

STEWART LIBRARY
Annual Report
2007/08

I. OVERVIEW.

Once again this busy and productive year was filled with opportunities - opportunities to strengthen collections, improve services, expand technology, and increase private gifts. The collections continue to improve. More than 9400 print volumes, nearly 900 videos, 3500 electronic journals and other online resources were added in 2007/08. The use of online resources is reflected in the number of visitor sessions on our website, totaling two million sessions this past year. The library's 276 instructional sessions and 46 classes provided information literacy instruction to nearly 7000 students and community members. Library faculty and staff answered more than 9000 reference and research questions and nearly 32,000 directional/user assistance questions.

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

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 \$431,000. We also received funding for a number of grants including \$17,000 from the Library Services & Technology Act (LSTA) to participate in an Encoded Archival Description and Digital Linking Project with five other institutions throughout the state. Two additional grants provided funding to process the Olpin Architectural Drawings collection containing blueprints for schools, churches, businesses and homes in the Weber County area from the 1920s to the 1970s, and to digitize our materials on World War I and II in Weber County. WSU's Academic Resources and Computing Committee provided \$34,500 for new computers for the Reference & Information Services area.

We continued to expand our digitization program to make a number of our unique collections accessible on the internet. Nine new projects were completed this year. Future projects include WSU Yearbooks, the Historic Ogden Photos and Collection, and expanding the World Wars and Weber County Collection. The library's digital collections are included in the Mountain West Digital Library Collections Project. To view our digital collections go to <http://librarydigitalcollections.weber.edu/>

An important new initiative undertaken during the past year is our Oral History Program. Over the years, a number of interesting and locally important oral interviews have been conducted by a variety of WSU faculty and students. Copies of the tapes have been located in the Archives Department but have not been cataloged and listed in the online catalog. Our goal is to process and make accessible the best of the past interviews and to begin to systematically conduct interviews with individuals who are important to the university or the community or who have information that falls within the overall mission of the library. As part of our Oral History Program, these interviews will be listed in the online catalog and housed in Special Collections.

Also this year, the library was officially designated as a Regional Repository of the Utah State Archives, as such we perform an important role as a resource point for other records keepers in Weber and Davis counties.

II. Library Priorities - 2007/08

Informed by the university's planning process and institutional priorities, the library developed a strategic plan that will guide our efforts for the next three to five years. Emerging from our planning process were three initiatives we identified as priorities for 2007/08. This section of the report lists achievements in support of those priorities.

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

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

- * Updated and partially revised the Information Navigator course and moved the content to WebCT.
- * Implemented a process for developing a new core curriculum for the Information Navigator course. The new course will replace the current WebCT 1704 and the TIP tutorial.
- * Identified core outcomes for the IL requirement and based on the outcomes, revised assessment plans for each type of instruction.
- * Revised and updated all information literacy related Web pages.
- * Implemented the use of the Turning Point student input/surveying "clicker" devices and software.
- * Developed a new, more inter-active format for the approximately 120 English 2010 sessions we provide each year. The new format will be implemented this coming Fall Semester.
- * Discontinued offering LIBS 2201 Library Skills, Resources and Research, a two-credit course taught for many years. The decision was based on low enrollment and input from students who had taken the course.

II. Conduct a work-flow/systems analysis of the Bibliographic Services area to improve efficiency and to more fully utilize the capabilities of the Horizon ILS System.

The work-flow and systems analysis of the Bibliographic Services area examined processes currently used and identified numerous ways they could be improved by utilizing the functions available in Horizon. While not all aspects of the analysis and recommendations have been completed, accomplishments thus far include:

- * Identified the need for two new positions - a cataloging manager and an acquisitions processor. The cataloging manager has been hired and a search is underway for the second position.
- * Interfaced the Horizon acquisitions ordering module with national and international academic book vendors to eliminate manual entry of purchase orders.
- * Re-structured the vendor selection and ordering process to reduce the time spent on monthly reconciliation and to simplify audit tracking.
- * Established budget hierarchy for reporting real-time budget statistics.
- * Reconstructed budget account names for simplification and use with vendor interfaces.

- * Developed new procedures for spine and tag label printing that utilize the label printing features available in Horizon.
- * Implemented bibliographic overlaying procedures, import maps, bib tag action scripts, and local holding tags to streamline processes and increase the informational value of the cataloging record.
- * Purchased new equipment for spine label printing and barcode duplication.

III. Improve access to our unique collections and primary source materials.

This goal required establishing a digitization program in the library, which we did in the fall of 2007. In the intervening months, significant progress has been made Accomplishments this past year included:

- * Hired and trained two new digital assistants and moved into a new digitization suite with three work stations and an administrative office.
- * Developed a Digitization Policies and Procedures manual based on established best practices.
- * Completed the digitization of nine new projects.
- * Developed the Oral History Program and best practices policies for the Program.
- * Completed an inventory of all of the library's archived oral histories. The library currently has 380 oral histories.

2008/09 Priorities:

We have identified the following priorities for 2008/09:

- * Complete the work-flow/systems analysis of the Bibliographic Services area and implement additional new procedures that will increase efficiency and more fully utilize the capabilities of the Horizon ILS System.
- * Implement the plan to re-configure the Reference & Information Services area. The new configuration will enable us to take advantage of new technologies and enhance service.
- * Complete the development of the new core curriculum for the Information Navigator course.
- * Continue to expand access to our unique collections and primary source material.
- * Complete the design and construction of a new multi-media classroom.

Accomplishments in support of these priorities will be discussed in the 2008/09 annual report.

