STEWART LIBRARY

ANNUAL REPORT

2005/06

I.   OVERVIEW.

This was an unusually exciting year in the Stewart Library! A $1.2 million renovation beginning in early May and completed in late October 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 enhance 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. For the most part, students were surprisingly patient with the noise, dust, and confusion during the six month construction project and are very pleased with the library's new look.

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 8600 volumes, nearly 500 videos, and 900 e-books, journals and other online resources were added in the last year. The use of our online resources is reflected in the number of visitor sessions on our website, totaling nearly two million sessions in 2005/06.

The library benefits greatly from the generosity of its donors and we are exceedingly grateful to them. Gifts during the past year totaled more than $1,222,617, and included an irrevocable trust and important gifts from several foundations and an anonymous donor.

The renovation of the Shepherd Union Building made it necessary to relocate temporarily a number of services housed there. Space in the library was found for the Signpost and Radio Station (KWCR) and we are pleased to have them with us for the next two years.

Each year the library sponsors a number of interesting and informative events. Events in 2005/06 included:

> * The fifth annual Utah Construction/Utah International Symposium, featuring noted historian Douglas Brinkley.

> * Public Issues Forum - "Whose Views Shape Our News?" A panel discussion with Allison Barlow-Hess, Andy Howell, Jesus Lopez, Jr., and Oscar Cornejo.

> * Celebrate Shakespeare! with a lecture by Michael Don Bahr (and a presentation of *Macbeth* by the Utah Shakespearean Touring Group held at Ogden High School).

> * *Prisoners of War in Ogden* expanded exhibit and a discussion by Allan Kent Powell on the presence of over 10,000 POWs in the Ogden area during World War II.

> * Palette Club Art Exhibit featuring 75 paintings and other works of art by members of the Palette Club, which was founded in Ogden in 1943.

> * Annual meeting of the Conference of Inter-mountain Archivists.

While each was well attended, community attendance at the opening of the expanded *Prisoners of War in Ogden* exhibit was the largest at any event sponsored previously by the library.

II.   Library Goals - 2005/06.

The following section of the annual report reflects the progress made during the past year in achieving the library's four primary goals.

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

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

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 the access to e-resources. Evaluating the use of our print journals and cancelling low-use titles or titles for which we have online, full-text access is an ongoing process.

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Library Holdings (Information Resources)

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	2005/2006	2004/2005	2003/2004	2002/2003	2001/2002	2000/2001
Bound Volumes	533,759	525,106	520,538	509,597	493,744	479,225
Electronic Resources	17,632	16,824	212,238	197,761	192,937	192,782
Journals (Current Print Subscriptions)	1,711	1,716	1,711	2,353	2,331	2,309
Government Pub. (Unbound)	221,283	208,676	223,546	225,411	219,690	218,006
Audio Recordings	8,477	8,469	9,947	9,794	9,406	9,084
Video Recordings	9,946	9,461	9,155	8,363	6,712	5,708
Maps	65,675	65,151	65,619	64,894	64,529	63,352
Microforms (Fiche and Film)	579,349	605,175	595,834	584,461	563,362	540,194
Kits	610	614	610	786	749	678
CD-ROMs	1,458	1,449	1,633	1,552	1,381	1,149

To ensure that resources added to the collection are relevant to curricular needs, 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.

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 and, in this past year, in the program reviews of a number of academic departments.

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, 145 sessions were taught, an increase of nearly 41% over the previous year. With the hiring of a Business & Economics Librarian and the return from leave of the Instructional Services Librarian, we expect the number of these sessions to continue to increase steadily.

As indicated in the following table, the number of services we provide and the use of those services continues to increase. Use of our electronic resources is reflected by the number of visitor sessions on our website, averaging more than 165,000 per month, for an annual total of 1,986,294 sessions, an increase of 25% over the previous year. EReserve checkouts increased nearly 10% and interlibrary borrowing more than 27%. The decrease in the circulation of print materials results from the decrease in the use of printed periodicals and journals, 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 the number of reference/research questions increased more than 14%.

Utilization of Resources and Services

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

In response to student demand, twelve additional sections of the Information Navigator - LibSci 1704 were offered this year. The course was also completely revised and the content moved to WebCt. As a result of their efforts, the "1704 Revision Team" received an award of merit for collaboration and technology enhanced instruction from the Utah System of Higher Education, Utah Electronic College Consortium.

In support of our ongoing efforts to expand and improve services, several new services were implemented this past year and changes were made to some existing services:

* 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 has proven to be extremely popular with students. The area provides wireless access to the university network/internet and includes laptops for in-house check-out, desktop computer stations, 2 LCD projectors, a scanner, and group study and conference space.

* By consolidating all of our circulation functions (circulation, interlibrary loan, media, reserve, and stacks management) at one central service point immediately adjacent to the new west entrance, we are able to provide much better service to students and faculty.

* Computers in the Reference area were replaced with new workstations that include CD/DVD drives and burners, front USB ports and earphone/microphone ports. The new computers are loaded with Microsoft Office Suite, which students had requested.

* Uniprint self service printing for students was implemented in the Reference & Information Services area.   Access to self service printing in the library was frequently requested by students and is used heavily.

* Media materials that had circulated only to faculty and staff are now circulated to students.

* Improving the display of bibliographic records in the online catalog. Students were asked to compare the display of a bibliographic record in our catalog with the same record in the University of Chicago's catalog and tell us which they preferred. They overwhelmingly preferred the format used by Chicago, which we've now adopted.

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 2365 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 covered a broad spectrum, ranging from what should be done about the noise, dust, and confusion of the construction project, to items to add to the collection. Other suggestions included providing lap-tops that could be checked-out for use in the library, expanding the number of computers on the top level, and providing more group study and quiet study space. These suggestions, and many others, were implemented.

In the coming year, we will conduct another student satisfaction survey and assess user satisfaction with our website. Links to an online survey will be placed on our home page and we hope the response rate will be high.

