

Stewart Library

Annual Report

2011/2012

I. Core Themes:

***The Stewart Library's resources and services support WSU's core themes:
Access, Learning, and Community.***

***Access: The library promotes students' progress in
their programs of study by:***

* Providing access to more than 94,000 electronic resources and a collection of approximately 560,000 bound volumes. Recent additions to the electronic collection include *ArtStor* for images and *Music Online*. *Music Online* enables students to stream music from the broadest, most comprehensive resource available for the study of classical, jazz, world and American music.

* Offering a variety of information literacy courses that enable students to meet WSU's General Education Information Literacy requirement. Last year, more than 1,700 students successfully completed one of those courses. In addition to the for-credit courses taught, library faculty and staff taught more than 260 course integrated, English 1010/2010, and First Year Experience sessions to approximately 4,500 students.

* Migrating all of our for-credit courses taught online or in hybrid format to the new Canvas system. This includes all sections of LIBS 1704, LIBS 2704, LIBS 2804, and LIBS 2904. Migrating the courses to CANVAS enables students to easily access all of their library course materials online.

* Establishing a 'one stop information shop' in the Reference & Information Services area of the library. Here students have access to dual O/S computers, can receive individualized help with their research papers, and engage in group study activities.

***Learning: The library strives to ensure that students experience
an engaging learning environment by:***

* Creating a new, state-of-the-art multi-media classroom. The classroom accommodates up to thirty-five students and provides them with a technology enhanced, student-centered learning environment that fosters student/faculty interaction. The digital infrastructure of the classroom supports advanced A/V technologies with intuitive and simplistic operation.

* Providing technology enhanced group study rooms for students who are integrating more and more technology into how they study and collaborate. The equipment added to these rooms, which includes 32" wall mounted LCD video monitors, hookups for HDMI, VGA, composite components and stereo audio inputs, offers students an interactive, collaborative learning

environment. Staff are available to assist them in using the equipment or finding the information resources they need for their projects.

- * Increasing the quality and quantity of computer resources by providing more than 65 public work stations with dual PC and Mac operating systems.

- * Creating additional quiet study space on the upper-level of the building. While many students are working collaboratively within groups, others require dedicated quiet space where they are not distracted by others and where cell phones are not used. The quiet study areas provide these students with the type of learning environment they need and have frequently requested.

Community: The library contributes to pre-K through 12 education in the region by:

- * Providing a variety of instructional activities, including an introduction to the library and story times for pre-schoolers, instructional sessions for local high school students, for-credit courses designed for concurrently enrolled students at NUAMES, and instruction and research assistance for Park University students. An IMLS grant has been submitted to establish an online tutorial for elementary school students as their first exposure to using libraries and the Internet for research.

- * Collaborating with high school library media teachers in the Ogden, Davis and Weber school districts to create the HeLIOS (Hemingway Library Information Online Skills) tutorial (<http://helios.weber.edu>), designed for high school students to learn library and information literacy skills. The tutorial is currently being used in schools across Utah.

- * Lending library resources to NUAMES students. The library has an agreement with the NUAMES charter high school to loan its material to students actively attending NUAMES. The materials are delivered to the Davis Campus Library for student checkout. This same service is available for active Ogden and Davis ATC students.

- * Partnering with the Ogden School Foundation to bring the Utah Shakespearean Festival Traveling Players to the area to provide students and the community with a better understanding of the playwright and his plays. The workshops for the students and teachers are well attended and approximately six hundred students and member of the community attend the evening performance.

II. Mission and Summary of Ongoing Strategic Goals.

The mission of the Stewart Library is to:

- * Advance the instructional, scholarship, and community service mission of the university through the development of on-site collections, access to off-site resources, instruction on research strategies and tools, and personalized assistance in the use of library and information resources, and

- * Assess the services we provide and the relevancy and use of the collections and use assessment outcomes to continually improve our resources and services.