III. Ongoing Goals

In addition to the three to five priorities we will identify for each year, the library has several primary and ongoing goals. This section of the report reflects the progress made during the past year in addressing these primary goals.

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

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

As indicated in the following table, using a combination of E&G, Utah Academic Library Consortium (UALC), and gift funds, the size of the print and media collections continue to increase, as does access to electronic resources. Consulting with faculty, 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.

Library Holdings (Information Resources)					
	2007/2008	2006/2007	2005/2006	2004/2005	2003/2004
Bound Volumes	547,753	540,613	533,759	525,106	520,538
Electronic Resources	31,119	23,312	17,632	16,824	12,238
Journals (Current Print Subscriptions)	1,544	1,555	1,711	1,716	1,711
Government Pub. (Unbound)	224,637	222,247	221,283	208,676	223,546
Audio Recordings	8,720	8,578	8,477	8,469	9,947
Video Recordings	11,360	10,685	9,946	9,461	9,155
Maps	66,205	66,240	65,675	65,151	65,619
Microforms (Fiche and Film)	605,467	587,794	579,349	605,175	595,834
Kits	616	639	610	614	610
CD-ROMs	1,687	1,445	1,458	1,449	1,633

*Includes books, bound periodicals and bound Government Documents.

To ensure that resources added to the collection support the needs of faculty and students, subject librarians have expanded their liaison efforts by meeting more regularly with faculty and providing additional reference/research assistance in the colleges and on the Davis Campus. As a result of this collaboration, the collection is increasingly more focused and relevant to the curriculum.

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

Based on the results of various user satisfaction surveys and ongoing assessment of the strengths and weaknesses of the electronic, print, and video collections, we believe good progress continues to be made in improving the quality and relevancy of the collections.

Goal 2 - Enhance and expand services to meet the library needs of the WSU community.

The use of a number of the services we provide is indicated in the following table. Use of our electronic resources is reflected by the number of visitor sessions on our website, averaging more than 172,000 per month, for an annual total of 2,064,338. While not specifically indicated in this table, use of printed periodicals and journals continues to decline, which follows a national trend confirming that students and faculty prefer to use ejournals when given a choice. Nearly 7000 individuals received instruction on using the library and its information resources and more than 41,000 questions were answered at our various public service desks.

Utilization of Resources and Services

	2007/2008		2006/2007		2005/2006		2004/2005		2003/2004	
Circulation Statistics:	128,784		130,415		106,126		116,933		143,527	
Web Site Visitor Sessions:	2,064,338		2,241,126		1,986,294		1,579,348		1,985,725	
Reference/Research Assist.:										
No. of Questions	9,339		13,290		15,478		13,501		13,220	
User Assistance:										
No. of Questions	31,898		35,002		44,763		33,733		39,968	
Instructional Sessions:	Sessions	Students	Sessions	Students	Sessions	Students	Sessions	Students	Sessions	Students
Course Integrated	101	1421	100	1,945	145	2,161	103	1,828	191	3,483
English 1010 & 2010	120	2,382	122	2,301	125	2,646	111	2,399	111	2,574
FYE (First Year Exp.)	19	354	19	349	21	443	21	374	27	498
Other	38	410	49	968	30	350	14	231	36	408
Totals:	276	4,567	290	5,363	321	5,600	249	4,832	365	6,963
For Credit Classes:	Classes	Students	Classes	Students	Classes	Students	Classes	Students	Classes	Students
Humanities on the Internet			1	30					2	60
Information Navigator	39	1,838	40	1,953	41	2,154	29	2,035	22	2,277
Library Skills	1	29	4	89	4	98	8	210	8	211
Info. Resource (Business)	5	102	5	84	2	79	2	64	1	27
Info Resource (Soc. Sci.)	1	27	2	28	2	34	1	18		
Totals:	46	1,996	62	2,483	49	2,365	40	2,327	31	2,430
Ereserve Page Visitors:	24,416		37,605		46,308		42,007		48786	
Interlibrary Loan:										
Lending Requests	7,473		8,077		8,905		9,896		9,486	
Borrowing Requests	8,519		5,821		6,208		4,856		5,724	

**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. While evaluation data continue to indicate a high level of student satisfaction with library instruction, we believe we are not adequately assessing student learning and intend to address this in the coming year.

In addition to student evaluations, enrollment and successful completion rates are tracked in our for-credit classes. Of the nearly 2000 students who took one of our for-credit courses in the past year, 81% successfully completed the course with a grade of C- or better, thereby meeting Part D of WSU's computer and information literacy requirement.

Assessing the relevancy, strengths and weaknesses of the collection and consulting with faculty in developing and managing the collection are expected responsibilities for subject librarians and the basis on which their collection management decisions are made. WSU faculty routinely indicate their satisfaction with the assistance they receive from the subject librarian assigned to their college and with the improvements made to the collection.

Suggestions from library users provide another source of assessment data. A suggestion box is located in the lobby and a "suggestion link" is on the library's home page. Suggestions are collected regularly and, when practicable, implemented. Suggestions received during the last year included increasing the number of computers and whiteboards in the Resource Commons area, allowing longer check-out periods for videos, and expanding 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 establish a focus group to assess user satisfaction with our website.