Goal 4 - *Seek additional sources of funding to enhance resources and expand services.*

Stewart Library Budget

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

As shown in the above 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

In 2005/06 gifts to the library totaled more than $1,222,000 - significantly more than has been received in any previous one-year period. Large gifts were received from the following individuals and foundations:

Donnell Stewart Irrevocable Trust - $476,731
Stewart Education Foundation - $200,000
An Anonymous Donor - $200,000
Edmund and Jeannik Littlefield Foundation - $100,000 (in support of the Utah International Center)
Phyllis Wattis Foundation - $100,000 (in support of the Utah International Center)
Elizabeth Stewart Annuity Trust - $51,998
Thomas D. Dee Family - $26,000
Jean Anne Waterstradt - $13,500
Patricia B. McNamara - $10,000 (in support of the Utah International Center)

The generosity of Elizabeth and Donnell Stewart and the ongoing support of the Stewart Education Foundation is invaluable to the library. With it, we are able to strengthen collections, enhance technology, purchase furnishings and equipment, create additional office space, and provide professional development opportunities for faculty and staff.

The Thomas D. Dee family gift was used to create the Thomas D. Dee Reading Room in Special Collections. The anonymous gift will be used to remodel the adjacent large meeting room. Construction on this project will begin in October 2006 following the Utah Construction/Utah International Symposium and should be finished by January 2007. In addition to funding Celebrate Shakespeare! and an endowment in memory of her parents, Jean Anne Waterstradt provided the funds to create the William and Amanda Waterstradt Seminar Room named in honor of her parents.

During this past year, WSU received temporary approval from the Utah State Board of Regents to create the Utah International Center. Gifts to the center will be used to support the activities and events associated with the annual Utah Construction/Utah International Symposium and to fund faculty and student fellowships and scholarships.

III.   2006/07 Goals & Objectives.

Strategic Plan - An additional library goal for 2005/06 was to develop a strategic plan that will guide our efforts for the next three years. The planning process was ongoing throughout the year and involved all library faculty and staff. An initial draft of the plan was reviewed, discussed in small group meetings, and revised several times. A second round of meetings were held to develop strategies to achieve the goals and objectives outlined in the plan.

Emerging from our planning process are the five goals we intend to pursue in 2006/07:

Goal 1 - *Design and deliver services based on evolving patron needs*
and information seeking behaviors.

Goal 2 - *Acquire and make accessible in the most usable and cost-effective*
formats the information resources needed to support
teaching and learning at WSU.

Goal 3 - *Implement information technologies that enhance services and*
provide access to resources.

Goal 4 - *Seek additional sources of funding to expand programs*
and enhance resources and services.

Goal 5 - *Maintain a commitment to quality*
in all we do.

2006/07 Objectives in Support of the Above Goals:

* Strive to ensure that patron access to our digital resources is available 24/7.

* Develop a digitization program to expand access to primary source material.

* Review and revise our public services policies to ensure they reflect current practice and meet patron needs.

* Develop an effective mechanism to review and evaluate the use of the e-resources to which we subscribe. Determine if the number of concurrent users is adequate.

* Complete the process of connecting e-reserve materials to WebCT.

* Collaborate closely with the Development Office and the Office of Sponsored Projects to increase by at least 10% the number of grants and proposals written on behalf of the library.

* Implement a process to provide inter-departmental staff training.

Our progress in achieving these goals and objectives will be discussed in the 2006/07 annual report.

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 our 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:
Alan Bergeron, Asst. Computing Support Technician
Joseph Bree, Reserve/Interlibrary Loan Supervisor
Ed Hahn, Business & Economics Librarian
Ruby Licona, Reference, Instruction & Special Projects Librarian
Laura Stout, Office Specialist

Resignations:
Shaun Jackson, Business & Economics Librarian
Melissa Johnson, Office Specialist
Nahid Shekarforoosh Karimi, Reference Professional
Carl Olsen, Reserve/Interlibrary Loan Supervisor
Paula Stuart, Cataloger

Tenured/Promoted:
No one was reviewed for tenure or promotion in 2005/06.

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 94% 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.

In addition to attending conferences and workshops, faculty and staff engaged in the following scholarly activities:

Juried Publications:

Wade Kotter
"Evolving Internet Reference in Anthropology," *Journal of Library Administration,* 2005.

John Sillito
"Conflict and Contributions: Women in Churches, 1847-1920," in Patricia Lyn Scott and Linda Thatcher, eds., *Women in Utah History: Paradigm or Paradox*, Utah State Univ. Press, 2005.

Presentations:

JaNae Kinikin and Megan Davis
"A Semi-Structured Study of High School Library Media Specialists in Weber & Davis Counties." Weber State University 2nd Annual Faculty Forum. March, 2005.

JaNae Kinikin
"Hybrid vs. Online Information Literacy: A Comparison." Mountain Plains Library Association Annual Conference. Poster Session. October, 2005.

"Assessing Information Literacy," Panel Discussion. Utah Library Association Annual Conference, St. George. May, 2006.

John Sillito
"History's Apprentice: Personal Reflections on B.H. Roberts," Arizona Sunstone Symposium, Arizona State University, Tempe. January, 2006.

"'We are not seeking trouble so we will go along quietly just now': The IWW's 1913 Free Speech Fight in Salt Lake City," (with John S. McCormick.) Charles Redd Center for Western Studies, Brigham Young University, Provo. May, 2006.

Grants & Awards:

Kathy Payne, Art Carpenter, Evan Christensen, Megan Davis, Ed Hahn, JaNae Kinikin
Utah System of Higher Education, Utah Electronic College Consortium Award of Merit in Collaboration & Technology Enhanced Instruction (for their revision of the Information Navigator course - LIBS TD 1704)

Ed Hahn
"The Value of an MBA for Business Librarians," Weber Writes proposal funded by the Research, Scholarship, and Professional Growth Committee

Chris Hauser
Library Services & Technology Act Competitive Grants Program (LSTA), $17,949 for the technology needed to establish a Resource Commons area in the library

Sarah Langsdon, John Sillito, Patti Umscheid
WSU Academic Resources & Computing Committee, $2,610 for a video camera and other technology to support the Stewart Library Special Collections Oral History Program

John Sillito
Utah Humanities Council, $500 for Neal Cassady Program (with Carl Porter)

VI.   Library Services

The following section of the report briefly describes 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.   Overview

This past year has been marked by both opportunities and challenges. We have grown as a department in many ways, and this growth has clarified some of the important work we still have to do, and caused us to re-think some departmental activities and priorities. Such a reassessment is a valuable exercise in evaluating past work and setting priorities for the future.

