University Libraries
Annual Report
FY2015

Actions Supporting
WSU Strategic Plan and
University Libraries Strategic Plan
WSU Goal 1: Guarantee an applied learning or research experience for every student by each academic program.

*University Libraries Actions Supporting WSU Goal #1*

- During FY2015, faculty librarians taught 6,138 students in 311 course-specific information literacy sessions and research workshops. This is a 24% increase over the number of sessions taught in FY2014. The number of students who received library instruction totaled approximately 40% of the student body. Examples:
  - LASI 170, the 8-week one-hour course, was taught 6 times reaching 99 students. This course is designed to provide basic instruction about library research to support student success.
  - Faculty librarians were embedded in 26 courses via Blackboard to provide point-of-need assistance to 655 students.
  - Faculty librarians offered 31 workshops focused on digital literacy targeting students, staff, and faculty including: Building Your Professional Presence; Developing a Professional Presence and Digital Resumes; Finding Data Online; Intro to Excel; Intro to Prezi; and Prezi: Beyond Basics.
  - Participated in the orientation for 27 new McNair Scholars. Face-to-face instruction provided by faculty librarians.

- University Libraries facilitated Supplemental Instruction by providing advanced group study room reservations for Supplemental Instruction leaders. 1,011 hours of reservations were accommodated during FY2015.

- Co-sponsored the annual GRASP (Graduate Research and Scholarly Program) and URCAF (Undergraduate Research and Creative Arts Forum) events. Several library faculty members also served as judges. Created collections for each year’s GRASP and URCAF research materials on SOAR.

- University Libraries hired over 80 student and graduate assistants to work in the main and branch libraries. Student assistants gained real-world experience with employer expectations in terms of work ethic, accuracy, and public service behavior. Graduate Assistants were involved in many of the University Libraries innovation activities including cloud implementation, revision of the computer-availability program, and development of the C-Space. Through these projects graduate assistants enhanced their technical skills and gained experience in project research and management.

WSU Goal 2: Pioneer an educational experience for all that integrates interdisciplinary curricula across the university.

*University Libraries Actions Supporting WSU Goal #2*
• Revised and updated WSU Libraries Instruction Program LibGuide that includes a core set of student learning outcomes designed for use with research assignments and projects. 1,045 views received during the year.
• Many of the 311 course-specific information literacy sessions and workshops mentioned in Goal #1 supported courses that were focused on the interdisciplinary curricula goal.
• Collaborated with faculty in the College of Health Professions to extensively revise the Evidence Based Practice Portal provided to CHP students. (3,387 views of the portal occurred during FY2015.)
• Primarily through private funding, purchased several interdisciplinary databases now accessible to students and faculty including SAGE Research Methods – an essential tool for exploring and applying research methods and design to individual research projects; SAGE Research Methods Cases providing access to many case studies of social research; and Films on Demand’s Master Academic Package which expanded access to streaming video content available to faculty and students by thousands of films with content across all disciplines.
• Added 115 new guides to LibGuides educational learning objects. LibGuides received 215,236 views during FY2015. These guides help students quickly identify discipline-specific and interdisciplinary resources supporting their research areas. To quote one student’s tweet to @wsulibrary: “Subject Guides are the bomb. I found sources for my research paper so quickly!”

WSU Goal 3: Capitalize systemically on relevant existing and emerging societal and economic trends that increase quality educational opportunities.

University Libraries Actions Supporting WSU Goal #3

• Expanded Demand Driven Acquisitions (DDA) from 41 programs to all academic programs. 609 books were ordered through DDA representing a 159% increase over FY2014.
• Completed review and negotiation for SAGE Premier ejournal package. The negotiation resulted in a discount in one-time purchases and a significant decrease in subscription costs.
  • Completed review and negotiation for renewal of SciFinder that resulted in a substantial decrease in subscription costs.