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

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

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

	2007/2008	2006/2007	2005/2006	2004/2005	2003/2004
E & G Base:					
Salaries	1,618,452	1,609,192	1,560,037	1,520,444	1,484,777
Info. Resources	902,735	902,735	902,735	902,735	952,735
Operations	50,000	50,000	50,000	50,000	0
Hrly Wages	49,259	79,259	85,144	75,820	25,000
Travel	0	0	0	0	0
Benefits	720,809	714,782	661,886	638,505	588,612
Total:	3,341,255	3,355,968	3,259,802	3,187,504	3,051,124
Legis. 1-Time:					
UALC					
Ongoing	215,040	215,040	219,204	219,204	219,204
UALC					
1-Time					
Software					
Hardware					
Server					
PC's					
Total:					
Grants:	63,634	25,764	21,824	20,430	11,437
Gifts:	459,000	574,526	1,222,617	390,254	366,076
Totals:	4,078,929	4,171,298	4,723,447	3,817,392	3,647,841

In 2007/08 gifts to the library totaled more than \$459,000. Large gifts were received from the following individuals and foundations:

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

Edmund and Jeannik Littlefield Foundation and Patricia B. McNamara (in support of the Utah Construction/Utah International Collection)

The library received funding from several grant proposals submitted this past year. WSU's Academic Resources and Computing Committee (ARCC) provided \$34,500 to purchase iMACs for the Reference & Information Services area. LSTA and the Utah State Historical Records Advisory Board provided a total of \$28,500 for processing and/or digitizing Special Collections materials.

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 electronic and print collections and the ease of off-campus access to our electronic resources.

- * The information literacy focus of our instruction program.

- * An assessment process that informs our efforts to improve services and enhance resources.

- * A high level of user satisfaction with our resources and services.

- * The ongoing support of the Stewart Education Foundation and other donors.

Challenges we face:

- * Ongoing increases in the cost of electronic and print information resources.

- * The cost of maintaining and up-dating technology.

- * Too few positions. We struggle to provide the “services of the future” while continuing to maintain the traditional services students and faculty still want and expect.

V. Staff.

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

New arrivals:

Kathleen Broeder, Digital Projects Assistant
Sonny Dulfo, Cataloging Manager
Janessa Knotts, Special Collections Processor
Carl Olsen, Reference Professional: Evening/Weekend Supervisor
Sara Pomeroy, Circulation Supervisor/Stacks Assistant
Marie Richards, Library Office Supervisor
Brittanie Stump, Web Development Assistant

Resignations:

Susan Highsmith, Digital Projects Assistant
Heather Moore, Circulation Supervisor
Laura Stout, Library Office Supervisor
Jill Venable, Davis Library Assistant
Michelle Wimber, Davis Library Assistant

Retirements:

Stella Chang, Bibliographic Services Librarian
Tamara Dickemore, Bibliographic Services Coordinator
Elizabeth Thurston, Cataloger

Tenured/Promoted:

No one was tenured or promoted this year.

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 92% of the staff attended conferences or workshops directly relevant to their various roles within the university and the library. This level of activity speaks highly of their professionalism and commitment to improving.

Grants & Awards:

Sarah Langsdon - Utah State Historical Records Advisory Board Operational Grant to process the Lawrence Olpin Architectural Drawings and the George Nichols Architectural Drawings. \$2000.

Sarah Langsdon - Library Services and Technology Act (LSTA) Grant to digitize materials dealing with Weber County and the World Wars. \$9500.

Kathy Payne - Academic Resources and Computing Committee funding to purchase iMACs for the Reference & Information Services area. \$34,500

John Sillito and others - Library Services and Technology Act (LSTA) Grant to standardize and digitize registers for archival manuscript collections throughout the state. \$17,000.

Faculty Presentations:

Megan Davis and JaNae Kinikin

“Across Educational Divides: A collaboration between High School Media Teachers and Academic Librarians to Better Prepare High School Students for College-Level Library Research.” Utah Educational Library Media Association Conference, March, 2008, Ogden, Utah.

John Sillito

“Thomas D. Dee: Founder, Builder, Public Servant.” Utah Construction/Utah International Symposium, October, 2007, Weber State University.

“The Beat Goes On.” Panel presentation with Carl Porter, and WSU students Daniel Peterson and Shaylee Wheeler Western Regional Honors Conference, April, 2007, Northern Arizona University, Flagstaff.

VII. The following section of the 2007/08 Annual Report provides an overview of the accomplishments of library departments during the year and goals for the coming year.

**Bibliographic Services
(Acquisitions, Cataloging, Serials, Processing)**

A library priority for 2007/08 was to conduct a systems and work flow analysis of the Bibliographic Services area to improve efficiency and to more fully utilize the capabilities of the Horizon ILS System.

This comprehensive work-flow and system analysis, which took the better part of a year, was conducted by the Information Technology Librarian and involved all departmental staff. It examined the work-flows, processes, and procedures currently performed by the staff and identified and made numerous recommendations for changes. A large portion of the analysis and subsequent recommendations have been completed and the department has been steadily implementing new routines into its work-flow. During the coming year, additional new procedures will be implemented that will further improve efficiency, accuracy, and the availability of library materials.

Accomplishments during this past year included:

- Completed the work-flow analysis of the Acquisitions processes. Organized, consolidated, and implemented a number of new procedures for ordering, receiving, and initiating payment of information resources. Additional improvements will be implemented at the beginning of the next fiscal year.
- Restructured the Acquisitions vendor selection and ordering processes. The new processes will increase efficiency, simplify audit tracking, and provide greater accountability.
- Interfaced our Horizon Acquisitions Module with two national books vendors to eliminate manual entry of purchase orders.
- Established budget hierarchies and statistical classes in the Horizon Acquisitions Module to improve budget reporting and statistical tracking.
- Implemented budget accounting within the Horizon Acquisitions Module for all information resources ordered through the system. This will significantly improve the availability and accuracy of budget information.
- Identified the need for two new positions - a cataloging manager and an acquisitions processor. The cataloging manager has been hired and a search is underway for the second position.
- Improved efficiency in Cataloging by implementing bibliographic overlaying procedures, import maps, bib tag action scripts, and local holding tags.
- Developed new procedures for spine and tag label printing that utilize the label printing features available in the Horizon ILS System.

