

**STEWART LIBRARY**  
**Annual Report**  
**2006/07**

**I. OVERVIEW.**

This busy and productive year in the Stewart Library continued to include a number of exciting renovation projects! The \$1.2 million renovation that began in May 2005, and completed in late October of that year, removed the massive concrete stairs and walkway on the west side of the building and created a new entrance by enclosing the unsightly breezeway that had separated the north and south wings. The new entrance, staircase, and atrium significantly enhances the appearance of the library and, with the relocation of the Circulation Desk to the lower level and the consolidation of Circulation Services, access to these services is much improved.

Unfortunately, problems with the new concrete stairs became apparent almost immediately. The roughness of the material, which caused some to trip and fall, combined with chipping and staining, led the campus and DFCM to determine they did not meet campus standards and would be torn down and replaced with terrazzo stairs. The removal of the concrete stairs and installation of the new staircase began in late June 2006, and was completed six months later in mid-November. The terrazzo stairs are much more aesthetically pleasing and have eliminated the problems experience with the previous concrete stairs.

The generosity of Hetzel-Hoellein Foundation, the Dee Family Foundation, and Jean Anne Waterstradt enabled the library to completely renovate the public areas of Special Collections to create the Hetzel-Hoellein Room, the Thomas D. Dee Reading Room, and the Waterstradt Seminar Room. This was a major project that took nearly a year, making the space unavailable for classes or events for most of that time. Now completed, the renovated areas look beautiful and the state-of-the-art technology added in the Hetzel-Hoellein Room has significantly enhanced its functionality.

Another remodel project taking place in the library this past year was the renovation of rooms 57 and 58 on the south side of the lower level to create an office suite to house the Teaching, Learning & Assessment, Bachelor of Integrated Studies, and Undergraduate Research programs. According to the directors of the three programs, they are very pleased with their new space and furnishings.

The year was also filled with opportunities - opportunities to strengthen collections, improve services, expand technology, and increase private gifts. The collections continue to improve. More than 9400 printed volumes, nearly 1100 videos, and 5700 electronic journals and other online resources were added in 2006/07. The use of online resources is reflected in the number of visitor sessions on our website, totaling more than two million sessions, an increase of nearly 13%. The library's 290 instructional sessions and 62 classes provided information literacy instruction to nearly 8000 students and community members. Library faculty and staff answered more than 13,000 reference and research questions and 35,000 directional/user assistance questions. Use of "Live Assistance," our online reference service, increased by more than 39%.

The library continues to benefit greatly from the generosity of its donors and we are exceedingly grateful to them. Gifts during the past year totaled more than \$574,000. Funds from the Stewart Education Foundation and gifts to the Utah International Center enabled us to purchase CONTENTdm software and the other equipment needed to implement a digitization program that will make some of our unique collections accessible on the internet. Collections digitized thus far include the *Utah Construction/Utah International Annual Reports* and the *Thomas and Annie Taylor Dee Collection*, which includes the *Dee Family Photographs* and the *Thomas D Dee Marriage Register*. Future digitization projects include WSU Yearbooks, the papers of David Eccles, and Historic Ogden Photos and Collection. The library's digital collections are included in the Mountain West Digital Library Collections.

## **II. Library Priorities - 2006/07**

Informed by the university's planning process and institutional priorities, the library developed a strategic plan that will guide our efforts for the next three to five years. Emerging from our planning process were three initiatives we identified as priorities for 2006/07. This section of the report lists achievements in support of those priorities.

### ***Maintain a welcoming, attractive facility that serves as a gathering place and encourages research and student engagement.***

The overall attractiveness of the library was significantly improved with the recent renovation that created new entrances, an atrium, and a "way-finding" staircase. Since the completion of the renovation, there have been several additional improvements to the building that make it more attractive and welcoming for students, faculty, and community patrons.

- \* A Resource Commons area for group study and student congregation was created in space formerly occupied by the circulation desk. The internet café environment of this technology friendly space is extremely popular with students. The area provides wireless access to the university network and internet and includes desktop computer stations, laptops for in-house check-out, 2 LCD projectors, a scanner, and group study and conference space. Additional public computer stations were also added on the upper and lower levels of the building.

- \* Displays of artwork, crafts, photography, and realia from the collections. An additional plus resulting from the renovation is the availability of space for mounting exhibits and displays. An exhibit of art by WSU faculty, staff and alumni, displays on POW's in Ogden, World War I, and an exhibit of the photographs of Ogden photographer Charles MacCarthy were featured this past year. Students frequently express their appreciation of the displays and exhibits and several have said they used the theme of an exhibit as the topic for a research paper in one of their classes.

- \* In response to frequent requests from students, eating and drinking restrictions were relaxed and more "quiet study" areas were created. Nearly the entire upper level is now designated as a quiet study area. Feedback from students on this change has been very positive.

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

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

- \* Revising the Information Navigator course and moving the content to WebCT.

- \* Identifying core outcomes for the IL requirement and, based on the outcomes, revising assessment plans for each type of instruction.

- \* Implementing a process for developing a new core curriculum based on the revised learning outcomes. This new, interactive course will replace the current WebCT 1704 and the TIP tutorial.

- \* Revising and updating all information literacy related Web pages.

- \* Implementing the use of the Turning Point student input/surveying "clicker" devices and software.

*Strive to ensure that access to digital resources is available on a 24-hour per day, 7-day a week basis.*

Focus groups, surveys, and use statistics clearly indicate that WSU's students and faculty want 24/7 access to library resources. While maintaining the stability and security of the library's information technology is an ongoing priority, a number of improvements were accomplished during the past year:

- \* Condensed multiple dedicated systems into virtual server environments on a single hardware platform. Implementing a virtual server environment will reduce anticipated down time due to hardware problems by approximately 90%, as well as reduce operating costs. Additionally, disaster recovery and data redundancy are more easily performed with virtual systems.
- \* Increased security measures coupled with greater user convenience were applied to the processes of accessing the internet from within the library and for remote access to its licensed subscription databases. To accomplish this, the library worked closely with Academic Computing and Network Management to establish new protocols for providing secure and common authentication to the university's central personnel database while continuing to maintain applicable services for the library's community users.
- \* Re-designed most of the limiting attributes used in the online public access catalog. The re-design improved the accuracy and usability of the searching limits and new limiting attributes have been added for manuscripts, music scores, and multiple languages.
- \* Added visual content (pictures and graphics) into bibliographic records for serials with electronic holdings.

#### **2007/08 Priorities:**

We have identified the following priorities for 2007/08:

- \* Complete the development of the new core curriculum for the Information Navigator course and beta test it in Spring Semester.
- \* Expand the digitization program to improve access to primary source material.
- \* Assess staffing needs in the public services areas and re-allocate resources to meet those needs.
- \* Conduct a work-flow/systems analysis of the Bibliographic Services area to improve efficiency and to more fully utilize the capabilities of the Horizon Integrated Library System.
- \* Collaborate closely with the Development Office and the Office of Sponsored Projects to increase the number of grants and proposals written on behalf of the library.

Accomplishments in support of these priorities will be discussed in the 2007/08 annual report.