On the positive side, three significant events need to be mentioned. Once again the department was deeply involved in various aspects of the annual Utah Construction/Utah International symposium, which included staff and material support for both the keepsake and the exhibits, as well as support for the program. Second, the department hosted the annual meeting of the Conference of Inter-mountain Archivists. Department personnel provided assistance to the organization in terms of handling the registration, preparing the program and gathering items for a complimentary gift bag for each attendee. During the course of the event, our staff greatly benefitted from the invaluable support and assistance provided by the administration office and systems. Finally, the department (again with broader library assistance) coordinated the extremely successful POW's in Ogden exhibit, program and oral history project. While much remains to be done–especially in terms of transcribing the interviews–the event attracted significant media attention and resulted in additional donations of materials.

Such activities have required significant budgetary support, and clearly a major part of our role will be seeking additional funding sources. This question will be discussed in more detail later in the report, but two particular funding activities should be mentioned. First, the department received a grant from the Dee Family to create a more attractive, and functional reading room. This work has been completed, and the space is both visually attractive and functional. Second, Sarah Langsdon assisted me in writing a $2450 grant which was funded by the ARCC to purchase additional equipment for future video projects.

In addition to the remodeling of the reading room, the general remodeling of the library itself has benefitted our area in a variety of ways. Because of the new atrium, (and the relocation of departments on the southside of the building), Archives particularly has increased in public awareness. We have also added, and hopefully over time will continue to add, more storage space. Moreover, both areas saw a substantial commitment to in-person and on-line research, processing of materials and patron service. These activities will be documented in greater detail elsewhere in this report.

In many ways the various successes of the department brought about a series of challenges as well. These revolve around staffing, on-going departmental focus, and potential expansion of our activities. Again this will be documented more fully elsewhere in the report. Suffice it to say that there will be considerable discussion in the coming year of the challenges of meeting our primary mission as a department, while also engaging in an appropriate– and achievable–expansion of our primary role.

II. Activities/Accomplishments

a. Personnel

In addition to the activities of the Archivist and Curator reported elsewhere, Sarah Langsdon, Patti Umscheid and Briana Beckstrand attended the CIMA annual meeting which was held at Weber State. Each of them also assisted in the local arrangements for the meeting. Additionally, Sarah Langsdon and Patti Umscheid attended the Fall CIMA caucus.

b. Statistical Report

1. Special Collections

During the past year, Special Collections added 192 linear feet of material. Significant additions include the Ogden Police Newspaper collection, Ogden School Student Registers-1917/19, St. Benedict's collection, Marion Chessman Reese collection, DDO POW collection, Ben Lomond Hotel photographs and George Brown photograph collection.

Special Collections hosted a total of 91 events and outreach activities during the past year, which brought some 4700 people into the library. Along with Stewart Library and Friends events, the department hosted/co-sponsored programs with the President's Office, the Colleges of Arts and Humanities and Social and Behavioral Sciences, the National Undergraduate Literature Conference, the English and History departments, Honors, and Women's Studies. Besides these events, three classes were held in the department.

2. Archives

In 2005/06, Archives accessioned 222 linear feet of materials. Included among the records accessioned are Honors Graduate files, University Counsel files, President Paul Thompson Correspondence, 2001-03, Vice President for Administrative Services files, Student Affairs Fees and Research files, and Stewart Library Construction files-2005.

3. Gifts

During the past year the library received 128 gift-in-kind donations which were reported to the Development Office at a total value of $31,000. This consisted of 3940 books, 117 video/dvd recordings and 158 audio/cd recordings. Of that total 1356 books, 49 video/dvd, and 84 audio/cd recordings were added to the collection.

c. Usage of Archives and Special Collections

See section III.

d. Goals from 2004/05

1. Expand our efforts to increase public awareness and usage of holdings in both departments.

Obviously this is an on-going goal. Still, this year saw some real steps in increasing awareness and usage

of our holdings. In particular, the POW program brought a great deal of attention to Special Collections, gained significant media attention, and brought additional materials into the collection. In addition, we are seeing an increase in our on-line requests for information. We average around two requests per week via the internet. While many of these requests are related to the Utah Construction/Utah International collection, we are also seeing increasing requests for information from other collections as well. While most of our on-line requests deal with Special Collections, I think it increasingly likely that these will increase in Archives as well, especially as we put additional archival series in the on-line catalog. In this regard, we had an interesting request last week for information concerning a WSU appearance by Prof. Ward Churchill in 1997. So folks are finding out about us via the internet.

2. Seek additional significant resources appropriate to our area of collecting interest.

As indicated previously, funds were received from the Dee Family to remodel the Special Collections reading room. That has been accomplished, and it has created an excellent space for research. Moreover, the funding from ARCC (based on a proposal drafted largely by Sarah Langsdon) will allow us to scan and make available important resources. Much work needs to be done to acquire additional funding for technology as well as processing and acquisition of materials. We have been fortunate over the years to have useful funds–Howell, Andra, Majors–and we need to identify and solicit similar funding from other sources.

3. Host the annual meeting of the Conference of Intermountain Archivists in May.

This goal was completed with a great deal of help from various individuals in the Library. Attendees commented that it was one of the best annual meetings they had ever attended.

4. Identify appropriate professional developments activities for staff members.

This is an area that is on-going. We have talked as a group about possible professional development activities. While nothing has emerged recently, we continue to explore the possibilities.

5. Continue our efforts revolving around our oral history holdings.

While much work remains, the first step–creating an oral history team–has been taken. We will continue to work on this goal during the coming year.

6. Increase the time commitment of the Archivist and Curator from a nine to ten month contract.

This was completed 1 July 2005.

