)
Requests filled	4,903 (86%filled)	3,900 (80%filled)
Home Page hits	1,513,022	1,579,348 (+4%)
User Assistance:		
Archives	33	26 (-2%)
Circulation Services	20,542	19,500 (-5%)
Media	5,229	3,482 (-33%)
Reference	10,582	10,641 (+5%)
Special Collections	106	84 (-20%)
Reference Assistance:		
Archives	88	110 (+25%)
Reference	9,825	9,365 (-5%)
Ask a Librn.	141	171 (+21%)
LiveChat	NA	857
Special Collections	353	348 (-1%)
Research Assistance:		
Archives	50	47 (-6%)
Reference	2,751	2,546 (-8%)
Special Collections	90	57 (-37%)

Classes & Instruction Sessions:		
HU 115	2	0
LibSci 1704	17	23 (+35%)
LibSci 2201	7	4 (-42%)
LibSci 2704	1	1
English 2010	122	110 (-9%)
FYE	27	21 (-22%)
Course Integrated	189	103 (-45%)
Other (tours, etc.)	37	14 (-35%)
Resources Added:		
Print volumes*	11,803	9,195 (-22%)
Audio Recordings	185	333 (+80%)
Video Recordings	815	486 (-40%)
E-books	6,185	196
E-journals/serials	8,467	2,238
*Includes units cataloged, standing order volumes received, and bound periodical volumes added.		



jh/library statistics.comparisons.wpd