

Weber State University

Stewart Library

Annual Report

2013/14 Academic Year

I. Mission

The Stewart Library's mission is to:

Support the mission of the university through the development of on-site collections, access to off-site resources, instruction on research strategies and tools, and personalized assistance in the use of library information resources and services.

We are committed to assessing the services we provide and the relevancy and use of the collections and to use assessment outcomes to improve our resources and services.

II. Overview

This past year was again filled with opportunities to enhance library services and strengthen and expand access to collections. More than 5,400 print volumes and nearly 150 videos were added to the collection. The greatest area of growth continues to be in electronic resources. Students and faculty now have access to more than 96,000 e-journals, reference resources, and e-books. The use of these resources is reflected in the number of visitor sessions to our website, totaling more than 1.1 million this past year. The number of requests for reference/research assistance and information literacy instruction also increased. In 2013/14 nearly 47,000 questions were answered at the public services desks, and information literacy instruction was provided to nearly 6,000 students.

The planning phase of the upcoming library renovation continues. Layout design and cost estimates are being revised and once approved, the project will move to the design phase where a project architect and contractor will be selected. If everything goes as planned, the demolition and renovation work will begin at the end of Spring Semester, 2015. We are grateful and very excited to have this opportunity to renovate the building and make it an even better library and gathering place for WSU students and faculty.

The process of selecting a web-scale discovery service, which will enable patrons to do a search and retrieve records for items in all of the library's collections and in all formats, was completed late in the Spring. Implementation of ProQuest's OneSearch has begun and we hope to have it up and available to patrons by the end of Fall Semester.

Good progress was made on the redesign of the library's website to make it more intuitive and user-friendly. The Drupal based infrastructure for the new site was completed and a usability study conducted. Work on the design and layout phase of the project is progressing well and is expected to be completed in the next four to six months.

The library continues to benefit from the generosity of its donors and we are grateful to them for their ongoing support. Gifts during the past year totaled nearly \$350,000.

III. Update on the Progress Made in Meeting the Library's 2013/14 Annual Goals

Goal 1. Plan and prepare for a renovation of the building

In preparation for the renovation, subject librarians met with faculty in their areas of responsibility to discuss and answer questions about the project. For the most part, faculty concerns centered on the amount of space and the location initially proposed for a large testing center to be located in the library. Those concerns have been addressed. The size of the testing center will now be approximately half the size initially proposed and it will be located in a more remote area on the north side of the building. Compact shelving will need to be purchased to house collections currently located in that space.

To create more study and research space for students, the circulating collection will need to be downsized. To accomplish this, subject librarians have begun the process of reviewing the collection and withdrawing back-runs of bound journals now available electronically, duplicate copies of titles, and items that are outdated or damaged. This is a very large and time intensive process that will continue throughout the coming year.

Goal 2. Select and implement a web-scale discovery service

The process to select a discovery service was completed but took several months longer than anticipated. Five discovery service vendors responded to an RFP. Following a thorough and time consuming review of the vendors' responses and checking of their references, a three-year contract was awarded to ProQuest's Summon product.

Implementation of Summon has begun and is expected to be completed by the end of Fall Semester, 2014. However, significant changes will need to be made to all of the library's courses and research guides, which will require additional time. If all goes well, we hope to have this new service fully available to students and faculty by the beginning of Spring Semester, 2015.

Goal 3. Complete the process of redesigning the library's website to make it more intuitive and user friendly

While good progress was made on this goal, it has been a very long process that is likely to continue throughout most of the coming year. Based on assessment data, and anecdotal feedback, students and faculty believe our current site is neither intuitive nor user-friendly. After looking at numerous design examples, we had narrowed the options down to two. However, upon further consideration, we concluded that neither provided the functionality we believe is necessary to meet the future needs of WSU students and faculty.

Once it was decided not to move forward with either of the two options, the library's Systems Administrator focused on developing a Drupal based content management system (CMS), which has required a great deal of research and development time. However, we are convinced that the end result will be more than worth the effort. The structural and functional components of the

new site are now in place, but the graphical and layout elements are not. We hope to complete the development of the site within the next six to eight months and begin to conduct usability studies of it. Feedback and data from these studies will help to determine what additional changes and improvements will need to be made.

Goal 4. Revise the Information Literacy Exam (NTM 1504) to align more closely with LIBS 1704 and information literacy program outcomes

Significant progress was made on meeting this goal. The more than 300 exam questions were revised and are now aligned with both general education outcomes and information literacy instruction program outcomes. The revised exam will be trial tested Fall Semester and fully implemented Spring Semester, 2015.

Goal 5. Implement a more informative method of assessing the quality of the services provided in the public services areas of the library

Due to other priorities, minimal progress was made on this goal. We will continue to work on it in the coming year.

Goal 6. Continue to increase and expand access to our digital and manuscript collections

Thanks to a Library Services and Technical Assistance (LSTA) grant of \$35,257, the student newspapers of Weber State University, 1917 - 2010, were digitized. One of the most heavily used collections in the University Archives, the newspapers are now available online and searchable using CONTENTdm.