### III. Ongoing Goals

In addition to the three to five priorities we will identify for each year, the library has several primary and ongoing 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.**

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

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

**Library Holdings (Information Resources)**

	2006/2007	2005/2006	2004/2005	2003/2004	2002/2003	2001/2002	2000/2001
Bound Volumes	540,613	533,759	525,106	520,538	509,597	493,744	479,225
Electronic Resources	23,312	17,632	16,824	12,238	7,761	2,937	2,782
Journals (Current Print Subscriptions)	1,555	1,711	1,716	1,711	2,353	2,331	2,309
Government Pub. (Unbound)	222,247	221,283	208,676	223,546	225,411	219,690	218,006
Audio Recordings	8,578	8,477	8,469	9,947	9,794	9,406	9,084
Video Recordings	10,685	9,946	9,461	9,155	8,363	6,712	5,708
Maps	66,240	65,675	65,151	65,619	64,894	64,529	63,352
Microforms (Fiche and Film)	587,794	579,349	605,175	595,834	584,461	563,362	540,194
Kits	639	610	614	610	786	749	678
CD-ROMs	1,445	1,458	1,449	1,633	1,552	1,381	1,149

\*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 have expanded their liaison efforts by meeting more regularly with faculty and providing additional reference/research assistance in the colleges. As a result of this collaboration, the collection is increasingly more focused and relevant to the curriculum.

Providing course integrated, subject specific instruction to inform students and faculty of library resources available in their areas of interest is essential if those resources are to be used. During the past year, subject librarians taught more than 100 of these sessions.

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 continues to be made in improving the quality and relevancy of the collections. The validity of these perceptions was affirmed in the positive review and commendation received from the Northwest Commission on Colleges and Universities Evaluation Committee in 2004 and, more recently, in the program reviews of a number of academic departments.

**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 187,000 per month, for an annual total of 2,241,126 sessions, an increase of nearly 13% over the previous year. The large increase in the circulation of materials is the result of a change in policy that allows videos to be checked-out and the inclusion of Ereserve check-outs. While not shown in this table, use of printed periodicals and journals continues to decline, which follows a national trend and confirms that students and faculty prefer to use ejournals when given a choice. Nearly 8000 individuals received instruction on using the library and its information resources and more than 48,000 questions were answered at our various public service desks.

**Utilization of Resources and Services**

	2006/2007		2005/2006		2004/2005		2003/2004		2002/2003		2001/2002		2000/2001	
Circulation Statistics:	130,415		106,126		116,933		143,527		147,329		145,879		148,583	
Web Site Visitor Sessions:	2,241,126		1,986,294		1,579,348		1,985,725		326,378		288,339		250,729	
Reference/Research Assist.:														
No. of Questions	13,290		15,478		13,501		13,220		12,276		12,670		15,931	
User Assistance:														
No. of Questions	35,002		44,763		33,733		39,968		38,723		34,108		34,668	
Instructional Sessions:	Sessions	Students												
Course Integrated	100	1,945	145	2,161	103	1,828	191	3,483	169	2,419	159	2,902	163	3,045
English 1010 & 2010	122	2,301	125	2,646	111	2,399	111	2,574	101	2,152	100	2,199	96	2,248
FYE (First Year Exp.)	19	349	21	443	21	374	27	498	29	609	19	383	28	595
Other	49	968	30	350	14	231	36	408	33	442	24	260	46	970
Totals:	290	5,363	321	5,600	249	4,832	365	6,963	332	5,622	302	5,744	333	6,858
For Credit Classes:	Classes	Students												
Humanities on the Internet	1	30					2	60	2	60	2	60	2	60
Information Navigator	40	1,953	41	2,154	29	2,035	22	2,277	14	1,543	13	1,017	12	599
Library Skills	4	89	4	98	8	210	8	211	8	216	8	224	8	251
Info. Resource (Business)	5	84	2	79	2	64	1	27						
Info Resource (Soc. Sci.)	2	28	2	34	1	18								
Totals:	62	2,483	49	2,365	40	2,327	31	2,430	31	2,397	20	1,424	18	823
Ereserve Page Visitors:	37,605		46,308		42,007		48786		44525		37774		10274**	
Interlibrary Loan:														
Lending Requests	8,077		8,905		9,896		9,486		8,847		8,805		7,682	
Borrowing Requests	5,821		6,208		4,856		5,724		4,351		4,338		4,560	

**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 with library services 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 FYE sessions. Evaluation data continue to indicate a high level of student satisfaction with library instruction.

In addition to student evaluations, enrollment and successful completion rates are tracked in our for-credit classes. Of the 2483 students who took one of our courses in the past year, 79% 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 expected responsibilities for 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 home page. Suggestions are collected regularly and, when practicable, implemented. Suggestions received during the last year included providing lap-tops that could be checked-out for use in the library, expanding the number of computers on the top level of the building, providing more group study and quiet study space, and allowing videos to be checked-out. These suggestions, and many others, were implemented.

In the coming year, we intend to:

- \* Conduct another student satisfaction survey.
- \* Establish a focus group to assess user satisfaction with our website.
- \* Develop techniques to better assess the effectiveness of reference service

**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

**Stewart Library Budget**

	2006/2007	2005/2006	2004/2005	2003/2004	2002/2003	2001/2002	2000/2001
E & G Base:							
Salaries	1,609,192	1,560,037	1,520,444	1,484,777	1,471,594	1,483,766	1,379,951
Info. Resources	902,735	902,735	902,735	952,735	987,217	1,066,347	1,066,314
Operations	50,000	50,000	50,000	0	0	0	18,000
Hrly Wages	79,259	85,144	75,820	25,000	25,000	12,945	29,203
Travel	0	0	0	0	0	0	0
Benefits	714,782	661,886	638,505	588,612	561,330	564,931	526,864
Total:	3,355,968	3,259,802	3,187,504	3,051,124	3,045,141	3,127,989	3,020,332
Legis. 1-Time:							
UALC							
Ongoing	215,040	219,204	219,204	219,204	219,204	220,606	183,000
UALC							
1-Time						27,500	
Software							
Hardware							
Server							
PC's							
Total:							
Gifts:	574,526	1,222,617	390,254	366,076	176,329	571,840	423,061
Totals:	4,145,534	4,701,623	3,796,962	3,636,404	3,440,674	3,947,935	3,626,393

In 2006/07 gifts to the library totaled more than \$574,000 . Large gifts were received from the following individuals and foundations:

Stewart Education Foundation  
Elizabeth D.S. Stewart Annuity  
Jean Anne Waterstradt

Edmund and Jeannik Littlefield Foundation (in support of the Utah International Center)  
Phyllis C. Wattis Foundation (in support of the Utah International Center)  
The Kimball Foundation (in support of the Utah International Center)

#### **IV. Strengths and Challenges.**

##### **Strengths** include:

- \* A knowledgeable faculty and staff with a strong commitment to focusing on the needs of patrons.
- \* Ongoing improvements to the print and electronic collections and the ease of off-campus access to our e-resources.
- \* The information literacy focus of our instruction program.
- \* An assessment process that informs our efforts to improve services and enhance resources.
- \* A high level of user satisfaction with our resources and services.
- \* The ongoing support of the Stewart Education Foundation and other donors.

##### **Challenges** we face:

- \* Continuing increases in the cost of 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 continue the traditional services students and faculty still want and expect.

#### **V. Staff.**

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

##### **New arrivals:**

Susan Highsmith, Digital Projects Assistant  
Melissa Johnson, Manuscript Processor  
Jill Walker, Information Literacy Assistant

##### **Resignations:**

Janell Peterson, Bindery Assistant

##### **Tenured/Promoted:**

JaNae Kinikin was tenured and promoted to associate professor.

#### **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 97% 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.

## **Grants & Awards:**

JaNae Kinikin, Megan Davis, Kathy Payne: “*Information Literacy Pilot Tutorial for Ogden School District High School Students.*” Hemingway Grant. \$13,885.