2008/09 Goals

- Complete the serials work-flow analysis. Recommend and implement changes to improve serials processes.
- Implement electronic claiming of serials with participating primary vendors. This automates the generation and delivery of claim notices on titles that do not arrive within the anticipated time frame.
- Continue to evaluate the potential benefits of electronic ordering with participating primary vendors.
- Evaluate collections, item media descriptions, and marc record type codes within the Marc records database to recognize inconsistencies in representation, searching, and statistical gathering and correct them.
- Develop policy and procedure manuals for acquisitions, cataloging, and processing as performed in the Bibliographic Services Department.
- Plan for a name and subject authority clean-up of the library's authority indexes, which will require contracting with a third party authority service vendor. A complete authority review and update will increase catalog accuracy to standards much greater than they have been in the past. Processes for maintaining authority control on new records have been addressed and are currently underway.

Circulation Services
(Circulation, Media, Reserve, Interlibrary Loan, Stacks Management)

During this very busy past year, Circulation Services continued to strive to provide better customer service and to increase the knowledge of the staff regarding the services the department provides and the overall mission of the library.

Circulation Services reflects current library trends of offering multiple services from a single service point. Our current configuration affords an excellent opportunity for the department to meet its on-going goal to provide an annual intra-departmental cross-training session to help us maintain and enhance our high level of service. The annual training sessions are conducted in the summer when our usage statistics have been traditionally lower. The results from these sessions have been positive.

Accomplishments during the past year included:

* A Building Emergency Plan was created and implemented for all the departments housed within the library. The plan was developed to provide important information and to establish guidelines and procedures for emergency evacuations. The plan is part of a campus wide program to develop and encourage emergency preparedness.

* Reference and Circulation worked together to develop procedures and provide services for NUAMES, the Northern Utah Academy of Math, Engineering, and Sciences. NUAMES, a charter school that opened last fall, is located on the WSU Davis campus.

* Systems and Circulation worked together to implement a pre-notification service for patrons

relating to approaching due dates of checked out library items. The service offers three days advance notice providing patrons with ample time to renew or return their library items.

Members of the Circulation Services team evaluated and updated all departmental web pages. The revised pages better assist our web patrons in their search for information regarding Circulation Services. * After many months of frustration and perseverance, the new Microform Digital Lab will soon be operational. The lab will have two digital microform scanners that will be connected to a Pharos printer.

Circulation Services Usage Statistics Overview				
Type	June 2007 - May 2008	June 2006- May 2007	# up or down	% up or down
Circulation Print Checkouts	39,661	44,467	- 4806	- 10.81%
Media Checkouts	10,663	11,050	- 387	- 350%
Reserve Print Checkouts	2,103	2,053	50	2.44%
Reserve Media Checkouts	2,344	3,090	- 746	- 24.14%
EReserve Checkouts	24,033	37,605	- 13572	- 36.09%
Computer Laptops	511	NA		
Internal Use Print	24,416	27,189	- 2773	- 10.20%
Internal Use Microforms	637	1,053	- 416	- 39.51%
Web Resource Transactions (Old Home Page Hits)	1,659,532	1,906,022	- 246,490	- 12.93%
Web User Transactions (Actual Home Page Hits)	404,806	NA		
Circ Services User Assistance	20,009	19,873	136	0.68%

Interlibrary Loan:

To remain in good standing with reciprocal borrowing libraries, Interlibrary Loan implemented late fees and pre-notification email in January 2008. ILL initiated a fine policy of \$2.00 per day, per item and pre-notification emails were implemented informing patrons of upcoming due dates for Interlibrary Loan items. With the implementation of these two procedures, the number of late Interlibrary Loan items has decreased significantly.

Interlibrary Loan Usage Statistics Overview				
Type	June 2007- May 2008	June 2006- May 2007	# up or down	% up or down
InterLibrary Loan Lending: Requests Received	7,473	8,077	- 604	- 7.48%
InterLibrary Loan Lending: Requests Filled	4,671	5,153	- 482	- 9.35%
Interlibrary Loan Borrowing: Requested Initiated	8,519	5,821	2,698	46.35%
Interlibrary Loan Borrowing: Requests Filled	4,717	4,948	- 231	- 4.67%

Media/Reserve:

Media spent a lot of time maintaining and improving the Media collection this past year. With the help of cataloging, all cassette tapes were transferred into more protective cases and any damaged audio and video cases were replaced. The video/DVD collection was shifted to allow easier retrieving and shelving of items. Audio equipment was transferred onto carrels in order to increase accessibility for patrons in addition to providing space for a new media viewing room in response to growing patron demand.

The Reserve collection was inventoried and shifted. In addition to upgrading the EReserve system, a training program was implemented for faculty and staff in order to familiarize these patrons with this service. Copyright policies and procedures are currently being reviewed and implemented.