In support of our mission, the library has three ongoing, primary goals:

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

Providing the information resources needed to support the teaching, learning, and research mission of the university is the primary goal of the library. Using a combination of E&G, Utah Academic Library Consortium (UALC), and gift funds, the print and media collections continue to increase, as does access to electronic resources. Consulting with faculty, evaluating the use of print journals and cancelling low-use titles or titles to which we have online, full-text access is an ongoing process.

To ensure that resources added to the collection support the needs of faculty and students, subject librarians continue to expand their liaison efforts by meeting regularly with faculty and providing additional reference/research assistance in the colleges and on the Davis Campus. Providing course integrated, subject specific instruction to inform students and faculty of library resources available in their areas of interest is essential if those resources are to be used. During the past year, subject librarians taught 144 of those sessions, an increase of nearly twenty percent over the previous year.

Assessing the relevancy, strengths and weaknesses of the collection, and consulting with faculty in developing and managing the collection are among the responsibilities of the 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.

Based on the results of various user satisfaction surveys and ongoing assessments 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 ability to collect and apply data to analyze the usability of collections is an ongoing, evolving process.

Library Holdings (Information Resources)							
	2011/2012	2010/2011	2009/2010	2008/2009	2007/2008	2006/2007	2005/2006
Bound Volumes	563,062	560,995	556,222	552,323	547,753	540,613	533,759
Electronic Resources	94,562	63,095	61,930	53,031	31,119	23,312	17,632
Journals (Current Print Subscriptions)	910	912	963	1,175	1,544	1,555	1,711
Government Pub. (Unbound)	210,815	216,820	219,190	225,369	224,637	222,247	221,283
Audio Recordings	9,380	9,353	8,757	8,746	8,720	8,578	8,477
Video Recordings	13,378	12,993	12,347	11,705	11,360	10,685	9,946
Maps	66,211	66,456	66,393	66,275	66,205	66,240	65,675
Microforms (Fiche and Film)	639,815	633,102	623,973	611,326	605,467	587,794	579,349
Kits	623	601	609	623	616	639	610
CD-ROMs	2,135	1,964	1,853	1,809	1,687	1,445	1,458
*Includes books, bound periodicals and bound Government Documents.							

Goal 2 - Provide user-centered services that meet the library needs of the WSU community.

The library strives to provide and continually improve its services to WSU students and faculty. The utilization of our services continues to grow. In the past year, more than 6,400 individuals received instruction on using the library and its information resources, and nearly 30,000 patron questions were answered at our various public service desks. Use of our electronic resources is reflected by the number of visitor sessions on our website, averaging nearly 95,000 per month, for an annual total of 1,141,947. Use of the print and media collections increased and the use of print periodicals and journals continued to decline, which follows a national trend confirming that students and faculty prefer to use e-journals when given a choice.