Sandi Andrews, Carol Hansen: Digital Microform Scanner & Printer Lab. Academic Resources and Computing Committee (ARCC). \$5,739.

Chris Hauser: Multimedia Classroom Upgrades for the Stewart Library. Academic Resources and Computing Committee (ARCC). \$6,140.45.

John Sillito: “*My Happiest Mission: Madeleva in Ogden, 1919-25.*” Research, Scholarship and Professional Growth Committee. \$875.00.

## **Faculty Presentations:**

Megan Davis

“A Semi-Structured Interview Study of High School Library Media Specialist in Weber and Davis Counties.” MPLA Conference, March 2007, Albuquerque, NM.

Megan Davis (and others)

“The Changing Landscape of Libraries: How Far into the Future Can We See?” Utah Library Association Conference, May 2007, Provo, UT.

Ed Hahn & B. Fagerheim

“Tips for Locating Information on Private Companies and Local Businesses.” Utah Library Association Conference, May 2007, Provo, UT.

Ed Hahn, B. Fagerheim, L. Camacho, & A. Spackman

“Helping Utah Businesses Serve the Latino Community.” Utah Library Association Conference, May 2007, Provo, UT.

Carol Hansen, D. Selbert, & A. Armstrong

“Adapting Best Practice to Global Perspectives: Assessing Information Literacy Learning in the Arab World.” Association of College and Research Libraries 13<sup>th</sup> National Conference, March 2007, Baltimore, Maryland.

Carol Hansen, K.C. Lance (keynote), T. Cosgrove, L. Wangsgard, & G. Loutensock

“The Library Effect: Preparing Students for the 21<sup>st</sup> Century.” Utah Library Association, Great Issues Forum, October 2006, Salt Lake City, UT.

Wade Kotter

“On the Trail of ‘All is Well’”, Mormon History Association Annual Conference, May 2007, Salt Lake City, UT.

John Sillito

“My Happiest Mission: Madeleva in Ogden, 1919-1925.” Holy Cross History Association, June 2007, Stonehill College, North Easton, MA.

## VII. Library Services.

The following section of the 2006/07 Annual Report provides an overview of the accomplishments of library departments during the past year and lists departmental goals for the coming year.

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### Archives and Special Collections

#### I. Narrative Overview

Like many other areas in the library, Special Collections and Archives stands at an important "transitional" crossroads. In many ways we continue to provide a variety of services—processing, reference, patron assistance etc—in the same way we have done for many years. On the other hand, we are increasingly moving into a digital era which provides incredible opportunities, and numerous challenges. I remain convinced that the most important factor in addressing this challenging time remains a firm commitment to the basic principles of archival theory, including provenance, original order and records integrity.

I am pleased that several of my personal goals identified for 2006/07 were achieved, again with broad support from others. While it was decided that at this time, I would not prepare an LSTA grant to make the Ogden POW collection accessible on the web, I was able to make strides in oral history, work closely with other repositories to undertake joint projects, and devote more time to working with potential donors.

The following report examines some of the activities, accomplishments, challenges, opportunities and goals facing Special Collections and Archives in the coming academic year. Moreover, it addresses the ways in which both areas play an integral role in meeting the Stewart Library's Strategic Plan.

#### II. Activities/Accomplishments

##### A. Personnel

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

**Sarah Langsdon** attended the ARMA Utah Chapter meeting on Records and Disaster in Salt Lake in April and the CIMA Fall Caucus in Logan as well as was involved in the Utah Manuscripts Association LSTA grant as part of the EAD Best Practices Guidelines Committee.

**Patti Umscheid** attended the CIMA Fall Caucus in Logan, and the ARMA Utah Chapter meeting on Records and Disasters in Salt Lake in April.

**Briana Beckstrand** attended the CIMA Fall Caucus in Logan

**Melissa Ann Johnson** was recently hired to a 3/4 time position as a processor. She completed the Ron Younger Collection, and is currently finishing the Richard Roberts Collection. As part of her responsibilities, she produced an excellent guide to our Mormon archival and manuscript holdings, which was distributed at the research fair of the Mormon History Association.

**Ashley Allen** as mentioned elsewhere, was employed on a contract basis to process the Defense Depot of Ogden (DDO) architectural drawings.

## **B. Statistical Report**

During the past year, Special Collections added 142 linear feet of material. Significant additions in Special Collections include the George E. Peterson Collection, Nathan Mazer Collection, Eccles Lumber Company Collection, the Delecta B. Moench Student Notebooks, additions to the Chet Olsen Collection, and the Weber County Ledgers .A major task was completed through the processing of the DDO Architectural drawings collection. These records deal mostly with renovating, remodeling, and updating the buildings at DDO between the 1940s and the late 1990s. The earliest drawings deal with the original construction of the buildings, as well as drawings of the Interment Camps or POW Camps. Additionally, some of the drawings are of the conversion of POW structures for other purposes. In order to complete this collection we hired Ashley Allen—a processor with experience in this area—as an independent contractor.

During the past year, Special Collections hosted a total of 34 events and outreach activities which brought 3426 people into the library. These included events sponsored by the Stewart Library, Friends of the Stewart Library and programs co-sponsored with the Colleges of Arts and Humanities and Social and Behavioral Sciences, the English and History departments, Honors, Women’s Studies, and the President’s Office.

In addition, a number of meetings and classes were held in the Archives Reading Room. These included three Honor’s classes, several Utah Manuscripts Committee meetings, as well as meetings sponsored by the Teaching and Learning Forum and Community Based Experiential Learning. (These figures will change in the coming year due to the decision we made to only use the Archives Reading Room for archives research.)

During the past year Archives added a number of important record series. Among them are records from the President’s Office, Board of Trustees, Academic Affairs, Honors and Dumke College of Health Professions. Additionally, papers were received from faculty members Richard Sadler and Richard Alston. We also were able to work with a group of students who were conducting research on John G. Lind, a former Weber faculty member. Hopefully this class project will lead to a permanent display in the building bearing his name.

## **C. Usage Figures**

### **Patron Assistance**

Special Collection	165
Archives	136

### **Reference Assistance**

Special Collections	455
Archives	230

### **Research Assistance**

Special Collections	284
Archives	69

### **Event Attendance**

Special Collections	3426
Archives	518

### **Resources Added (linear feet)**

Special Collections	
a. manuscripts	128
b. photographs	14

### **III. Challenges**

One of the most important challenges facing our departments concerns staffing. As noted, we were successful this year in employing Ashley Allen on a contract basis to process the DDO architectural drawings. I believe we need to pursue the possibility of increasing our part-time staff. This may require other short-term, contract employees. Central to that will be increasing efforts to identify and secure outside funding sources.

At some point I believe we need an additional full-time staff position to assist with oral history, digitization and processing. In part, some additional oral history activities will be enhanced by utilizing approximately one-third of Ruby Licon's contract during the coming academic year.

Another on-going challenge revolves around the commitment of the Library, and particularly Special Collections, to activities associated with the Utah Construction/Utah International collection. In order to maintain and expand those efforts—while simultaneously pursuing other aspects of our mission—we will need to add additional personnel.

### **IV. Opportunities**

An important opportunity came this year when we were designated by the Utah State Archives as a "regional repository," with specific authority to acquire, process and make available the documentary heritage for Weber and Davis counties. Such a designation formalizes—and enhances—our previous commitment to these areas. While we are at the beginning of this process, I am confident it will prove to be significant long term..