The Oral History Collection continues to increase and more than 250 interviews are now digitized and available online. During the past year, Special Collections staff worked with WSU history interns and photography students to interview and collect photographs of Ogden's Historic 25th Street and its past and present residents. This important historical project resulted in 52 new interviews and more than 300 photographs being added to the collection. A grant from the Hemingway Family Foundation helped to fund this project.

Processing of the additions to the Utah Construction Collection is ongoing, as it will be for the next several years. Once processed, the additional material will increase the size of the collection by 10 times, making it one of the largest collections in any academic library in Utah. Funding for the compact shelving to house the collection and a position to process it was provided by the Edmund & Jeannik Littlefield Foundation.

IV. Annual Goals for 2014/15

1. Continue to plan and prepare for the renovation of the building.
2. Complete the revision and implementation of the new website and conduct usability tests of the site.
3. Revise and update for-credit courses and general library instruction to reflect the upcoming changes (the new website, OneSearch, expansion of the e-book collection, and the renovation of the building.)
4. Continue to increase and expand access to our digital and manuscript collections.

5. Create an Electronic Resources Coordinator position in order to provide better oversight and management of the library's rapidly increasing number of electronic resources.

V. Ongoing Goals

In addition to its Annual Goals, and in support of its mission, the library has the following three primary ongoing goals:

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

Providing the information resources needed to support the mission of the university is an ongoing goal for the library. As indicated in the table below, by using a combination of E&G, Utah Academic Library Consortium (UALC), and gift funds, the electronic, print, and media collections continue to improve. Consulting with faculty, evaluating the use of electronic and print journals, and canceling low-use titles is an ongoing process.

Library Holdings (Information Resources)							
	2013/2014	2012/2013	2011/2012	2010/2011	2009/2010	2008/2009	2007/2008
Bound Volumes	549,842	568,641	563,062	560,995	556,222	552,323	547,753
Electronic Resources	96,550	94,769	94,562	63,095	61,930	53,031	31,119
Journals (Current Print Subscriptions)	713	718	910	912	963	1,175	1,544
Government Pub. (Unbound)	204,662	212,602	210,815	216,820	219,190	225,369	224,637
Audio Recordings	9,164	9,630	9,380	9,353	8,757	8,746	8,720
Video Recordings	14,768	13,873	13,378	12,993	12,347	11,705	11,360
Maps	66,082	68,012	66,211	66,456	66,393	66,275	66,205
Microforms (Fiche and Film)	643,271	640,493	639,815	633,102	623,973	611,326	605,467
Kits	922	675	623	601	609	623	616
CD-ROMs	1,956	2,179	2,135	1,964	1,853	1,809	1,687
*Includes books, bound periodicals and bound Government Documents.							

To ensure that resources added to the collection support the needs of faculty and students, subject librarians continue to expand their liaison efforts by meeting regularly with faculty and providing additional reference/research assistance in the colleges and on the Davis Campus. Providing course integrated, subject specific instruction to inform students and faculty of library resources available in their areas of interest is essential if these resources are to be used. During the past year, subject librarians taught 98 of these sessions to nearly 1,700 students.

Assessing the relevancy, strengths and weaknesses of the collection, and consulting with faculty in developing and managing the collection is the responsibility of the various 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 being made to the collection.

Based on the results of various user satisfaction surveys and ongoing assessments of the collections, we believe good progress continues to be made in improving the quality and relevancy of the collections. Collecting and applying data to analyze the use of collections is an ongoing process.

Goal 2. Provide user-centered services in a welcoming, inviting library environment.

The library strives to provide and continuously improve its services to WSU students and faculty, and the utilization of our services continues to increase. As indicated in the table below, in the past year more than 5,800 individuals received instruction on using the library and its information resources, and nearly 47,000 patron questions were answered. Use of electronic resources is reflected in the number of visitor sessions on our website, averaging more than 98,000 per month, for an annual total of 1,185,095. Use of print and media collections increased and the use of print periodicals and journals continued to decline, which follows the national trend confirming that students and faculty prefer to use e-journals when given a choice.