Semester Statistics (Summer 2007, Fall 2007, Spring 2008)				
Type	2007/2008	2006/2007	# up or down	% up or down
Davis Deliveries	694	635	59	9.29%
Media Deliveries	1,166	1,386	- 220	- 15.87%
Reserve Deliveries	790	981	- 191	- 19.47%
Document Deliveries (electronic & print)	1,248	889	359	40.38%
Reserve # of Instructors	578	517	61	11.80%
Reserve # of Items	7,605	7,555	50	0.66%
# of Reserve Course Page Hits	23,536	37326	- 13790	- 36.94%

Staffing:

Last summer, a full-time staff member resigned, which gave the department the opportunity to evaluate and assess staffing. The full-time position of the Evening Reserve Supervisor was converted into a half-time position with the title of Evening/Weekend Supervisor and Stacks Assistant. With the altered position, Reserve duties were removed and Stacks Maintenance duties were added.

Over the last few years, the number of student assistants employed by Circulation Services has steadily decreased. Student assistants are no longer scheduled at service desks nor are they used solely in individual departments within Circulation Services. The fine tuning of student employees' responsibilities and the downsizing of the student workforce has proved to be a more effective use of student assistant work time while reducing student budget allocations.

Circulation Services Student Assistant Budget:

\$45,000.00	Yearly Student Assistant Budget allotted.
\$28,275.22	Used as of June 6, 2008.
\$16,724.78	Budget amount left without last pay period.
\$ 1,300.00	Estimate for last pay period.
\$28,025.76	2007/2008 student budget used with 1 pay period left.
\$29,575.22	2007/2008 estimated total student budget used.
\$15,424.78	2007/2008 estimated total student budget unused.

Space Analysis and Stacks Maintenance:

In May 2008, a space analysis of the Library was completed by the Stacks Manager (see below).

49,791	Total Feet of General Collection
40,320	Total Feet of General Collection Used
9,471	Total Feet Remaining in General Collection
19%	Remaining % currently
20%	Remaining % last year
-1%	% Difference in Relation to Last Year
	Crowded areas are E-H's, Q's, and Z's.
4,286	Total Feet of Young People's, Curriculum, Periodical Remote and Remote
3,269	Total Feet of Young People's Curriculum, Periodical Remote and Remote Used
629	Total Remaining feet in YP, Curriculum, Periodical Remote and Remote
15%	Remaining % currently
18%	Remaining % last year
-4%	Overall % Difference in Relation to Last Year

Stacks Maintenance was busy this past year. In Special Collections, shelving was erected in a new storage room, new map cases were constructed, and more shelving was added to the Special Collection stacks. In Archives, new shelving was added for growth and existing shelving was reinforced for safety. In consultation with the University Librarian, the Stacks Manager developed an action plan to relocate items from the General Collection to Remote. The Stacks Manager has met with subject librarians and provided lists of possible items for relocation. To help relieve crowded areas in General Collection, shelving sections have been added to the Z's, Q's and the M collections. Shifting of the General Collection will begin this Summer. Shifting in Young People's and Curriculum was implemented for new growth, but due to the growth of Curriculum items and kits, the available space has been exceeded. After consultation with the University Librarian, it was decided a weeding procedure needs to be planned and implemented. Current Periodicals lost one section on each row due to the impending construction of a classroom. After the re-organization, the Current Periodicals collection was cleaned and shifted.

2008/09 Goals

For Circulation Services:

Create standards for customer service in conjunction with the University's customer service program.

For Circulation:

Evaluate and rewrite student training procedures.
Evaluate book replacement costs.

For Stacks Management:

Complete the shift and inventory the remaining shelving components in order to better accommodate future growth.
Finish reorganizing the shelving storage closets.

Goals for Media/Reserve:

Begin to use the password protection feature on Ereserve to give added security to copyright protected works.
Evaluate the password protection effectiveness at the end of fall semester.

Goals for ILL:

Set up and begin to use OpenURL to transfer ILL requests from several article databases directly into ILLiad.

Digitization and Oral History

A library priority for 2007/08 was to improve access to our unique collections and primary source materials. This goal required establishing a digitization program, which we did in the fall of 2007. During the intervening months, significant progress has been made. Accomplishments this past year included:

- Created a usable Policies and Procedures Manual after researching best practices and several other digitization programs.
- Increased program staffing by adding two new digital assistants and relocated into a new digitization suite with three work stations and an administrative office.
- Digitized nine new projects this year under the following collections:

Thomas and Annie Taylor Dee Collection
Dee Family Correspondence
Dee School of Nursing Yearbooks 1927-1941

David Eccles Papers Collection
Eccles Business Correspondence
Eccles LDS Church Correspondence
Eccles Personal Correspondence

Utah Construction-Utah International Collection
UCUI Photographs

Weber State University History Collection
The Acorn Souvenir 1905-1918

World Wars and Weber County Collection
WWI Photographs
WWII Photographs

Digitization Goals for 2008/09

- Projects the digitization team has scheduled for completion during 2008/09 include:

Ogden History Collection: People, Places & Things

Ogden City Schools

Ogden City Churches

Utah Construction-Utah International Collection

UCC Board Meeting Minutes

UCUI Keepsakes

UCUI 2006 Symposium Presentations

UCUI 2007 Symposium Presentations

Weber State University History Collection

The Acorn Souvenir 1919-1923

The Acorn 1924-1963

Acorn 1964-1982

Buildings I & II

Decade Sampling of the Signpost

World Wars and Weber County Collection

WWII POW Oral Histories

WWII Service Cards

* We will also be working on creating a more user friendly format for researchers using our digital collections. This will include creating a new layout for photographs and books, and renaming and sub-categorizing correspondence collections.