Similarly, the recent successful LSTA grant, which places us in an important EAD project with five other major repositories in the state, will not only allow us to put our manuscript registers in a compatible format, but enhance both our outreach to scholars and our acquisition strategy.

It is increasingly evident that oral history represents an important means of adding to the documentary holdings of both Special Collections and Archives. While this is not new, and both departments recently and in the past have engaged in oral history activities, an important step has been taken by combining department staff with others in the library to accomplish the conducting, editing, and cataloging of the interviews, while making them available to a wider audience.

Digitization is another area that represents opportunities for both departments. I believe a great deal has been accomplished in the past year. I along with the staff of both departments, look forward to working collaboratively with others in the library to accomplish a great deal in the coming year.

As noted above, additional personnel may be needed to successfully deal with oral history and digitization.

### **V. Goals**

#### **2006/07 Goals**

In assessing the goals outlined in the 2006/07 departmental annual report it is clear—and not unexpected—that many of them represent on-going activities. Still others were accomplished during the past year.

In Special Collections we completed the processing of the Becker Beer, Richard Roberts and Ron Younger collections. We relocated the Utah Construction/Utah International collection adjacent to the Thomas D. Dee Reading Room. Indeed, finishing the remodeling of the reading room—accomplished with considerable help from the University Librarian's office—represents an important step forward.

In Archives important steps were taken to refine the organization of the stacks, update the accession log and location register, and identify resources for digitization.

Another major undertaking for the staff during the past year, and one of our stated goals, was hosting the Spring meeting of CIMA.

## **2007/08 Goals**

### **Special Collections**

1. Shift all collections including the *Ogden Standard*
2. Update the location register
3. Complete the processing of the Levi Peterson papers
4. Complete processing of the Richard Roberts collection.
5. Reconfigure Special Collections workspace

### **Archives**

1. Rearrange stacks to consolidate same series numbers in close proximity to one another
2. Arrange, date, identify (if possible) miscellaneous photos from campus departments and catalog
3. Revamp the "retro" vertical files so that the information is noted in the location register for easier access
4. Complete the re-cataloging of the Moorman papers
5. Complete processing of currently held records from Academic Affairs

## **VI Strategic Plan**

As part of the Stewart Library's Strategic Plan, 2006/09, eight planning initiatives have been established. Several activities of Archives and Special Collections dovetail with those strategic initiatives:

I The newly created Thomas D. Dee Reading Room provides an excellent and welcoming space for researchers using the printed and manuscript materials in Special Collections.

III Participation in the LSTA grant to provide common, on-line, EAD-searchable, registers ties the Stewart Library to other repositories in the state.

VII Increasing digitization in Special Collections makes unique resources more widely available.

Oral history represents an important outreach opportunity with the local community.

A variety of exhibits, including the McCarthy photographs and the World War I exhibit—both using Special Collections materials represent excellent outreach with the local community.

As part of the acquisitions process, Special Collections plays a key role in seeking to enhance the Stewart Library's efforts to enhance the library's operating budget with endowments, grants and private gifts.

VIII As the official repository of university records, Archives provides excellent storage and service for records with historical, legal, fiscal and evidentiary value.

## 2006/2007 Circulation Services Annual Report

### I. Brief Introduction:

Circulation Services had a busy year dealing with the re-modeling of the main staircase, opening and closing the temporary North entrance, learning individual departmental procedures, and working more time at the service desks all while performing day to day duties.

### II. Activities and Accomplishments:

**Achieving Excellence in User Services** (Initiative 1) starts with a better trained staff that serves its patrons in a more effective and efficient way. In the Summer of 2006, Circulation Services held training sessions to inform all team members of the numerous duties performed daily within our department. Circulation Services staff members are devoting more time at the service desks to better serve patrons and to keep more in tune with the needs of patrons.

Maintaining a welcoming facility for our patrons was challenging due to the re-model of the Library's main stairs last Summer and Fall. Even so, we tried to help patrons overcome the obstacle of the blocked staircase by making signage for directions and temporarily re-opening the North Entrance.

In May 2007, the Blue Socket Temporary Log In Procedure and Policy was created and the Internet Access Card policy was updated to better serve our community patrons and better secure the Library's computers. In August 2006, a Disruptive Children in the Library Policy was created to ensure a library atmosphere that encourages research and study for all patrons.

To **Develop and Manage Information Resources** (Initiative 2) last Summer, Systems, Cataloging, and Circulation Services implemented a new procedure that utilizes the capabilities of Horizon to display where "new items" are located within the Library. This new procedure lists "new items" as "In Processing" until the item comes to Circulation Services to be checked in and shelved. Horizon displays the correct location of an item so patrons are not searching the stacks for items that are not located there...yet.

A new Inventory procedure was implemented last Summer using the Horizon Inventory Module. The Stacks Manager says that "inventory has been streamlined, embraced by the students, and is working fairly well." Surplus procedures were updated in August 2006 and a yearly space analysis was conducted in May 2007 to ensure the library has available space for new resources.

**Levering Technology** (Initiative 3) enhances resources and serves patrons, so in November 2006 the Library implemented the Temporary Login/Guest Authentication. This simple log in allows patrons easy access to the Library's computers. Patrons pick up the log in information at the Circulation Services desk which allows them computer access for 8 hours.

Last Summer, 12 Laptops and 2 projectors were purchased through an educational grant for student usage. Students checkout the laptops and projectors at Circulation to use within the library. Circulation Services bought a new cash register which allows for cash, checks, and credit/debit transactions.

**Assessing Circulation Services effectiveness** (Initiative 6) was evaluated weekly in team leader meetings along with reviewing departmental statistics.

**Circulation Services sought external funding to enhance user services** (Initiative 7) by applying for a ARCC grant to ask for funding for a new Digital Microfilm Scanner and Printer Lab. The grant was awarded \$5,790.00 and the Library will match the amount.

**Organizational Vitality** (Initiative 8) was re-evaluated in March when Circulation Services performed its yearly PREP's (Performance Review and Enrichment Program).

**Circulation Services Student Assistant Budget:**

\$43,000.00	Yearly Student Assistant Budget allotted.
\$27,633.28	2005/2006 student budget used.
\$28,025.76	2006/2007 total student budget used.
\$14,974.24	2006/2007 total student budget unused.

Note: Due to the Federal Minimum Wage Increase bill signed on May 25, 2007, the minimum wage will increase in 3 segments over the next three years: July 24, 2007 - \$5.85 per hour, July 24, 2008 - \$6.55 per hour, July 24, 2009 - \$7.25 per hour. Our current incoming rate for student workers is \$6.00 per hour. The minimum wage increase should not affect our student assistant budget until next Summer when new incoming students assistants will have to be paid \$6.55 per hour.