III. Challenges

Utah Construction/Utah International

The activities associated with this collection are many and varied. A considerable amount of time–both in reference related to the collection, as well as donor relations–is undertaken by Archives and Special Collections staff. Balancing the needs of this collection with other departmental needs is a challenge. Because of the broader value of the families associated with this company to the university itself, it is likely we will continue to be deeply involved. I hope that during the coming year, our role–both our

department and the library itself–will be clarified. Having said that, it is also clear that the acquisition of this collection has proven to be the single most significant step in building the kind of research repository we want for Weber State. We need to build upon it, and broaden our holdings.

Oral History

Again this area presents a question of balance. We have conducted or received a wide range of oral history interviews over the past three decades which have real historical value, and fall well within our collecting mission. As mentioned above, the POW project brought additional materials and public attention to the library. It also represented a major expenditure of resources - - both in terms of personnel and budget. Further expansion of our oral history efforts–or even maintaining our commitment will require additional resources.

Departmental Usage Statistics

We have seen an increase in usage of our materials in both areas. In Special Collections during 2004/5 we had 328 reference requests, 72 research requests, and 88 directional/referral requests. During the past year we have had 465 reference requests, 202 research requests, and 142 directional/referral requests. This represents a 40 to 60 percent increase in all categories..

In Archives in 2004/05, we had 105 reference requests, 45 research requests, and 28 directional/referral requests. The past year we had 176 reference requests, 97 research requests, and 65 directional/referral requests. Again this represents doubling or better in all areas.

Obviously this tells us that use of our materials is increasing, and much of that increase is the result of our on-line presence. As that increases, I think usage will increase as well. These statistics–combined with the fact that we are growing faster than any other department in terms of book acquisitions–has obvious staffing implications for the years ahead.

Donors/Development

As indicated below, I hope to spend more time with potential donors, both in terms of resources and materials. I not only wish to expand our present named collections, but to seek additional funding for materials supporting our collecting mission. This is a time consuming, yet necessary part of my responsibility specifically, but of all departmental personnel as well. Obviously, working with the University Development office remains an important part of my responsibility. In this regard we need to do more identification of potential sources of funding.

IV. Opportunities

The announcement that Joy Hunt is retiring at the end of the year gives us the opportunity to take a hard look at the way we are handling gifts, and assess the way it will be continued in the future. This assessment will not only include the process itself, but personnel assignments, support from other library areas etc. I believe it important that the gift book function stay within this department. While not all of the materials added go into Special Collections or Archives, many do. At the same time, supervision of this function allows the Curator the ability to make sure that rare or specialized items end up in the most appropriate collections. Moreover, supervision of this important area allows the Curator to work closely with a wide variety of donors, and hopefully leads to important connections for future growth and

expansion.

Other opportunities are alluded to elsewhere. In short they revolve around focusing on our central mission, acquiring additional funding for staff and resources, making our collections more broadly available, and clarifying our role in regards to the Utah International Center.

V. Goals for 2006/07

a. Special Collections

       1. Relocate UCC collection.
       2. Update stacks area to include physical relocation of collections, while making sure all collections are labeled and listed in the location register.
       3. Complete processing of the Becker Beer, Richard Roberts photographs, and Ron Younger collection.
       4. Reorganize the vertical file.
       5. Identify resources for digitization.

b. Archives

       1. Refine organization of stacks area.
       2. Retype and update Accession Log and Location Register.
       3. Update Signpost binder.
       4. Identify resources for digitization.

c. Gifts

       The decision of Joy Hunt to retire at the end of the year is discussed in Section IV.

d. Archivists and Curator's Goals

       1. Prepare a LSTA Grant seeking funding to make the Prisoners of War in Ogden collection accessible on the web.
       2. Work closely with development to identify potential funding sources for oral history, acquisition of materials, and additional staffing.
       3. Explore additional opportunities to work with other repositories to undertake joint projects, especially in terms of digitization .
       4. Devote more time to working with potential donors of materials.

BIBLIOGRAPHIC SERVICES:
Cataloging, Acquisition, Serials, Processing

Overview:

Bibliographic Services had a productive year. We cataloged and processed over 4685 new printed materials, 984 electronic journals, more than122 video recordings and 554 audio recordings. All these resources were ordered, cataloged and processed in a timely manner. Many projects have been finished or are in the process of being worked on. Since adopting the recommendations from the internal audit, the Acquisition Department has seen much improvement. We are planning to have a second person use the purchasing card to help with ordering.

Authority Control:
Due to the lack of funding, the authority control project has been postponed, because it is an important project, we hope the funding issue can be resolved quickly.

Merging VCD, DVD and VHS Films:
The library purchased over 1000 VCD and DVD films (mostly Chinese films) last year. In order to adapt, there are two new library policies : shelving VCD, DVD and VHS together and discarding existing or new duplicate copies of VCD and DVD films. New cases to hold VCD films have been purchased. Cataloging, recataloging, labeling and relabeling of these films are ongoing. We certainly hope no more duplicate copies will be purchased in the future since it is time consuming to handle them.

Merging Archives:
Verifying and merging archives from top level south to lower level south are underway so all the archives be housed together.

Union List Migration:
Starting the 17th of February 2006, OCLC closed the Union List service and began to use the Connexion Browser for Local Holdings Maintenance service. Several catalogers attended the training workshops offered by BCR (Bibliographical Center for Research) and have started updating our periodical holdings, it is continuous and time consuming, but is a useful project.

Projects finished last year:
Discarded Special collection gift shelf list card

Goals for the coming year:
1. Continue to clean donation statements on Horizon
3. Continue to catalog Government Document maps
4. Continue to catalog manuscripts
5. Continue to catalog, recatalog, label and relabel VCD and DVD films
6. Continue to verify and merge archives from top level south to lower level south

7. Continue to clean the database
8. Continue to do the inventory
9. Continue to catalog electronic resources
10. Update journal and serial holding summary
11. Transfer some periodicals to remote area
12. Learn more about Horizon reports and have some reports done regularly

Workshops:
In order to keep up to date with what is going on in the library world, people in Bibliographic Services have been encouraged to attend a variety of workshops, such as:

"Local holdings maintenance with the Connexion Browser" March 10, 2006. Salt lake City, Utah.

"SCCTP serial holdings" March 9, 2006. Salt Lake City, Utah.