Oral History

The Oral History Program is a new development this year. This program has also required many hours of research to put together a best practices policy. Other accomplishments included:

- Completed an inventory of all, both paper and audio, of the library's archived oral histories. The library currently has 380 oral histories.
- Of that number, 70 have been converted from a paper only format to a digital format, 31 audio interviews have been transcribed, and 16 have been completed and archived, which consists of: 2 bound transcripts, 2 audio CD's, and the complete set of working files. Completed histories will be cataloged and housed within Special Collections.

Oral History Goals for 2008/09

- * Create an *Oral History Website*
 - * Transcribe the *Dee School of Nursing Interviews* and current *WSU History Interviews*
 - * Convert 100 interviews from tape to CD with the assistance of the WSU Multi-Media department
 - * Convert 50 interviews from print to digital format
 - * Bind 50 oral histories and have them listed in the online catalog
 - * Continue transcribing existing archived interviews
-

Reference & Information Services

Reference and Information Services continues to implement the strategic planning initiatives developed over the past two years. Many of these action items directly address the library's goal of assessing staffing and technology needs in the public services areas and reallocating resources to meet those needs.

The Reference Team has actively pursued opportunities to expand and improve services for all patrons. Innovations include: improving team communications by using instant messaging and creating a library wiki; adding additional reference meetings for team training, such as a panel discussion on working with a diverse patron population; and working with the Web Advisory Group to develop a new home page. The major focus has been on re-configuring the Reference area to be more patron friendly by opening up the area and providing new technology.

Reference/research questions continued to decline, decreasing from 10,524 in 2006/07 to 8,441 this past year, a decrease of nearly 20%. This trend is a common one in academic libraries and seems to reflect the increasing amount of information available online combined with typical student reluctance to ask for help. There is anecdotal evidence of increased student and faculty requests for assistance from subject librarians, but this information is not tracked.

Despite staff turnover, the WSU Davis Campus library has continued to provide excellent service while promoting the library on the Davis campus. This year saw the implementation of services to the Northern Utah Academy of Math, Engineering and Sciences (NUAMES) charter school, now located on the Davis campus.

Electronic Resources continue to be a challenge, both from a budgetary and technological perspective. The focus in the past year has been on developing a method to provide stewardship of electronic resources. A database of databases has been developed to provide statistics and other information that informed recent database management decisions. As predicted by WSU Library faculty, the Webfeat federated search system purchased by the Utah Academic Library Consortium did not perform to expectations and will be discontinued in the coming year.

Government Publications in both print and electronic format continues in excellent shape. Our most recent Biennial Survey was accepted with no issues. Weeding to maintain collection size continues.

Significant Accomplishments:

Reference

- Began planning for complete re-configuration of Reference area to provide a more flexible and welcoming space for patrons. R&IS Librarian, working with Information Technology Librarian, wrote a grant for dual-boot iMacs, which was funded for \$34,500. Also began a significant weeding of Reference materials to provide room for the re-configuration.
- Instituted instant messaging and created a library wiki to improved communication among team members and with other areas of the library.
- Increased the number of Reference meetings to allow for more team training & professional development.
- Working with the Web Advisory Group, designed a new library home page and secondary page template which should go live August 2008.

Government Publications

- Continued to process and catalog volumes of the serials set and maps. Provided better storage for large maps.
- Continued to weed Government documents to provide for a zero growth collection.
- Continued to provide access to online documents via the catalog and library website

WSU Davis Library

- Successfully implemented services to the NUAMES early college charter high school, now located on the WSU Davis campus.
- Despite significant staff turnover, provided excellent service and continued marketing library services.
- Subject librarians continued to increase their presence on the WSU Davis Campus as course offerings expand.

Electronic Resources & Services

- Provided increasingly accurate statistics to inform management decisions about electronic resources.
- Purchased Article Linker to provide cross-database access to articles. This system is extremely popular with students, faculty & staff.
- Implemented UALC purchased federated search system, Webfeat.
- Purchased subscription to Worldcat to improve library visibility on the web.

Goals for 2008-2009

Reference Services

- * Continue development and implementation of action items for strategic planning initiatives.
- * Determine a method of assessing Reference Services that will provide useful information in the team's quest to improve service on all fronts.
- * Begin the re-configuration of the reference area.

- * Continue to develop possibilities for expanding services.
- * Continue to provide professional development & training opportunities for the team.

WSU Davis

- * Continue to explore and implement creative ways to market the library to Davis campus community.
- * Continue to work with subject librarians to enhance the impact of their presence at Davis.
- * Consider doing a library only survey that would address NUAMES services in addition to the usual Davis population.
- * Participate in the development of a Reference Manual for student workers.

Government Publications

- * Continue to publicize availability of electronic government publications.
- * Continue to weed the paper collection as more resources become available online and to provide room for the Serial Set.
- * Finish cataloging the map collection if possible given staffing issues.

Electronic Resources

- * Develop action items to implement goals and strategies from the reference planning initiatives.
- * Continue to provide useful information for making informed decisions about electronic resources, focusing on developing a method of providing useful statistics from a variety of formats.
- * Continue implementation of capabilities in databases for Article Linker, cross system linking, Worldcat and other useful features.

Special Collections and Archives

I. Narrative Overview

This has been an interesting and challenging year in many ways. It is clear that both departments are at a unique and important crossroads. We need to build on what we have accomplished in the past few years, and set reasonable and obtainable goals for the future.