**Circulation Services Usage Statistics:**

Circulation Services Usage Statistics Overview				
Type	June 2006- May 2007	June 2005- May 2006	# up or down	% up or down
Circulation Print Checkouts	44,467	52,096	-7,629	-14.64%
Media Checkouts	11,050	10,956	94	0.86%
Reserve Print Checkouts	2,053	2,786	-733	-26.31%
Reserve Media Checkouts	3,090	2,944	146	4.96%
EReserve Checkouts	37,605	47,523	-9,918	-20.87%
Internal Use Print	27,189	30,240	-3,051	-10.09%
Internal Use Microforms	1,053	946	107	11.31%
Circ Services User Assistance	19,873	20,497	-624	-3.04%

**InterLibrary Loan Usage Statistics:**

InterLibrary Loan Usage Statistics Overview				
Type	June 2006- May 2007	June 2005 May 2006	# up or down	% up or down
InterLibrary Loan Lending: Requests Received	8,077	8,935	-858	-9.60%
InterLibrary Loan Lending: Requests Filled	5,153	5,857	-704	-12.02%
Interlibrary Loan Borrowing: Requested Initiated	5,821	4,408	1,413	32.06%
Interlibrary Loan Borrowing: Requests Filled	4,948	3,479	1,469	42.22%

**Cash Transactions:**

<b>Cash Taken in Through Circulation Services</b>				
Type	June 2006- May 2007	June 2005- May 2006	\$ up or down	% up or down
Library Fines	\$15,346.79	\$14,480.16	\$866.63	5.98%
Community Cards	\$1,377.00	\$1,448.00	-\$71.00	-4.90%
Master Thesis Binding	\$4,969.00	\$3,208.75	\$1,760.25	54.86%
Lost Books/Reserve Fines	\$2,308.00	\$2,131.25	\$176.75	8.29%
Books Sales (Friends)	\$2,252.55	\$1,670.85	\$581.70	34.81%
Interlibrary Loan Fees	\$167.00	\$195.45	-\$28.45	-14.56%
Database Printing	\$1,838.80	\$1,903.84	-\$65.04	-3.42%
Microform Printing & Disks	\$239.65	\$254.45	-\$14.80	-5.82%
<b>Total Cash Transaction</b>	<b>\$28,498.79</b>	<b>\$25,292.75</b>	<b>\$3,206.04</b>	<b>12.68%</b>

**Space Analysis:**

A space analysis of the Library was completed by the Stacks Manager on May 25, 2007.

49,749	Total Feet of General Collection
40,104	Total Feet of General Collection Used
9,645	Total Feet Remaining in General Collection
19%	Remaining % currently
19.9%	Remaining % last year
-1%	% Difference in Relation to Last Year

Crowded areas are E-H's, Q's, and Z's.

3,978	Total Feet of Young People's, Curriculum, Periodical Remote and Remote
3,248	Total Feet of Young People's Curriculum, Periodical Remote and Remote Used
730	Total Remaining feet in Y. P, Curriculum, Periodical Remote and Remote
18%	Remaining % currently
21%	Remaining % last year
-3 %	Overall % Difference in Relation to Last Year

Remote Storage increased 11% in shelving space, but used 18% with an overall decrease of 7%.

**III. Challenges:**

The Circulation Services Evening/Reserve Supervisor had to cut back work hours Spring Semester 2007 to finish their teaching degree.

Three Circulation Services Supervisors began graduate studies in Library Science in the Fall 2006. The three attended classes in Las Vegas in September 2006 and January 2007. The rest of their classes are held online and they will continue their schooling through the Summer of 2008.

**IV. Opportunities:**

The Circulation Services Manager attended the CODI conference (October 2006) which is put on by Sirsi

Dynix who produces the Horizon, the Library's integrated computer system. The Reserve Supervisor taught Electronic Reserve to "Introduction to the Library" students. A Time off for Classes or Training Policy and Procedures was created for library staff who wish to take WSU classes or training. The policy established guidelines for time off and the Library will allow two hours of work time off to attend a WSU class or training if approved.

**V. Goals:**

1. Re-design and re-write Circulations Services Web pages making them more clear and concise (Initiative 2: Developing and Managing Information Resources.)
2. Install and implement a new Digital Microform Scanner and Printer Lab (Initiative 3: Leveraging Technology.)
3. Circulation Services is striving to become more cohesive by having departmental hands-on training sessions during the Summer of 2007. This will help our department in achieving excellence in user services (Initiative 1: Achieving Excellence in User Services.)

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**Stewart Library Information Literacy Team  
2006-2007 Annual Report  
Executive Summary**

**INTRODUCTION:**

The Stewart Library information program supports the Weber State University mission and the Stewart Library mission. The program has been developed to comply with ACRL and AAHE's national standards and ACRL's best practices guidelines. The team strongly supports the Stewart Library Strategic Plan primarily through "Planning Initiative 5: Educating for the Information Age."

The team, over the past year, has continued its use of the assessment plans developed last year for each type of information literacy instruction we provide. Faculty members have included assessment information in their Faculty Annual Reports.

Members of the information literacy team for 2006/2007 include:

- Faculty members: Art Carpenter, Evan Christensen, Megan Davis, Ed Hahn, Carol Hansen, Joan Hubbard, JaNae Kinikin, Wade Kotter, and Kathy Payne
- Staff members: Briana Beckstrand, Chris Hauser, Susan Highsmith (October and November) Don Trottier, Jill Walker (January through June) and Fran Zedney

The annual report is compiled from minutes of team meetings and from data supplied in the Faculty Activity Reports and from team members. The minutes of each team meeting are available on the team intranet. Team members are heartily congratulated for their active engagement in team activities and for all of their many accomplishments this year.

Note: This is an abbreviated version of the complete information literacy team report. The complete report is on the Web at [http://faculty.weber.edu/chansen/libinstruct/team/annualreports/2006\\_2007.htm](http://faculty.weber.edu/chansen/libinstruct/team/annualreports/2006_2007.htm). The report below is a summary of action items completed by the Information Literacy (IL) team this year placed within the goals and strategies of the Stewart Library Strategic Plan 2006/09.

**GOALS, STRATEGIES & ACTIONS**

The following goals and actions within the WSU Stewart Library Strategic Plan were met by the Information Literacy Team in the 2006-2007 academic year:

**Planning Initiative 1: Achieving Excellence in User Services**

- *Goal - The library designs and delivers services based on evolving patron needs and information seeking behaviors.*
  - o Adopt new models of service as we increasingly utilize technology to fulfill our mission, increase our involvement in distance learning, and assist faculty in enhancing the quality of classroom instruction.
    - § Team has hired a new IL assistant. Carol and team has worked with the new part time Information Literacy Assistant to provide scheduling, classroom maintenance, data collection and administrative support
    - § Team intranet has been reconstructed and updated.
  - o Emphasize service to our users as we establish library policies, procedures, and priorities. Regularly assess the effectiveness of these policies, procedures, and priorities.
    - § IL Team has reviewed and approved the team mission, policies and procedures.

### **Planning Initiative 2: Developing and Managing Information Resources**

- Maintain an intuitive, user-friendly website that efficiently leads patrons to library resources and services.
  - o IL team has updated all IL related Web pages and worked with WAG to change and delete pages as needed.

### **Planning Initiative 3: Leveraging Technology**

***Goal - The library implements information technologies that enhance services, provide access to resources, resolve problems, and promote innovation.***

#### ***Strategies:***

- Enhance existing digital resources and services and acquire or create tools that facilitate their use in classrooms and independent learning environments.
  - § JaNae Kinikin successfully implemented with help from Systems the use of the Turning Point student input/surveying "clicker" devices and software.
- Seek additional sources of funding to help off-set the cost of technology and the need to continually expand and up-date that technology.
  - o Chris Hauser was awarded an ARCC grant to upgrade the teaching stations in our library classrooms. The grant amount of \$6,140.45 will be matched at 25% by the library. The funding will purchase digital audio and video switching equipment for all three classrooms and a new teaching desk for classroom 59.

### **Planning Initiative 4: Reference Services in the Information Age**

***Goal - The library provides client centered reference assistance, instruction, and resources that promote patron self sufficiency and life long learning.***

#### ***Strategies:***

- Provide a knowledgeable and skilled faculty and staff who offer high-quality, user oriented assistance, consultation, and instruction regarding information needs and research
  - o IL team is highly encouraged to take advantage of professional development regarding teaching, instruction and information literacy. Faculty report on professional development activities each year in their Faculty Activity Reports.