Personnel Changes:
Paula Stuart has worked for the Cataloging Department as a part time worker for 10 years. She has found a full time job at the State Library. She is very knowledgeable and did a nice job, we will miss her and wish her well.

Circulation Services

I.   Overview:

Circulation Services had several challenging opportunities during the past year. From dealing with the remodel of the Library's new entry and designing the new Circulation Services desk and office suite, and merging and moving all the Circulation Services departments into one department and service desk, to shifting the library's General and Periodical Collections to make space for the new Circulation Services desk.

The remodel of the library's entryway gave the Circulation Services department the opportunity to merge the departments of Circulation, Media, Reserve, InterLibrary Loan, and Stacks Maintenance into one working department and operating one service desk. It all began with the designing and planning of the new Circulation Services desk and accompanying areas which would be located in the new lower level entryway. At the end of Spring Semester 2005, Media, Reserve, and InterLibrary Loan had to close their service desk and move out of their offices and into a makeshift temporary office suite. All the Media, Reserve, and InterLibrary Loan materials were relocated to the Circulation desk for Summer semester. The combining of the Media, Reserve, and InterLibrary Loan desk and the Circulation desk was both a challenging and a learning experience. While facing construction issues and delays, Circulation Services staff faced merging procedures, cross training, and dealing with scheduling staff onto one temporary service desk.

Meanwhile, the shifting of the library's General and Periodical Collections was moving forward. A new Remote Storage room was created to house many older periodicals that were taking up shelf space on the top floor. Once the Periodicals were moved into their new remote location, the shelf space needed on the top level to accommodate the shift of the M's from the lower level to the top level was available. The M's were moved and then Media materials had to be shifted further to the north end of the lower level. The space on the lower level previously occupied by the M's and the Media materials was needed for the new Circulation Services desk. All the collections were shifted on schedule under the direction of the Stacks Manager and with the help of many student assistants and staff members.

As the Summer semester finished and the beginning of Fall semester approached, construction delays continued and plans were made to open Fall semester using the temporary ever shrinking Circulation desk.   Sections of the Circulation desk were slowly being taken to construct the new Circulation Services desk on the lower level and towards the end of the remodel the Circulation desk was operating on only two tables. For Fall semester, a temporary entrance was created on the North end of the middle floor to allow patrons easy access to the library. A small service desk was created and staffed at this temporary entrance to give patrons directions. Finally, just before Halloween when construction was nearing completion, Circulation Services moved. Staff, furniture, equipment, and all materials of operation moved to the lower level to occupy the new office suite/offices and the new Circulation Services desk without any interruption of patron services.

Once the move was completed, Circulation Services dealt with scheduling staff at the new Circulation Services desk along with the new Service desk located at the East gate entrance. Staff also had to organize their new service desk and new office suite/offices while accomplishing daily duties and without affecting patron services. The rest of the year has consisted of Circulation Services staff members continuing to learn how to work together as one department, successfully meeting daily challenges, developing new procedures of operation, and cross training. A new Inventory procedure has been

recently created and is currently being tried and tested. As the year comes to a close, Circulation Services' goal for the new year will be to become a more unified cohesive department with an emphasis on cross training staff in our newly merged Circulation Services department.

II.   Activities and Accomplishments:

Most of Circulation Services accomplishments in the last year had to do with the remodel and all of the activities that it generated. Circulation Services was involved throughout the entire remodel process, from designing and planning, relocating and implementing, to organizing work areas.

Circulation Services organized, combined, and moved the Circulation, Media, Reserve, and Interlibrary Loan departments into one service desk, so all library materials can now be checked out and picked up at one location. Patrons seem to like the one central checkout location and it has created cross training opportunities for staff.

Circulation Services planned, organized, and set up the new Entry Level Circulation Services desk to facilitate an orderly work flow so Circulation Services supervisors can perform many of their duties while staffing the service desk. When the remodel was complete at the end of October and the new Circulation Services desk was ready for occupancy, all of Circulation Services moved to occupy and operate the new desk. This brought the entire Circulation Services staff into one central work location. A schedule was created for the new desk assigning all of the Circulation Supervisors several hours at the service desk each day. Circulation Services staff is now accomplishing job specific duties while working the service desk and is learning to work together as a cohesive unit.

Circulation Services helped create and design a new supervisors' office suite to better facilitate an orderly work flow by establishing individual work areas within a larger unified group work area. Also, within the office suite, a student assistant work area was designed for clocking in and out and for sorting and preparing library materials to be returned to the stacks. Although staff and students are moving in and out of the office suite frequently to perform daily duties, they have adjusted well to working together within the same office suite.

During the remodel, Circulation Services had to continue to operate on a daily basis without any interruption to services. The following are items that are part of regular operations and services including statistics.

Circulation Services Student Assistant Budget.

$43,000.00   Yearly Student Assistant Budget.
$24,250.17   Used as of May 12, 2006.
$18,749.83   Amount left with 3 pay periods left.
$ 3,500.00   Estimate for last 3 pay periodicals.
$27,750.17   Estimated total student budget used as of June 31, 2006.
$15,249,83   Estimated unused student budget for fiscal year 2005/2006.

Circulation Services is well below its budgeted amount. Circulation Services is using approximately 20 student assistants compared to a few years ago when we were using approximately 30 student assistants. Usually 18 out of the 20 students are Work Study students. Our Work Study students are hired at a base pay of $5.15 per hour in which we pay 35% and the government pays 65% of their wages.   We are

currently working to raise the student base wage. Students are no longer being scheduled at the Circulation Services desk and they are used only at the service desks when needed. Student employees are significantly helpful with shelving, sorting, shifting, searching, and inventorying of the library's collections. Student employees also do deliveries and pickups and perform countless miscellaneous jobs.