• Completed trial to evaluate Springer ebook content. The result of the trial was the decision to participate in a beta test of acquiring Springer ebooks through DDA.
• Librarians provided research instruction and support to over 525 students in online and hybrid courses in the last year, supporting the university’s move to a more inclusive online learning experience. This represents a one-year increase of 87%.
• Expanded the use of social media to enhance marketing of library resources and services by consolidating Twitter accounts, coordinating posts with the University Libraries Facebook account, and increasing the use of graphics and videos.
• Introduced iPad use for instructional and collection analysis activities in the Research Services Group.
• Participated in campus GIS discussions and developed plan for placing ArcGIS software on Ablah Library public computers. Software scheduled to be added during Fall 2015. Created library research guide for GIS.
• Completed enhancements to the Library Instruction Lab, including 7 new tables, 35 chairs, and 10 additional computers and laptops which increase the hands-on learning stations in the lab from 18 to 28 and provides more flexibility in using the space for instructional activities. Over 230 course-related and other instructional sessions were conducted by librarians in the Library Instruction Lab.
• Added PaperCut printing service to all public printers in all University Libraries facilities. This enhanced service allows students to print from any PaperCut station on campus.

WSU Goal 4: Accelerate the discovery, creation and transfer of new knowledge.

University Libraries Actions Supporting WSU Goal #4

• Launched OJS – Open Journal System, a new cloud-based electronic publishing service. Two journals locally created, the Fairmount Folio: Journal of History and the Advanced Generalist: Social Work Research Journal, are now hosted.
• Expanded access to high quality resources and collections that support the emerging curricular and research needs of departments, colleges, and other units including:
  o Added 24,632 new electronic titles and 8,856 physical volumes to the collections
  o Enhanced access to streaming media through the purchase of Films on Demand’s Master Academic Package
  o Added 258 rare books to Special Collections
  o Expanded access to locally-developed digital collections by:
    ▪ Scanned, developed metadata, and published 27 new collections to CONTENTdm, the hosting platform used by the University Libraries for locally developed digital collections
• Added 291 new electronic theses and dissertations and 375 articles to SOAR

• Enhanced RapidILL, a cooperative library service developed to provide faster turn-around time for Interlibrary Loan journal article requests, by adding University Libraries ejournal holdings to the RapidILL database. During FY2015, 5,083 items were borrowed through RapidILL representing 60% of total borrowing transactions. The service also was expanded to include books and book chapters. During FY2015, 474 items were borrowed.

• Provided technology transfer support, including patent and trademark resources instruction and services, including offering a patent webinar to the campus community, making presentations to local organizations, answering patent questions, providing 35 group or individual patent or trademark instruction sessions to 108 persons, updating University Libraries Patents and Trademark user guide, and increasing cooperative activities with ORTT.

WSU Goal 5: Empower students to create a campus culture and experience that meets their changing needs.

University Libraries Actions Supporting WSU Goal #5

• Implemented additional building hours, including extending weekday evening hours to midnight. Overall Ablah Library hours were increased by 11% during FY2015.

• Created new **C-Space** in Ablah Library, which includes facilities for such activities as multiplatform and app development software, sound booth for multimedia creation, and 3D printing.

• Participated in both the Senior Honor Men and Women programs by book-plating, creating online recognition notes, and creating public displays of influential books chosen by the honorees to commemorate the occasion.

• Collaborated with Department of English to host the Writing Now, Reading Now Series events featuring the Creative Writing class of 2015 reading their works.

• Collaborated with Dr. Darren Defrain in the English Department to selectively digitize and display projects completed by his Graphic Novels course.

• Co-hosted the “Last Nomads of Turkey” presentation and reception with the Department of Anthropology.
• Co-hosted with the Department of Anthropology a photographic display of Turkey by Kemal Nuraydin, professional photographer, writer and former Deputy Editor of National Geographic. The exhibit was located in the Ablah Library main hallway.

• Collaborated with the English Department to coordinate a public program in WSU Libraries by Holocaust survivor Dr. Alex White.

• Collaborated with Department of English to host lecture by Dr. Azar Nafisi, author of Reading Lolita in Tehran.

• Participated in several student-focused campus and departmental events including: WSU South Satellite Shocks; WSU West Satellite Shocks; Physician Assistant Student Orientation; Physical Therapy Student Orientation; Campus Job Fair; Kiss ‘um Bye; and Springfest.

WSU Goal 6: Be a campus that reflects in staff, faculty and students the evolving diversity of society.

*University Libraries Actions Supporting WSU Goal #6*

• Six positions reviewed, position descriptions updated, searches conducted, and successfully filled. To attract a diverse pool of candidates, all faculty positions were advertised in a variety of local and national sources such as *Diverse Issues in Higher Education*, *The Chronical of Higher Education*, ALA Joblist.com, and regional library schools.
• Current full-time staffing is composed of 73% females and 27% males with 7% representing minorities.
• Snapshot of student and graduate assistant staffing shows that of the 58 student/GA employees, 45% are female, 55% male, with 59% of the student staffing representing minorities.