- Base the design and delivery of reference and instruction services on an understanding of user needs as determined through observation and systematic assessment.
  - o Team reviewed, revised and update assessment plans for each type of instruction (Carol and Team)
  - o Carol and JaNae worked with Jamie to set up separate evaluations for face to face sections, or for any specific section, during Fall 07

### **Planning Initiative 5: Educating for the Information Age**

**Goal - *The library's instruction program promotes the development of skills leading to information literacy.***

#### ***Strategies:***

- § Continue to expand and improve our information literacy program and assess its effectiveness.
  - o Carol initiated activities to promote the CIL as a prerequisite for English 2010 and Comm 1020
    - § The Curriculum and general Education Committee strongly supported this initiative
    - § The Communication department has decided not to implement the prerequisite as it is concerned about any impact on enrollments. They will reconsider the CIL as a co-req in Fall 2007.
  - o HU1115 was sent to the WSU Curriculum Committee and has been approved as one of the LIBS courses meeting the CIL requirement
  - o All IL curriculum is continually improved to enhance integration and articulation
  - o The IL team worked diligently to identify and draft a list of core outcomes for the IL requirement (courses and exam).
  - o A new committee (Carol Hansen, Megan Davis and Ed Haun) has been formed to create core curriculum to replace and combine the current Web CT 1704 and TIP tutorial based upon the new learning outcomes agreed upon by the team.
- § Partner with WSU faculty to integrate information literacy into all levels of the curriculum.
  - o Carol identified the IL learning taking place across the English curriculum based on input from the English faculty. This can be used as the very beginning of model for working with other departments. Note: By the time all the course integrated sessions were done the A&H faculty were busy selecting a new Dean, so this was not the best year to get this done. In any event this a project that will take several years to complete.
- § Emphasize the evaluation of information resources and the development of critical thinking skills in instruction sessions.
  - o FYE faculty and library met as a subcommittee to refine and update the FYE session assessment plan
- § Assess student learning and teaching effectiveness in our for-credit courses and in a representative number of course-integrated instruction sessions.

- o All LIBS courses are evaluated by students with the WSU student end of course evaluation
- o Team reviewed, revised and update assessment plans for each type of instruction (Carol and Team)
- o Carol and JaNae worked with Jamie to set up separate evaluations for face to face sections, or for any specific section, during Fall 07.

**Planning Initiative 6: Assessing Library Effectiveness**

**Goal - *The library regularly assesses the quality, relevancy, and effectiveness of its resources and services, and uses assessment data to improve those resources and services.***

**Strategies:**

- o Integrate assessment data into our various planning and decision making processes.
  - o See IL DATA in the complete IL Annual report from link at the top of this document.

**Planning Initiative 7: Funding and External Relations**

**Goal - *The library seeks additional sources of funding to expand programs and enhance resources and services***

**Strategies:**

- Increase the library’s visibility to the community through exhibits, special events, and media exposure.
  - o Team continued networking with school libraries through surveys, professional development and other initiatives;
    - § Team Members made the following presentations in support of school libraries:
      - Davis, Megan
        - o Davis, Megan (2007, March 15). A Semi-Structured Interview Study of High School Library Media Specialists in Weber and Davis Counties in Utah at the MPLA Conference in Albuquerque, NM.
      - Hansen, Carol
        - o Lance, K. C. (keynote), Hansen, C., Cosgrove, T., Wangsgard, L., & Loutensock, G. (2006, 18 October). The Library Effect: Preparing Students for the 21st Century at the *Utah Library Association Great Issues Forum*, Salt Lake City, Utah
        - o Smith, S. & Hansen, C. Presentation for *Utah Parent Teacher Association Legislative Action Committee* to support legislative funding for more qualified/certified school library personnel and for more funding for library resources in Utah schools, October 26, 2006.
        - o Smith, S. & Hansen, C. Presentation for *Utah Parent Teacher Association Legislative Action Committee* to support legislative funding for more qualified/certified school library personnel and for more funding for library resources in Utah schools, October 26, 2006.

§ RSPG/Hemingway Grant

- Kinikin, J; Davis, M. and Payne, K. (2007) received funding for an Information Literacy Pilot Tutorial for Ogden School District High School Students.

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**Reference & Information Services**

**Annual Report 2006/2007**

**I. Narrative Overview**

Reference and Information Services continues to move forward after several years of uncertainty due to remodeling and the absence of the Instructional Services Librarian. The necessity of tabling reference goals due to the rewriting of 1704 last year had the unexpected benefit of allowing time for our two new faculty members to become fully contributing members of the team. This enabled us to have full participation as we moved decisively to address the issue of strategic planning for Reference Services.

Using the Library's strategic planning initiatives as a foundation, the Reference team developed planning initiatives, goals and strategies for Reference Services and began to develop action items to implement them. These initiatives, goals and strategies are:

**For User Services:**

**Initiative 1: Informed Reference Service for the 21st Century**

**Goal:** Provide an informed reference staff in order to provide informed user service

**Strategies:**

- Develop communication tools among reference staff to facilitate day-to-day communication, including staff at WSU Davis Campus Library
- Improve communication between library service areas to ensure reference staff are providing accurate information to users
- Increase reference staff knowledge of resources and awareness of trends, technology, etc.

**Initiative 2: Dynamic Reference Service Based on User Needs**

**Goal:** Provide client-centered services which meet and exceed expectations of current and potential users

**Strategies:**

- Increase promotion and marketing of current and new services to the WSU community
- Identify currently underserved user groups and develop strategies to meet their needs
- Provide facilities and equipment which create an inviting, adaptable and flexible physical setting

**Goal:** Maintain an effective virtual presence that facilitates access to digital services

**Strategies:**

- Enhance digital resources and services that promote learning and social networking, online and in person
- Leverage new technologies to deliver services more efficiently and effectively at the point of need

**For Reference Collections:**

**Goal:** Reference Services will maintain a balanced digital and traditional collection that supports the needs of the Weber State community

**Strategies**

- Develop and implement effective methodologies to ensure that the collection is organized for access in the most effective and efficient manner possible.
- Develop and implement effective methodologies for selection, review, and evaluation of reference resources.
- Maximize buying power and access to reference resources through consortial partnerships.

**For Staffing and Staff Development:**

**Goal:** Provide a knowledgeable and skilled faculty and staff who offer high-quality, user-oriented assistance, consultation, and instruction to meet the information and research needs of the WSU Community

**Strategies:**

Assess staffing and funding needs to ensure adequate Reference Desk coverage and lessen the current load on subject librarians

- Hire an Arts and Humanities Librarian
- Hire a General Reference Librarian for instruction and general reference duties
- Hire a classified Reference staff person to support reference staff services and activities
- Find and train a reference backup from the library to allow the entire reference team to attend meetings and training

Expand skills, training, and support for Reference faculty and staff

- Increase the number of reference meetings in order to facilitate and promote staff development
- Provide group training for reference staff in areas such as technology, databases, and reference skills
- Identify experts in reference skills and technologies to offer faculty/staff training

**For Assessment:**

**Goal:** Reference & Information Services regularly assesses and analyzes the quality, relevancy, and effectiveness of its resources, services and personnel.

Note: Specific assessment strategies will be developed to assess action items and thus, globally, goals, strategies, and action items.

The government continues to flirt with the idea of ending the Federal Depository Library Program (FDLP), but our government publications, both print and online continue in excellent shape.