Perhaps the most significant and long lasting activity of both departments revolves around the on-going efforts of the Stewart Library regarding digitization. While more detail will come in the report from that area, the materials digitized and made available on the website, and the projects envisioned for the future, are closely tied to the holdings in both departments. I believe that working together, in a collaborative fashion with those performing the digitization will enhance the Special Collections and Archives presence, while simultaneously making key collections from both areas more widely available. Similarly, this is true in terms of oral history, especially since I will be more involved in conducting oral interviews in the coming year. I believe that the interviews which were done in the past, those currently being undertaken, and those in the future are key resources for understanding both the local community and the institution itself. As part of that effort, I am participating in a symposium on oral history in the

Intermountain West sponsored by the Charles Redd Center at BYU.

At the same time, Special Collections has been deeply involved in a number of projects supported by grant funds. The most significant is the LSTA grant to participate in the EAD project involving five other institutions throughout the state. We received \$17,000 to convert a minimum of 150 registers to this project. It is scheduled for completion in September. Other grants include one from Denise Sobel, who donated \$2000 to process the papers of her grandfather, Ted Littlefield. We were awarded a \$2000 grant from the Utah State Historical Records board, (USHRAB), which was used to process the Olpin Architectural Drawings collection. This collection contains blueprints for schools, churches, businesses and homes in the Weber County area from the 1920s to 1970s. Once completed, in July 2008, it will offer a wonderful source to researchers. Special Collections also received a \$9500 LSTA grant for the World War I and II in Weber County materials. This will allow for the digitization of our holdings on the subject. Included in the collections are the POWs materials, World War I service cards, the Italian POW newsletters, and the DDO newsletters during WWII. As noted below, we plan to seek two other grants from USHRAB in the coming year.

Based on our experiences during the past year, I continue to believe we must be actively involved in seeking funding from a variety of sources to provide for needed equipment and supplies, as well as contract personnel on a project basis. I look forward to being involved in those efforts.

II. Activities/Accomplishments

Personnel

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

Sarah Langsdon attended the CIMA Fall Caucus in Provo, and the WESTPAS 2-day Disaster Training held in Logan. She was involved in the Utah Manuscripts Association LSTA grant as part of the EAD Committee. She also co-authored a book on the history of Ogden through photographs.

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

Melissa Ann Johnson is currently finishing the Levi Peterson Collection. She attended the CIMA Fall Caucus in Provo, and the WESTPAS 2-day Disaster Training held in Logan. As part of her responsibilities, she produced an excellent guide to our family history archival and manuscript holdings, which was distributed at the Marriott Family reunion and is available on our webpage.

Janessa Knotts was hired as a manuscript processor, working thirty hours per week. She completed the Ted Littlefield Collection and is currently working on the Olpin Architectural Drawings. She was also able to attend the WESTPAS training.

Ashley Allen and Jessica Johnson as mentioned elsewhere, were employed on a contract basis as part of the UMA LSTA grant to encode Special Collections registers into EAD.

Marci Farr was also employed on a contract basis to conduct oral history interviews with alumni from the Dee School of Nursing.

Ruby Licona spent part of her time during the past year conducting institutionally-focused oral history interviews.

Statistical Report

During the past year, Special Collections added 116 linear feet of material. Significant additions in Special Collections include the Olene Walker Collection, the Raymond S. Wright Collection, The Cora Kasius collection, the Ted Littlefield Collection, and a collection of Littlefield family photographs. A major task in the works is the encoding of the collection registers in Special Collections and Archives into an EAD format. This required the retyping of legacy register and then transforming those documents into an xml format that will be searchable and available via the Mountain West Digital Library. Using funding from the UMA LSTA grant, we were able to hire on as a contract basis, Ashley Allen and Jessica Johnson to complete this project.

Similarly, we added 184 linear feet in archives during the past year. Among those are records from the President's Office, Performing Arts, Human Resources, Teacher Education and Administrative services, as well as administrative files from both Richard Roberts and Jeff Livingston.

Usage Figures

Patron Assistance

Special Collection	117
Archives	49

Reference Assistance

Special Collections	346
Archives	92

Research Assistance

Special Collections	340
Archives	70

Gate Count

Special Collections	775
Archives	148

Resources Added (linear opportunities)

Special Collections	
a. manuscripts	111

b. photographs 14

Archives

A. Archival series 184

III. Challenges

The LSTA-EAD grant represented the most important challenge over the past year. It has taken an enormous amount of Sarah Langsdon's time, and a smaller, yet significant amount of mine. While this is not the place to discuss in great detail, suffice it to say it has been a learning experience! I continue to believe that—on balance—it has been worth the time and effort to be a part of this grant. We have greatly appreciated the assistance from the Library Administration office on this grant.

I am somewhat concerned about the drop in usage figures for archives. It is possible that this may be the result of not being as vigilant about documenting usage in Archives. As you see elsewhere, better documentation of archival usage is a stated goal in the coming year.

Despite the fact that the staff in Special Collections has grown, personnel issues continue to present a challenge. Increasingly—especially as a result of various grants—I believe that we will need to rely on part-time, non-contract and non-student sources for our personnel needs. This has worked well this past year, and I hope we can continue to find dependable and capable part-time employees.

IV. Opportunities

An important opportunity came this year as part of our designation as a Utah State Archives “regional repository.” We sponsored a meeting in March for public historical repositories in Weber and Davis counties. We advertized widely and attracted some 55 individuals to the meeting. Sarah Langsdon took the lead on that meeting, and had good support both from our staff and the library administration.

I believe that oral history continues to expand our opportunities, both in terms of the interviews themselves, and the additional documentary material that is acquired through conducting interviews. I believe this will be especially true for the Dee School of Nursing project.