Utilization of Resources and Services														
	2011/2012		2010/2011		2009/2010		2008/2009		2007/2008		2006/2007		2005/2006	
Circulation Statistics:	91,837		100,474		115,147		100,315		128,784		130,415		106,126	
Web Site Visitor Sessions:	1,141,947		1,332,473		1,687,866		2,080,920		2,064,338		2,241,126		1,986,294	
Reference/Research Assist.:	7,710		8,594		9,549		10,153		9,339		13,290		15,478	
User Assistance:	29,314		32,555		32,401		30,068		31,898		35,002		44,763	
No. of Questions	7,710		8,594		9,549		10,153		9,339		13,290		15,478	
Instructional Sessions:	Sessions	Students	Sessions	Students	Sessions	Students	Sessions	Students	Sessions	Students	Sessions	Students	Sessions	Students
Course Integrated	143	2,259	121	2,321	123	1,807	110	1,175	101	1,421	100	1,945	145	2,161
English 1010 & 2010	93	1,861	112	2,299	117	2,265	108	1,898	120	2,382	122	2,301	125	2,646
FYE (First Year Exp.)	23	336	20	431	18	351	16	225	19	354	19	349	21	443
Other	8	100	15	211	21	293	32	247	38	410	49	968	30	350
Totals:	267	4,556	268	5,262	279	4,716	266	4,145	276	4,567	290	5,363	321	5,600
For Credit Classes:	Classes	Students	Classes	Students	Classes	Students	Classes	Students	Classes	Students	Classes	Students	Classes	Students
Humanities on the Internet			1	42	1	31					1	30		
Information Navigator	45	1,462	44	1,628	39	1,903	40	1,998	39	1,838	40	1,953	41	2,154
Info. Resource (Health Prof)	3	107	3	112	2	61			1	29	4	89	4	98
Info. Resource (Business)	4	145	4	148	4	145	4	144	5	102	5	84	2	79
Info Resource (Soc. Sci.)	2	54	2	54	2	48	2	47	1	27	2	28	2	34
Totals:	54	1,768	54	1,984	46	2,127	46	2,189	46	1,996	62	2,483	49	2,365
Ereserve Page Visitors:	17,997		24,214		24,070		24,658		24,416		37,605		46,308	
Interlibrary Loan:	4,895		5,285		6,356		7,002		7,473		8,077		8,905	
Lending Requests	5,806		6,249		6,434		4,826		8,519		5,821		6,208	
Borrowing Requests														

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

- * Biennial student satisfaction surveys
- * National student satisfaction surveys administered by the university
- * Biennial interviews with students who are using the library
- * End of course student evaluations
- * Focus groups - ongoing and as needed

During the past year, student evaluations were collected for all for-credit library courses, and for a representative number of English 2010 and First Year Experience sessions. Enrollment and successful

completion rates are tracked in all of our for-credit classes. Of the 1768 students who took one of our courses in 2011/12, 93% successfully completed the course with a grade of C- or better, thereby meeting Part D of WSU's Computer and Information Literacy requirement. While evaluation data indicate a high level of student satisfaction with library instruction, we believe student learning is not yet being adequately assessed and intend to implement additional assessments in the courses.

Suggestions from library users provide another source of assessment data. A suggestion link is on the library's website and a suggestion box is located in the lobby. Suggestions are collected regularly and, when practicable, implemented. Suggestions received during the past year included adding more eBooks to the collection, increasing the number of computers in the Resource Commons and Reference & Information Services areas, making more laptops available and extending the check-out time for them, increasing hours during finals week, expanding group study space, providing additional white boards for student use, and renovating restrooms and drinking fountains. These and many other suggestions were implemented.

Goal 3 - Seek additional sources of funding to enhance resources and expand services.

The library benefits greatly from its donors and we are extremely grateful to them. In 2011/12 gifts to the library totaled more than \$269,000. Gifts of \$10,000 or more were received from the following foundations and trusts:

Elizabeth D.S. Stewart Annuity Trust
 Stewart Education Foundation
 Edmund and Jeannik Littlefield Foundation (in support of the Utah Construction/Utah International Collection)

More than \$36,000 was received from a variety of grant proposals.

Sources of Funding							
	2011/2012	2010/2011	2009/2010	2008/2009	2007/2008	2006/2007	2005/2006
E & G Base:							
Salaries	\$1,490,546	\$1,444,690	\$1,570,325	\$1,647,987	\$1,618,452	\$1,609,192	\$1,560,037
Inf. Resources	\$1,016,530	\$933,073	\$930,660	\$957,785	\$902,735	\$902,735	\$902,735
Operations	\$203,935	\$153,935	\$153,935	\$153,935	\$50,000	\$50,000	\$50,000
Hrly Wages	\$44,540	\$40,000	\$48,119	\$49,962	\$49,259	\$79,259	\$85,144
Travel							
Benefits	\$671,253	\$670,107	\$695,033	\$729,361	\$720,809	\$714,782	\$661,886
Total:	\$3,426,804	\$3,241,805	\$3,398,072	\$3,539,030	\$3,341,255	\$3,355,968	\$3,259,802
UALC							
Ongoing	\$176,306	\$179,740	\$196,316	\$206,440	\$215,040	\$215,040	\$219,204
Total:							
Grants:	\$36,633	\$28,301	\$14,747	\$53,500	\$63,634	\$25,764	\$21,824
Gifts:	\$269,055	\$410,198	\$425,059	\$459,000	\$459,000	\$574,526	\$1,222,617
Totals:	\$3,908,798	\$3,860,044	\$4,034,194	\$4,257,970	\$4,078,929	\$4,171,298	\$4,723,447