WSU Goal 7: Create a new model of assessment, incentive and reward processes to accomplish our vision and goals.

*University Libraries Actions Supporting WSU Goal #7*
• All USS staff members and their supervisors participated in the campus-wide Job Analysis Questionnaire (JAQ) process.
• Over 300 professional development opportunities provided or supported during the year. Opportunities included conference attendance, webinars, online presentations, WSU-provided training, and in-house training.
• Approved the revision of University Libraries Faculty Handbook.
University Libraries
Accomplishments FY 2014-2015
By the Numbers

Services
• 47,340,100 discovery layer searches of scholarly databases
• 467,143 full-text downloads of e-journal articles
• 86,151 full-text downloads of e-book titles and sections
  • 636,761 onsite users in main and branch libraries, a 23% increase since 2011
  • 114,578 physical items circulated both externally and internally
  • 18,344 visits to collections in CONTENTdm, the enterprise level content management system for University Libraries
• 150,964 visits to Special Collections website including Tihen notes, with 461,770 pages viewed
• 1,521,032 direct searches of University Libraries scholarly databases
• 130,866 log-ins to public workstations
• 82,442 digital downloads from E-Reserves service
• 5,359 Text-A-Call Number messages sent from the Online Catalog
• 9,766 uses of the University Libraries dynamic maps within the Online Catalog
• 19,393 hours booked online for group study room reservations
• 1,011 hours of Supplemental Instruction supported by University Libraries group study rooms
• Interlibrary Loan:
  o 8,513 Digital and print items borrowed from other libraries
  o 8,645 Digital and print items lent to other libraries
• 103 items obtained from commercial document delivery
• 311 Library Instruction Program sessions and workshops taught to 6,138 students
  o 6 sections of LASI 170 offered. Total enrollment 99: (Not included in the 286 LI Program sessions)
  o 26 high school tours for 480 students
  o 41 orientation sessions provided to 3,195 entering WSU students
• 70 in-depth research consultations provided
• 26 courses supported through embedded librarian service in Blackboard reaching 655 students
• 45 Public programming events with attendance of approximately 1,237
• 84,117 questions answered from all services points via in-person, Text-A-Librarian,
online chat, email, and phone

- **215,236** views of University Libraries created research LibGuides. **115** guides created or updated in FY2015
- **218** digital reproductions and **2,499** photocopies from collections in University Libraries Special Collections and University Archives provided to **19** campus units, **34** students or educational institutions, **32** businesses, and **18** community users

- **1,484,888** visits to SOAR, the University Institutional Repository, with **852,572** title downloads. SOAR is ranked 62nd in the nation for Institutional Repositories

**Collections**

- **14,618** physical items added to University Libraries collections. Includes new monographs, serials, audio, video, and other media, as well as federal government documents and patent data
- **7,804** physical volumes withdrawn from the collections
- **161,279** E-resource access records added including e-books, e-journals, and primary source materials
- **134,537** e-resource records updated or deleted
- **9,668** images scanned and added to CONTENTdm
- **776** titles added to SOAR including **375** articles and **291** new theses, dissertations, or presentations

**Technology**

- Major University Libraries enterprise systems upgrades completed:
  - Voyager – Library Management System
  - ILLiad – Interlibrary Loan
  - SOAR – Institutional repository
  - Cloud service customization of SUMA (mobile space assessment tool)
  - Cloud service customization OJS (open journal system) including digitization of volume content for two titles
- **10** receipt printers added to Access Services. Project partially funded by SCKLS grant
- **28** obsolete public PCs replaced
- **5** obsolete public iMacs replaced
- **7** obsolete laser printers replaced
- **3** large capacity PCs added in staff areas to facilitate digitization projects
• 6 obsolete staff PCs replaced. Dual monitors added to selected staff workstations

Facilities

• Library Instruction Lab expanded from 18 seats to 28 seats. Upgrades include 18 replacement PCs and 10 new laptops, 1 large digital display, 6 new training tables, 20 new chairs, and one large wall monitor synchronized with SmartBoard display

• Creation of C-Space in repurposed Reserves area