The WSU Davis library staff continue to be active in the Davis community. They develop and implement creative marketing ideas to publicize the library and its services. New this year is the role of the WSU Davis and Stewart Libraries in planning for the arrival of the NUAMES charter high school on the Davis campus in August. The WSU Libraries will provide some library services for NUAMES.

Electronic resources are, as always, an issue, both from a budgetary and a technological perspective. The Electronic Resources Coordinator has completed a database of databases, resulting in the provision of better information, including statistics. This database will eventually provide a significant historical archive to help in making informed decisions. The purchase of ArticleLinker, which allows students to check availability of fulltext in many different databases without exiting their current database, is receiving positive feedback in test mode and will be in full production mode by August.

The Reference & Information Services team looks forward to providing enhanced services for patrons and improved training and support for team members in the coming year.

## **II. Activities & Accomplishments**

### **Reference Services**

#### **Goals for 2006 - 2007**

1. As a team develop a vision and a plan for the next few years that emphasizes enhancing and increasing services to patrons
  - The team has developed initiatives, goals and strategies, based on the Library's strategic initiatives (see above) and has begun the process of determining and implementing action goals.

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. Do Reference Survey in Spring 2007.

- The team will develop assessment techniques for the goals and actions developed as part of the planning initiatives process. The Reference Survey in Spring 2007 was postponed to determine if it's the best method of assessment in light of the new planning initiatives.

3. Continue to work to develop a formal plan for professional development for faculty and staff.

- This goal was specifically addressed in the Reference planning initiatives. One action item has been addressed in that a new position has Reference database training as one of the duties.
- This goal continued to be addressed, informally. Individual team members, both faculty and professionals were encouraged to attend workshops to improve their skills.

4. Continue to weed the reference collection, focusing on out-of-date single titles.

- The "Zs" were weeded with input from the entire team. Close to a range of materials were withdrawn, moved to the general collection or remote storage or re-cataloged within Reference to increase the use. Some spot weeding of other areas was done by subject librarians and the Head of Reference.

## **Reference Statistics**

Reference/research questions showed a 16% decrease this year from 12,506 to 10,524. This was offset both by a 15% increase in directional questions and a close to 40% increase in Live Chat questions, from 870 to 1209 chats. The decrease in Reference/research questions is most likely explained by the increase in Live Chat questions - people are taking increasing advantage of electronic reference options, something to consider as we debate adding IM to our repertoire and ponder adding a second seat for Live Chat. Despite expectations of a continuing decrease in use, Ask a Librarian surprised us by showing a slight increase, from 133 to 137 responses this year.

## **WSU Davis Library**

### **Goals for 2006 - 2007**

1. Continue to explore and implement creative ways to market library to Davis campus community. Continue to work with subject librarians to increase their presence at Davis.

- Subject librarians continue to slowly increase liaison work on the WSU Davis Campus. Due to subject specialization on campus, most of this work is done by the Health Sciences and the Business & Economics librarians, though others established a presence as well.
- Staff from both the Davis and Stewart libraries continue to do new student/faculty orientations at Davis.
- Book and book cover displays continue and are well received.
- The library has begun planning for it's role in the library services to be provided to NUAMES.

2. Continue to assess success of current offerings and identify needs by participating in Davis surveys. Do

library only survey.

- WSU Davis Library continues to participate in all Davis campus surveys. Response to the questions about the library on the general survey confirmed previous results that use of the library is low, but that those who use the library value its services highly.
- A library only survey was not done this year, as it was felt that the situation had not changed enough from last year to merit an annual survey.

## **Government Publications**

### **Goals for 2006 - 2007**

1. Continue to publicize availability of electronic government publications.
  - Government Publications Coordinator created an extensive set of web pages linking to government resources. She keeps these pages updated and they are used by the team.
  - Government Publications Coordinator and Head of Reference continue to present “how to” sessions as requested for both subject specific instruction and library classes.
  - Government Publications Coordinator continues to display new resources in the area and a display is put in the Reference display cases once or twice a year.
2. Continue to weed the paper collection as more resources become available online
  - A first major sweep through the collection has been completed. Weeding of unused or superseded materials continues. Paper resources are considered for withdrawal on a case by case basis as they become available online.
3. Finish cataloging the map collection.
  - At this time, cataloging estimates that approximately 75% of the maps have been cataloged. The process has slowed down due to changes in the responsibilities of the cataloger.

## **Electronic Resources**

### **Goals for 2006 - 2007**

1. Finish electronic resources database
  - The database is complete. Modifications are made as needed.
2. Provide database of electronic resources information in a manner useful for subject librarians.
  - This spring, statistics, cost, cost per use and limited historical data were provided to inform collection management decisions.
3. Continue to market resources.
  - We continue to provide magnets, bookmarks and occasionally display posters. Most of the new subject librarians provide newsletters for faculty. At the end of the year, the Reference & Instruction Coordinator took responsibility for the *What's New* section of

the library's website and we will publicize new databases there. With the change in the Reference Coordinator's responsibilities to include Campus Outreach, we hope to increase this work next year.

4. Begin to implement capabilities in databases for cross system linking and other useful features.
  - The library has purchased ArticleLinker and is currently in test mode. The system should be in full operation by August 2007. We continue to explore other options for improving usability, such as adding a chat button to the Ebsco databases.

### III. Challenges

1. **Reference Services: The wide and varied responsibilities of Reference team members.** Each team member wears at least two hats and most have three major responsibilities. This continues to be an issue. Hopefully, the addition of a temporary Reference/Instruction position will help in the coming year.

2. **Reference Services: The need to keep current, adopt and adapt ever changing technology.** This is a continuous problem. Challenges this year included changes to the authentication and printing procedures. Upcoming challenges include significant changes to Microsoft Office and a number of changes planned for database interfaces. The team continues to plan how best to handle this challenge.

3. **WSU Davis: Facility:** the smallness of the facility continues to be an issue. We are continuing to grow the collection, but it cannot compete in any way with Stewart Library. Students and faculty are appreciative of our services, such as document delivery and the courier service, but miss the study opportunities available at Stewart Library. There really isn't anything much that can be done about this until a new facility is available, though we will continue to explore possibilities.

4. **WSU Davis (& Stewart Library):** The agreement to provide NUAMES with library services is a challenge both in that it adds additional elements to already full positions and that it requires dealing with a younger population.

5. **Government Publications: Depository Program.** The future of the depository program continues to be unclear.

6. **Electronic Resources: Budget.** Decreasing budgets and increasing prices continue to make it difficult to provide all the best resources.

7. **Electronic Resources: Technology.** Continuing changes to interfaces as well as the introduction of new technologies such as open source linking are difficult to keep up with given current staffing levels.

### IV: Opportunities

1. **Reference Services: Staffing.** Reference will be at the closest to a full complement as it's been in years. Despite the loads in the various positions, we anticipate being able to move ahead in implementing cutting edge Reference Services for the first time in years.

2. **Reference Services: Technology.** Keeping up with technology is stressful, but technology gives the team the opportunity to provide enhanced services. This is an important part of our Reference Planning initiatives and we look forward to having the opportunity to implement action items developed from the planning.

3. **WSU Davis: Services.** The staff at WSU Davis will continue to market library services, including providing services to the NUAMES population.

5. **Government Publications: Electronic Resources.** The library will continue to move to electronic versions wherever possible. This is more convenient for patrons and will eventually allow us to reclaim some of the current Government Publications area for study space.

6. **Electronic Resources: Budget.** The completion of the database of electronic resources will continue to help inform the decision making process and lead to the best possible selection of databases given our budgetary situation.