III. Summary of Significant Activities and Achievements - 2011/2012.

* Continued to increase the number of electronic, print, and media resources available to students and faculty. Nearly 30,000 e-resources, 5,000 printed volumes, and 385 videos were added to the collection.

* Improved access to unique, primary source material located in the Special Collections and Archives departments. Students in a number of disciplines are required to use primary sources in their research papers. Much of the primary source material held by the library has not been

entered into the online catalog, therefore, students are not aware of them. To make these important sources searchable in the catalog, an additional cataloger was hired.

* Received an additional 1,100 boxes of Utah Construction/Utah International company records. This addition to the materials received in 1999 makes this the largest collection held by any library in Utah. A half-time employee was hired to begin the process of inventorying the collection to prepare it for processing. Additional funding will be sought to fully process the new material.

* Migrated all of the for-credit courses taught online or in hybrid format to the new Canvas system. This includes all sections of LIBS 1704, LIBS 2704, LIBS 2804, and LIBS 2904. Students now have online access to the course materials for all of these courses.

Developed a pilot test bank that will be used for pre/post testing in library courses to collect a more consistent data set. During the coming year, all exam questions will be pilot tested and moved to Chitester.

* Increased the number of computers available to students in the public areas of the building. At certain times in every semester all of the library's computers are in use, which is frustrating to students. Adding more computers as well as increasing the number of laptops that can be checked-out will help to alleviate this frustration.

* Established an Online Payment Center that enables students to pay library fines, lost item fees, interlibrary loan charges, etc. The convenience and ease of paying these fines and fees online was a service enhancement requested by students.

* Completed a preservation assessment of the holdings of Special Collections and Archives. The assessment was funded by a National Endowment for the Humanities Preservation Assistance Grant and conducted by Randy Silverman, Preservation Librarian at the University of Utah, Marriott Library. The assessment examined environmental issues within the building, condition of collections in Archives and Special Collections, and provided information regarding best practices policies related to collection care, repair, and replication. A follow-up NEH grant will be submitted to help offset the cost of meeting some of the recommendations.

Celebrated the 40th Anniversary of Special Collections. The evening event was a great success with more than 150 attending to hear a lecture by author Val Holley on Ogden's 25th Street and view the large exhibit of photographs from the collection. More than 100 people continued to view the exhibit during the months of October and November. The event and exhibit received

excellent press coverage that helped to enhance the image of the library and its special collections within the local community.

IV. Goals for the Coming Year

The library has developed a strategic plan to guide our efforts for the next three years. Each year annual goals are identified. This section of the report lists our goals for 2012/13.

1. Continue to enhance collections and the access to them.

* Continue to explore options for providing global access to our collections. Global access, which is often referred to as a ‘discovery system,’ would enable students to do a search in the online catalog and retrieve records for items in all collections and formats, including e-journal articles, digital collections, and manuscripts.

* Assess the low use of expensive databases and electronic journals in the sciences and discuss the implications of the use statistics with faculty in the college. There may be alternative databases/e-journals that would better meet their needs.

* Continue to expand the acquisition of and access to unique collections and primary source material. The acquisition of primary source materials and providing digital access to them is an important growth area for the library and one for which we have received significant donor funding. During the coming year, ARCHON software, developed by the University of Illinois, will be used to create finding aids and catalog records for archival collections. Currently, less than ten percent of the collections in Archives have

finding aids, making this is an important, long-term project that will make these essentially inaccessible collections accessible.