Circulation Services Usage Statistics Overview				
Type	May 2005 -April 2006	May 2004- April 2005	# up or down	% up or down
Circulation Print Checkouts	50,634	60,722	- 10,088	- 16.61%
Media Checkouts	10,545	13,436	- 2,891	- 21.52%
Reserve Print Checkouts	2,768	3,776	- 1,008	- 26.69%
Reserve Media Checkouts	2,833	3,340	- 507	- 15.18%
EReserve Checkouts	46,668	44,095	2,573	5.84%
Internal Use Print	29,396	39,111	- 9,715	- 24.84%
Internal Use Microforms	949	2,191	- 1,242	- 56.69%
Home Page Hits	1,943,666	1,571,521	372,145	23.68%

Checkouts of all physical materials went down.
EReserve and Home Page Hits which both supply information via the computer went up.

InterLibrary Loan Usage Statistics				
Type	May 2005 -April 2006	May 2004- April 2005	# up or down	% up or down
InterLibrary Loan Lending: Requests Received	9,030	9,811	- 781	- 7.96%
InterLibrary Loan Lending: Requests Filled	5,952	6,128	- 176	- 2.87%
InterLibrary Loan Borrowing: Requested Initiated	4,356	5,126	- 770	- 15.02%
InterLibrary Loan Borrowing: Requests Filled	3,458	4,166	- 708	- 16.99%

Both Lending and Borrowing went down.

Space Analysis
The Space Analysis of the library stacks was completed on May 24, 2006, by Jason Francis, Stacks Manager. Here are his findings.

Presently there is 9,997 feet of space available in the General Collection. This figure represents 20% of the overall General Collection space. In 2005, there was also 20% of the overall General Collection space available. This is the first year that has not seen a decrease in the overall General Collection space. In 2004, there was 23% of the overall General Collection space available, and in 2003, there was 20% of the General Collection available. In 2003, new shelving was added to the General Collection which can account for the increase in available space for 2004. Presently there are 811 feet of space available in the remaining collections. This figure represents 21% of the overall collections space, but this number is skewed due to the empty shelving in the Curriculum Collection. Overall there is a 4% increase in available space, due to the removal of several volumes from Remote Storage.

With the addition of the Periodical Remote Storage, due to the aforementioned remodel in 2005, space has been freed in the latter half of the General Collection. The A through H collections will need to be address in the next three years in order to accommodate new growth. The overall available space numbers indicate that the collection is growing slower than the usual 3% in years past. A number of factors can be contributing to this, including the space that was made available for the M relocation. There probably will not be another space analysis that has the same amount of space available from the prior year again. If the prior accepted value of 3% a year is used, the A and R collections will not be able to accommodate any future growth in three years.

49,746	Total Feet of General Collection
39,749	Total Feet of General Collection used.
9,997	Total Feet Remaining in General Collection.
20%	Remaining % currently.
20%	Remaining % last year.
3,834	Total Feet of Young People's, Curriculum, Periodical Remote and Remote.
3,023	Total Feet Used in Young People's, Curriculum, Periodical Remote and Remote.
811	Total Feet Remaining in Young People's, Curriculum, Periodical Remote and Remote.
21%	Remaining % currently.
17%	Remaining % last year.

Cash Taken in Through Circulation				
Type	May 2005-April 2006	May 2004 - April 2005	$ up or down	% up or down
Library Fines	14,548.00	17,282.00	- 2,734.00	- 15.82%
Community Cards	1,433.00	1,215.00	218.00	17.94%
Master Thesis & Binding	3,179.00	3,160.00	19.00	0.60%
Lost Books/Reserve Fines	1,985.00	1,508.00	477.00	31.63%
Book Sales (Friends)	1,670.85	49.00	1,621.00	3309.90%
InterLibrary Loan Fees	195.45	504.00	308.55	- 61.22%
Database Printing	1,965.00	3,801.00	1,836.00	- 48.30%
Microform Printing & Disks	272.00	501.00	229.00	- 45.71%
Class Schedules	30.00	132.00	102.00	- 77.27%
Total Cash Taken in through Circulation	$25,278.30	$28,152.00	$-2873.70	

Increase in the sales of Community Cards.
Database Printing declined due to the implementation of Pharos.
Microform printing has decreased because we did not have students working on their birthday assignments by searching the Congressional Record Microfilms this past year.
The intake of Book Sale money by Circulation increased due to the ability to ring up Credit/Debit Card sales.

III.   Challenges:

The biggest challenges of the past year had to deal with the remodel of the library and the so-called construction time line. Circulation, Media, Reserve, Interlibrary Loan, Stacks, and the service desks were in a constant state of flux. Circulation Services had to move in and out of offices and service desks had to relocate to new floors at a moments notice. The older periodicals had to move into the newly created Remote Storage, the M's had to move from the bottom floor to the top floor, media materials had to move from one end of the floor to the other end, and Reserve items had to move wherever the service desk was temporarily located.   All of this moving had to be done without any interruption to patron services and in the midst of demolition and reconstruction of the library's entry and lobby areas. Helping patrons was difficult due to the commotion created by walls being torn down, floors being sawed, and glass crashing. Hearing patrons was extremely difficult and impossible over the phone. Construction finally came to an end around Halloween and Circulation Services was finally able to start operating from the new service desk and offices. All Circulation Services staff moved to one service desk creating scheduling and cross training issues. Staff had to learn to perform job related duties while working at the Circulation Services' desk. The unanticipated and newly created East Service Desk also created scheduling and staffing issues. All of the challenges faced by Circulation Services in the past year has helped the department become more flexible and progressive.

IV.   Opportunities:

Circulation Services had the opportunity to help plan and organize the new Circulation Services Desk, Office Suite/Offices and affected service areas.
Circulation Services was able to combine the Media, Reserve, and InterLibrary Loan service desk and the

Circulation service desk into one main service desk giving staff cross training opportunities.
Old Inventory procedures became very tedious with the loss of the Report Smith software, so Jason
Francis with the help of Chris Hauser developed a new Inventory process and procedure.
Misty Allen and Sandi Andrews served as Co-Chairs for the UALC Resource Sharing Committee.
Joseph Bree and Misty Allen were able to attend Copyright Web training.

V. Goals for 2006/2007:

Circulation Services Goals for the coming year.

1.   Implement new Inventory procedures and train staff and students to facilitate the new procedures.

2.   Cross train Circulation, Media, Reserve, InterLibrary Loan, and Stacks Maintenance staff to
create a more informed cohesive Circulation Services department and to fine tune work procedures under
one service desk to facilitate a more efficient and effective work flow by staff.