## **V. Goals for 2007 - 2008**

### **Reference Services**

1. To develop action items for the planning initiatives and to begin implementing them.
2. To take advantage of the new outreach portion of the Reference Coordinator's position to consistently market Reference & Information Services, including electronic resources, in engaging and effective ways.
3. To begin planning a new configuration of the reference area to take advantage of new technologies while enhancing service.

### **WSU Davis**

1. To work with Stewart Library to ensure a smooth implementation of services for NUAMES.
2. Continue to explore and implement creative ways to market library to Davis campus community. Continue to work with subject librarians to increase their presence at Davis.
3. To consider doing a library only survey that would address NUAMES services in addition to the usual Davis population.

### **Government Publications**

1. To continue to publicize availability of electronic government publications.
2. To continue to weed the paper collection as more resources become available online
3. To finish cataloging the map collection if possible given catalog staffing issues.

### **Electronic Resources**

1. To develop action items to implement goals and strategies from the reference planning initiatives.
2. To continue to provide useful information for making informed decisions about electronic resources.
3. To continue to market electronic resources, making use of the new outreach functions of the Reference Coordinator.

4. To continue implementation of capabilities in databases for ArticleLinker, cross system linking and other useful features.

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**Library Systems**  
**05/06 Annual Report**  
Compiled by Chris Hauser  
**06/13/07**

The 06/05 academic year has marked a major transition for the Library Systems Department. A rearrangement of duties and responsibilities which has been in progress for some time is nearly complete. The transitions of duties and responsibilities have allowed Systems personnel to better utilize their education and skills. The Systems staff continues to be utilized to their full potential and each have their own skill set focused specialized directions that support the library's mission and goals.

The Systems team continues to service and maintain all physical computing resources for faculty, staff and students in the Stewart Library. Additionally, Systems continues to manage and administer the library's integrated library system, Web servers, authentication systems, peripherals, and all other online server based systems. In addition, the Systems staff performs all in-house technical support for faculty and staff.

At the end of the 06/07 academic year, the Systems staff was comprised of 3 full time professional staff employees. This is one half-time position short of last years staff number. All members of the Systems staff participate actively in library and university committees and work closely with library faculty and staff to develop and improve computing resources.

The Systems Department works closely with university computing departments including Computing Support, Academic Computing, Internal Audit, and University Network Management. Library Systems continues to be a strong player within university wide computer operations.

The 05/06 year was a big year for Systems innovation with the introduction of virtual machine applications into the server room. With the use of virtual machine applications, Systems has reduced the number of dedicated servers running in the server room by more than 2/3's. This amounts to an annual estimated cost savings of \$5,500 in equipment needs alone. The virtual server environment has also reduced anticipated down time due to hardware problems by approximately 90%.

Increased security measures coupled with user convenience have been applied to the processes of gaining and granting access to library in-house internet access and remote access to the libraries subscription databases. The Systems department has worked closely with Academic Computing and Network Management to establish new protocols for providing secure and common authentication to the university's central personnel database while continuing to maintain applicable services for our community and special users.

**2005/2006 Goals and Outcomes:**

1. **Goal:** Virtual server management: Library Systems as already began the migration of production library systems from outdated aging equipment to newly acquired server equipment. Systems intends to condense 4 – 6 dedicated production systems into a single server box running virtual server environments. A significant cost savings in equipment will be a direct result of running virtual environments. Additionally, disaster recovery, and data redundancy are easily performed with virtual systems.  
**Outcome:** The implementation of the virtual server environment has been extremely successful. Over the past year, Systems has condensed multiple dedicated systems into virtual server environments on a single hardware platform. This has, and will continue to, reduced operating

costs. The benefits of virtual server management continue to expand as the technology continues to improve.

2. **Goal:** Secured data drive: In response to the university DISC initiative regarding 'sensitive data' and the unfortunate fact that university computing is unable to provide safe network space for 'sensitive data', Library Systems has plans to provide a storage system which will be available by request to library faculty and staff. The space will be entirely encrypted, backed-up, and secure from internet related theft. Only computer systems that have been identified as authorized systems (hardware level – data key) will have access to the secure drive space. Only users who are identified as authorized users (human level – password) will have access to their own data.  
**Outcome:** During the past year the university's Internal Audit department assembled a committee to address data security concerns at the university level. As a result of this committee's work, which does include representation from Library Systems, Network Management has been charged with adding additional security measures to better secure the shared network volumes they supply to faculty and staff. Additionally, staff training and policy are currently under development to address 'secure' data concerns. Given these developments, Library Systems has canceled the plans to develop and maintain a secure storage space for library faculty and staff.
3. **Goal:** Triple redundant server storage: Library Systems is in the development stages of a triple redundant data storage array that will perform daily incremental backups of all production library systems to onsite and offsite live copy storage nodes.  
**Outcome:** The goal to improve redundancy was reached though the original design ideas evolved as Systems began working with virtual server environments. Using the advanced portability that virtual server technologies offer, Systems is now able to keep active backups of entire production systems. Concurrent offsite active backups, however, have not yet materialized.
4. **Goal:** Introduce acquisitions to automation: Investigate, prepare and initiate online book ordering via existing Horizon modules. Prepare work flow diagrams and work closely with the Acquisitions manager to discover new processes that improve accuracy, accounting, and efficiency of acquisition tasks.  
**Outcome:** A fairly extensive analysis was performed on the routines and workflows employed by Collection Management and Acquisitions. The application of electronic ordering have been determined to be possible and beneficial however the analysis process revealed that a great number of modifications to the entire Bibliographic Services and Collection Management workflow would be required in order to allow for the electronic streamlining of the acquisitions ordering process.
5. **Goal:** Introduce visual catalog content: Investigate storage, searching, and serving methods for digital image catalog. Investigate possible interface with Online OPAC.  
**Outcome:** The additions of visual content (pictures and graphics) into bibliographic records as been made possible and has been adopted for serial records that have electronic holdings. There are further possibilities with the use of graphics in the OPAC records that have yet to be explored.
6. **Goal:** Re-develop OPAC search limits: Currently the OPAC search limits are poorly constructed and of little use to searchers. Systems intends to re-build these limits to specifications agreed upon by Library Faculty and Cataloging staff.  
**Outcome:** Systems completely re-designed most of the limiting attributes used in the OPAC search limits. The re-design has markedly improved the accuracy and usability of the searching limits. Additionally, new limiting attributes have been added for searching manuscripts, music scores, and multiple language types.

#### **2006/2007 Goals:**

1. Perform formal and in-depth system and work-flow analysis on the processes involved with Bibliographical and Technical Services with the purpose to discover performance and accuracy improving possibilities within the integrated library system where additional automation features may be applied.

2. Focus more of Systems personnel resources toward systems performance and overall Systems functions such as technical support, training, maintenance, and systems administration.
3. Investigate and implement digital recordable video surveillance system for the library building.
4. Increase faculty and staff data security awareness through technical support services and in-house training.
5. Merge library authentication systems with university single sign-on.
6. Continue to investigate open source applications in all relevant applications.
7. Participate with the Utah Academic Library Consortia in evaluating intergraded library systems and vendors.
8. Investigate and evaluate Windows Vista for recommendations regarding product rollout to staff and patron computers.
9. Expand self-service printing capability to all patron computers.
10. Investigate possibilities of website redesign. Perform work as recommended by the library web advisory group.
11. Implement pre-notification notices via e-mail to staff and faculty.
12. Expand electronic notice delivery to all patrons.