2. Enhance user-centered services to meet the library needs of WSU students and faculty.

* Complete the process of re-designing our website to make it more intuitive and user-friendly. Based on assessment data and anecdotal feedback, students and faculty believe our current site is neither. Re-designing the site has been a complicated, time consuming process. After looking at numerous design examples, we had narrowed the choices down to two but have now come to the conclusion that neither provide the desired functionality. We are now looking at content management systems (CMS) such as Drupal that are designed to be smart device friendly. Completing this goal is a priority for the library and we will continue to work on it.

* Implement a more informative method of assessing the services provided in the public service areas of the library. A committee was established to study proven methods of service assessment, including mystery shoppers, focus groups, interviews, unobtrusive observation, etc., as well as explore some of the options used in the University of Rochester’s Undergraduate Research Project. Based on the committee’s recommendations, several of the most likely options will be included in an assessment that will be conducted Spring Semester 2013.

* Revise the TBE1504 exam to more closely align with LIBS1704 and information literacy program outcomes. There is currently a disconnect between the IL courses and the IL tutorial and exam. The exam will be re-written to correspond with the new LIBS1704 course content, and the course content will replace the tutorial currently on the library's website.

* Implement a new range finder system. Students are often confused about Library of Congress call numbers and where to go to find the items they want. During the coming year, all of the circulating stack ranges will be re-labeled with numbers and letters. An electronic master file will be created to provide patrons with exact directions to the materials they are looking for.

3. Continue to seek additional sources of funding.

* Work closely with the Development Office to identify potential new donors and with the Office of Sponsored Projects to explore other funding opportunities.

* Increase the number of funding proposals submitted to local and regional private foundations by a minimum of five percent.

* Re-establish a Friends of the Library Advisory Board comprised of members who are willing to assist in fund raising.

* Conduct a Friends of the Library membership drive, which hasn't been done for several years and should be done annually.

* Improve ongoing communication with donors with a bi-annual e-newsletter updating them on important new additions to the collections, events in the library, new Friends of the Library, etc.

V. Faculty and Staff Scholarly 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 its staff attended conferences and 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.

Publications:

Megan Davis, "Designing an Information Resources Course for Health Professions Students." *Journal of the Medical Library Association*, April 2012.

Ed Hahn, "Video Lectures Help Enhance Online Information Literacy Course." *Reference Services Review*, 2012.

Presentations:

Jason Francis, Dale Monobe, Misty Allen, "Stewart Library 2.0: Video Games in an Academic Library." Utah Library Association Annual Conference, Salt Lake City. April, 2012.

Ed Hahn, Shaun Jackson, and David Clements, "iPad vs. Android: A Library Perspective." Utah Library Association Annual Conference, Salt Lake City. April, 2012.

Christopher Hauser, "Outsourcing Authority Control 101." Customers of SirsiDynix Users Group Annual Conference, Orlando, Florida. May, 2012.

Kinikin, JaNae, "Improved Student Engagement in a Library Skills Course Using Poster Presentations." Librarians' Information Literacy Annual Conference (LILAC), Glasgow, Scotland. April, 2012.

Sarah Langsdon, "More Precious Than Gold: Exhibits and Outreach." Society of Southwest Archivists/Conference of Intermountain Archivists, Phoenix, Arizona. May, 2012.

Tenure/Promotions:

Shaun Jackson, Education Librarian

Staff Changes:

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

New Arrivals:

Nicole Beatty, Arts & Humanities Librarian
Trudy De Goede, Reference Specialist
Kimberly Lynne, Digital Projects and Oral History Assistant
Kandice Newren, Archives Processor

Retirements:

Don Trottier, WSU Davis Library Coordinator
Patti Umscheid, Archives Processor

Resignations:

Jacqlin Guernsey, Digital Projects & Gifts-in-Kind Assistant
Carl Vandestreek, Reference Evening/Weekend Supervisor