3.   Update and create policy and procedure manuals encompassing Circulation, Media, Reserve,
Interlibrary Loan, and Stacks Maintenance.

Reference & Information Services

I.   Overview

Reference and Information Services is moving forward after uncertainty due to the recent remodeling and several vacant positions. While the construction needed to do the remodeling created unpleasant working conditions, it had remarkably little impact on the provision of services. Despite fears to the contrary, Reference statistics were up each month of 2005/2006 in comparison to 2004/2005. Concern that relocating the entrance to the lower level would negatively impact Reference has so far proved to be groundless.   Increased response time due to adequate staffing on the desk, new computers, and Uniprint, among other factors, have ensured that use of Reference & Information Services increased. New faculty hires and the return of the Instructional Services Librarian will bring us to close to full staffing.

Reference team members devoted a large portion of 2005/2006 to rewriting the TBE 1504 exam and revising LibS 1704 and moving the content to WebCT.   These efforts were necessary and in the case of the LibS 1704 rewrite, won an award of merit from USHE for collaboration and technology enhanced instruction. However, this focus resulted in less time spent on reference issues.

The necessity of tabling reference goals had the unexpected benefit of allowing time for our two new faculty members to become fully contributing members of the team. Thus, we will have full participation when we move to decisively address the issues of assessment and professional development in the coming year.   In addition we need, as a team, to use the Library's revised strategic plan as a basis for planning for Reference and Information Services over the next few years.

Uncertainty about the fate of the Federal Depository Library Program (FDLP) continues, but our government publications, both print and online are in excellent shape. The WSU Davis library staff continue to be active in the Davis community. They continue to develop and implement creative marketing ideas to publicize the library and its services: the most recent involved prizes given to a lucky few who attended one of the Davis family movie showings.

Electronic resources are, as always, an issue, both from a budgetary and a technological perspective. Responsibility for the Electronic Resources database has been transferred to the Coordinator and we expect completion Fall of 2006. Completion of that database will enable Collection Management to make clearly informed decisions. In the coming year, we also hope to explore implementing more of the features available on many of our resources, particularly cross linking between different fulltext journal resources.

The completion of most remodeling, the addition of staff and the return of the Instructional Services librarian, mean that 2006-2007 is a year of expanding possibilities for Reference & Information Services to provide enhanced services for patrons and improved training and support for team members.

II. Activities & Accomplishments

Reference Services

Goals for 2005 - 2006

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

    • All Reference area computers were replaced with new computers that include CD/DVD drives & burners, front USB ports and front earphone/microphone ports.
    • All computers were loaded with Microsoft Office Suite (1 row also has WordPerfect). These additions have been very popular with students.
    • Instituted Uniprint self printing for students. This has been popular with students, though we do get requests for duplex printing and there has been a persistent problem with some PDF files that Systems has not yet been able to fix.
    • Instituted Blue Socket authentication system. Students are resigned to using the system as it's in all student labs. Other patrons would prefer open access, but have accepted the Internet access cards. The special passwords for groups such as the NULC and CIMA have worked well.
    • Provided backup for the east service gate. Individual team members also volunteered their time.
    • Provided service, as requested, at Resource Commons.

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.

    This goal was tabled until 2006-2007 as team members focused on rewriting the 1504D TBE exam and revising LibS 1704 and moving it to WebCT.

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

    • This goal has been addressed, informally. Individual team members, both faculty and professionals have been encouraged to attend workshops to improve their skills. Examples of individual workshops include: Excel, Word, and Access. Trainers from Ebsco and CSA made presentations on new database features.   Judy King provided onsite training for basics of using Microsoft Office suite.
    • Development of a more formal program was tabled to 2006-2007 as team members focused on rewriting the 1504 D TBE exam and revising LibS 1704 and moving it to WebCT.

4. Now that remote storage is available, we would like to begin weeding the collection again.
    • The Science and Education Librarians have done some weeding. The Head of Reference, with the Coordinator for Reference & Instruction, have done some weeding of older books and sets.

Reference Statistics

Despite fears that construction and the relocation of the entrance to the lower level would hurt use of Reference Services, the opposite has proven to be true. As of April 2006, Reference Services has answered 12,506 reference/research questions. This is an increase of slightly over 16% from April 2005. I believe that several factors have helped overcome construction and relocation issues. The first is staffing. For the first time in several years we are at close to full staffing. This has allowed us to double

staff the desk for longer hours and resulted in shorter waiting times for students. Second, in response to the survey conducted in Spring of 2005, when we upgraded reference computers, we made sure to include easily accessible USB and earphone/microphone ports as well as Microsoft Office Suite. We also added uniprinting. All of these things had been requested by students. Students and other patrons appreciate the combination of lab functionality with library levels of service. Finally, we provided candy when the construction was particularly intrusive. This was very popular with all library patrons and staff.

Ask a Librarian, as might be expected with the availability of realtime chat, is down from 237 in April 2005 to 133 in April 2006, a decrease of slightly over 50%. Live Chat statistics are up. As the 2005 statistic was an estimate, our estimate of the increase is approximately 2%. We expect that the number of patrons using Live Person will continue to increase. Addition of a second seat would allow us to increase response time and thus likely increase use.

WSU Davis Library

Goals for 2005 - 2006

1. Market library to Davis campus community. In particular, work with subject librarians to increase their presence at Davis.

    • Given the subject librarian load, it remains difficult to increase their presence at Davis. However, the new Business Librarian has begun meeting with students in the MBA lab in addition to doing classes. Other subject librarians are slowly increasing the numbers of instruction sections they provide to Davis.
    • In an effort to inform more students about the library and to get them to come visit, the Davis Library staff, in conjunction with the Davis Council, offered tickets to draw for prizes at the Davis family movie evenings. They have had some slight success and are now considering ways to expand.
    • Staff from both the Davis Library and Stewart continue to do new student/faculty orientations at Davis.
    • Book and book cover displays continue and are well received.

2. Assess success of current offerings and identify needs by continuing to take part in Davis surveys. Consider doing library only or info commons only surveys.