Utilization of Resources and Services														
	2013/2014		2012/2013		2011/2012		2010/2011		2009/2010		2008/2009		2007/2008	
Circulation Statistics:	93,379		89,567		91,837		100,474		115,147		100,315		128,784	
Web Site Visitor Sessions:	1,185,095		1,176,000		1,141,947		1,332,473		1,687,866		2,080,920		2,064,338	
Reference/Research Assist.:														
No. of Questions	7,998		8,020		7,710		8,594		9,549		10,153		9,339	
User Assistance:														
No. of Questions	46,838		30,879		29,314		32,555		32,401		30,068		31,898	
Instructional Sessions:	Sessions	Students												
Course Integrated	98	1,694	162	3,240	143	2,259	121	2,321	123	1,807	110	1,175	101	1,421
English 1010 & 2010	75	1,565	91	1,829	93	1,861	112	2,299	117	2,265	108	1,898	120	2,382
FYE (First Year Exp.)	20	413	18	270	23	336	20	431	18	351	16	225	19	354
Other	11	198	10	146	8	100	15	211	21	293	32	247	38	410
Totals:	204	3,870	281	5,485	267	4,556	268	5,262	279	4,716	266	4,145	276	4,567
For Credit Classes:	Classes	Students												
Humanities on the Internet							1	42	1	31				
Information Navigator	52	1,777	46	1,385	45	1,462	44	1,628	39	1,903	40	1,998	39	1,838
Info. Resource (Health Prof)	7	105	4	120	3	107	3	112	2	61			1	29
Info. Resource (Business)	6	126	4	148	4	145	4	148	4	145	4	144	5	102
Info Resource (Soc. Sci.)	1	18	1	33	2	54	2	54	2	48	2	47	1	27
Totals:	66	2,026	55	1,686	54	1,768	54	1,984	46	2,127	46	2,189	46	1,996
Ereserve Page Visitors:	15,786		18,420		17,997		24,214		24,070		24,658		24,416	
Interlibrary Loan:														
Lending Requests	4,809		4,956		4,895		5,285		6,356		7,002		7,473	
Borrowing Requests	4,373		6,021		5,806		6,249		6,434		4,826		8,519	

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

- * Biennial student satisfaction surveys
- * National student satisfaction surveys administered by the university
- * Interviews with students using the library
- * End of course student evaluations
- * Focus groups - as needed

Each year, student evaluations are collected for all for-credit library courses and for a representative number of English 2010 and University 1105 sessions. Enrollment and successful completion rates are tracked for all of our for-credit classes. Of the 2,026 students who took one of our courses in 2013/14, 92% successfully completed the course with a C grade or better, thereby meeting Part D of WSU's Computer and Information Literacy requirement.

Suggestions from library users provide another source of data. A suggestion link is on our website and a suggestion box is located in the lobby. Suggestions are collected regularly and, when practicable, implemented. Suggestions received during the past year included adding more group study rooms, buying more e-books, increasing the number of computers in the public areas, making more laptops available for check-out and extending the length of check-out time, and increasing hours during finals week. Most of these suggestions have been implemented.

Goal 3. Continue to seek additional sources of funding to enhance resources and expand services.

As shown in the following table, the library received operating funds from three sources:

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

Sources of Funding							
	2013/2014	2012/2013	2011/2012	2010/2011	2009/2010	2008/2009	2007/2008
E & G Base:							
Salaries	\$1,631,666	\$1,584,619	\$1,490,546	\$1,444,690	\$1,570,325	\$1,647,987	\$1,618,452
Info. Resources	\$1,016,530	\$1,016,530	\$1,016,530	\$933,073	\$930,660	\$957,785	\$902,735
Operations	\$204,209	\$203,935	\$203,935	\$153,935	\$153,935	\$153,935	\$50,000
Hrly Wages	\$41,051	\$57,324	\$44,540	\$40,000	\$48,119	\$49,962	\$49,259
Travel							
Benefits	\$699,492	\$686,259	\$671,253	\$670,107	\$695,033	\$729,361	\$720,809
Total:	\$3,592,948	\$3,548,667	\$3,426,804	\$3,241,805	\$3,398,072	\$3,539,030	\$3,341,255
UALC							
Ongoing	\$176,306	\$176,306	\$176,306	\$179,740	\$196,316	\$206,440	\$215,040
Total:							
Grants:	\$39,000	\$35,105	\$36,633	\$28,301	\$14,747	\$53,500	\$63,634
Gifts:	\$348,750	\$393,397	\$269,055	\$410,198	\$425,059	\$459,000	\$459,000
Totals:	\$4,157,004	\$4,153,475	\$3,908,798	\$3,860,044	\$4,034,194	\$4,257,970	\$4,078,929

In 2013/14 gifts to the library totaled nearly \$350,000 and an additional \$39,000 was received in grants. Gifts of more than \$10,000 were received from the following individuals, foundations, and trusts:

Elizabeth D.S. Stewart Annuity Trust
Stewart Education Foundation

Denise Littlefield Sobel
John D. & Vera E. Eccles Family Foundation
Brindle Foundation
Paul Littlefield Wattis
Wattis Dumke Foundation

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

VI. Staff Changes

A number of personnel changes occurred during the past year. We welcome those who have joined us and will miss those who have left.

New Arrivals:

Jennifer Hansen, Circulation Supervisor/Courier
Michael Middleton, Circulation Supervisor/Courier
Alexandra Park, Circulation Services Documents Processor
Brian Peters, Reference Evening/Sunday Supervisor
Brian Simmons, University Archives Processor

Resignations:

Kimberly Lynne, Circulation Services Documents Processor
Elliot McNalley, Manuscript Processor

Faculty Promotions:

JaNae Kinikin, Science Librarian, was promoted to Professor