Digitization continues to be an important collaborative project, which not only makes our materials more widely available, but preserves the original items as well.

As indicated above, we continue to rely on outside funding, especially in Special Collections, to provide staff and supplies to deal with incoming collections. As noted below, we have two additional USHRAB grants in preparation at this time, and which will be submitted in August.

V. Goals

2007/08 Goals

In assessing the goals outlined in the 2007/08 departmental annual report it is clear—and not unexpected—that many of them represent on-going activities. Still several were accomplished during the current year.

Special Collections

In Special Collections we completed the processing of the Ted Littlefield Collection, the Nathan Mazer Collection, the Cora Kasius Collection and the Laura P. King collection. We relocated the *Ogden Standard Examiner* collection to the Weber County Library, and updated the location register. We are in the process of completing the Richard Roberts and Levi Peterson collections as well as shifting the rest of the stacks.

Archives

In Archives important steps were taken to refine the organization of the stacks, update the accession log

and location register, and identify resources for digitization. The Donald Moorman papers were completed and a new register drafted. Additionally, we made great headway in completing the processing of the records from Academic Affairs.

Both departments participated in identifying registers that could be included in the LSTA project. Another major undertaking for the staff during the past year was hosting a USHRAB archives training for the smaller museums and archives in Weber and Davis counties.

2008/09 Goals

Special Collections

1. Complete the processing of the Levi Peterson papers, and the Richard Roberts collection.
2. Add a minimum of 150 registers to the LSTA -EAD project
3. Conduct oral history interviews with Dee School of Nursing Alumni and reprocess the Nursing School collection itself
4. Make World War I and II holdings available online. (Supported by a LSTA Grant)
5. Create a policy and procedure manual and a disaster plan
6. Seek two additional grants from USHRAB.

Archives

1. Rearrange stacks to consolidate same series numbers in close proximity to one another
2. Arrange, date, identify (if possible) miscellaneous photos from campus departments and catalog
3. Revamp the "retro" vertical files so that the information is noted in the location register for easier access
4. Complete processing of Stephen Nadauld Files
5. Finish an on-line exhibit of the construction and demolition of Buildings 1 and 2
6. Provide 6-10 registers for the LSTA - Ead project
7. Create a quick reference file for frequently asked questions
8. Keep more accurate records on archives usage.

VI Strategic Plan

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

The Thomas D. Dee Reading Room continues to provide an excellent and welcoming space for researchers using the printed and manuscript materials in Special Collections.

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

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

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

A continuing commitment on the part of both departments to develop and mount exhibits highlighting important resources represents excellent outreach with the local community.

As an officially designated Regional Repository of the Utah State Archives, we perform an important role as a resource point for other records keepers in Weber and Davis counties.

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

Systems

During the 2007/08 academic year the Systems Department faced many challenges including a complete relocation of our department and the expansion of single sign-on capabilities with the university computing community. Our department continues to service and maintain all physical computing resources for faculty, staff and students in the Stewart Library. Additionally, we continue to manage and administer the library's web servers, authentication systems, peripherals, and all other online server based systems except the Integrated Library System (Horizon).

Our new location is much more convenient to all library stakeholders and has decreased our response time in dealing with information technology and technical support issues. During this past year, one specific area of focus was utilizing single sign-on authentication wherever possible to further enhance computing and data security and create a more cohesive experience for students and employees by limiting the number of logins and passwords required to utilize all of the university's electronic resources.

2007/2008 Goals and Outcomes:

Goal: Increase faculty and staff data security awareness through technical support services and in-house training.

Outcome: During the past year the library changed the duties and responsibilities of the Library Systems Computer Specialist to include a new role within the position. This new role is called Library Information Security Technician and encompasses all data security needs within the library and requires service on university level data security committees.

Goal: Merge library authentication systems with university single sign-on.

Outcome: Our department has modified approximately 70% of library authentication systems currently in production to utilize the single sign-on authentication to further allow users of library resources to benefit from a common username and password across most of the university's online resources.

Goal: Investigate and evaluate Windows Vista for recommendations regarding product rollout to staff and patron computers.

Outcome: Our department has evaluated Microsoft Vista and is not confident in its ready for application on student access computers at this time.

Goal: Expand self-service printing capability to all patron computers.

Outcome: We have added three new printers to our Pharos public printing capabilities and one new release station during the 07/08 academic year. The library is capable of handling most printing requests brought forth by students, faculty, or staff.

Goal: Investigate possibilities of website redesign. Perform work as recommended by the library Web Advisory Group. **Outcome:** Working with the Web Advisory Group, we completely re-designed the library website to be more congruent with the university's new website. The library's new website is in the approval and testing phase of development. It is expected that the new web page will be completed by the beginning of Fall Semester 2008.

Goal: In collaboration with Circulation Services, implement pre-notification notices via e-mail to staff and faculty.

Outcome: This task has been completed and has been well accepted by the campus community.

2008/2009 Goals:

- * As a department, become increasingly more amenable to users of the library's resources. Treat all users with equal attention and respect, and continue to conduct ourselves in a professional manner.
- * Continue to merge library authentication systems with university single sign-on wherever possible.
- * Further reduce overhead costs of our department by implementing virtual and open-source technologies wherever applicable.
- * Expand self-service printing capabilities to all patron computers including a printing station on the upper level of the building.
- * Work closely with all applicable departments to implement information technology infrastructure and new Macintosh computers in the new Stewart Library classroom.
- * Replace current personal computers in the Reference & Information Services area with new Macintosh workstations.