    • 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 2005 - 2006

1. Work to develop a consistent method of providing and publicizing links to electronic government publications.
    • Government Publications Coordinator created an extensive set of web pages linking to government resources. These pages were demonstrated to the reference team who are promoting

them in turn.
• Government Publications Coordinator and Head of Reference presented "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.

3. Continue to catalog the map collection
• At this time, cataloging estimates that approximately 70% of the maps have been cataloged.

NOTE: We successfully completed the *Biennial Survey of Depository Libraries* in December, 2005.

Electronic Resources

1. Finish database section of Electronic Resources database, including use statistics.
• Because of work on the 1704 revision, this goal was not completed. However, the database was turned over to the Electronic Resources Coordinator in April and it is expected that the majority of the database will be functional by Fall 2006. Statistics have been gathered and are available for inclusion in the database.

2. Working with subject librarians, determine a way to establish the best electronic resources for the library given need, use, cost, and budgetary constraints.
• Databases for journals and standing orders are complete and being maintained. The database of electronic resources should be available Fall 2006.

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.

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. The impact of this was emphasized this year when the team chose to focus on revising the 1504 TBE exam and LibS 1704. These were worthy projects, but team involvement left little time for other major projects.

2.   Reference Services: The need to keep current, adopt and adapt ever changing technology.
This year, the team had to deal with the addition of Blue Socket authentication and Uniprint. There were also several major interface changes from database vendors, particularly CSA, but also Wilson, Proquest and Ebsco.   While each of the changes has gone relatively smoothly, dealing with an ever changing environment is stressful for team members. This problem will continue in the future as we change databases and vendors change interfaces. With the addition of Microsoft Office, it' s also necessary to keep up with the basics of those programs, as well as two internet browsers. The proposed change to the

ILS will be another challenge.

3. Reference Services: Changes due to the remodeling.   Construction was very intrusive and the fact that it continued past the finish date and well into fall semester wasn't helpful. Aside from the stress of dealing with the noise, dust and general disturbance, it seems to have had surprisingly light impact. Reference statistics are up from previous years.

4. 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.

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 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. The new faculty and the Instructional Services Librarian's return in the fall mean for the first time in a while that Reference has enough people to try and move ahead, rather than just keeping up. Possibilities to look at include expanding the chat service to two seats so that we can use backup chatters in offices during peak periods. I believe that improved response time at the desk due to increased staffing is directly related to our increase in statistics, so we hope to improve our numbers again, next year. We will also be able to begin planning for future services.

2.   Reference Services: Technology.   Keeping up with technology is stressful, but technology gives the team the opportunity to provide enhanced services. Possibilities include using IM and text messaging to answer reference questions, increasing the number of Live Person seats, providing greater cross linking between databases and other fulltext sources and working to make little things, like the uniprint card reader, work better. We're also getting an increasing number of requests for duplex printing. It would be nice to add a printer that does duplex, perhaps funded through a grant, and reserve the current printer for backup.

3.   WSU Davis: Services.   The staff at WSU Davis will continue to market library services, by exploring possibilities such as door prizes at movies and the like.

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 help inform the decision making process and lead to the best possible selection of databases given our

budgetary situation.

V. Goals for 2006 - 2007

Reference Services

1. As a team develop a vision and a plan for the next few years that emphasizes enhancing and increasing services to patrons.

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

3. 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.

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

WSU Davis

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.

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

Government Publications

1. Continue to publicize availability of electronic government publications.

Library Systems

Overview:

The 05/06 academic year has been one of transition for the Library Systems Department. A rearrangement of duties and responsibilities which has been in progress over a period of 18 months is nearly complete. The transitions are allowing Systems personnel to utilize their education and skills to their fullest potential and focus attention in 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 in addition to the management and administration of the Horizon automated library system, Library Web servers, authentication systems, peripherals, and other production systems. The Systems department has been making strides in resource development which is apparent in recent projects involving Reference, Cataloging, Instruction, and Circulation. At the end of the 05/06 academic year, the Systems staff is comprised of 3 full time employees and one half time employee. All employees have 4 year undergraduate degrees in information technology related fields. The Systems staff participates actively in library and university committees and works 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, and University Network Management. Library Systems has become a strong player within university wide computer operations.

2005/2006 Goals:
Most of the goals set in the 05/06 Annual Report by Systems were achieved in full or in part.

Training – In-house. Systems would like to develop a number of in-house training seminars on various subjects of computing nature that would appeal to library staff… *Systems did develop and administer a presentation regarding the University DISC initiative. Due to the many other projects that came up over the year, other proposed presentations were shelved.*

Training – Library Systems Staff. There are a number of professional seminars being offered this academic year that would be highly beneficial if taken by the Library Web Administrator… *Systems staff attended several seminars over the past year. All seminars were informational rather than training content. As Dynix has been quite late in releasing their newest version of Horizon, no training classes have been offered in these products yet.*

Complete compliance with University Desktop Standards. This entails farming out all Windows operating system software that is pre Windows XP. Investment into Embedded Firewall technologies should be evaluated. *Library Systems has upgraded nearly all of the library's 270 desktop computers with Windows XP, replaced nearly 70 computers with new equipment, and re-furbished or upgraded approximately 70 aging computer stations with newer hardware. Systems has evaluated embedded firewall technology and has found that there are better solutions to*

achieve secure file space without sacrificing network convenience (see goals).

Continued involvement of Department Managers into back-end Horizon administration… *Again, due to setbacks experienced by Dynix and their new product, this goal has been delayed.*

Systems is continuing the development of an internal equipment inventory database accessible via web interface… *This tool and database are complete and in full production.*

Systems is expecting to retire and replace at least one production server that no longer meets the operating requirements of the software it runs… *The library has purchased a high-end 64 bit multi processor server that will be running several library systems (see goals).*

Library Systems in coordination with Cataloging and Circulation will be implementing a new library location code for the Davis Campus. *This project was completed.*

2006/2007 Goals:

Virtual server management: Library Systems as already begun 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.

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.

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.

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.

Introduce visual catalog content: Investigate storage, searching, and serving methods for digital image catalog. Investigate possible interface with Online OPAC.
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.