

Southwest Minnesota State University  
McFarland Library

**Annual Report for  
Academic Year 2015-16**



Kathleen Ashe, Cataloging/Systems Librarian

Pam Gladis, University Librarian

Maria Kingsbury, Reference/Interlibrary Loan Librarian

Māra Wiggins, Collection Management/E-Resources Librarian

Chelsea Wyman, Instruction/Reference Librarian

August 2016

# Table of Contents

## Section I: Department Description

- Mission
- Staffing
- Budget

## Section II: Current Year's Activities

- Acquisitions
- Archives
- Circulation
- Government Documents
- Instruction
- Interlibrary Loan
- Reference
- Technical Services

## Section III: Planning

- Assessment
- What's Ahead

## Addendum

- Comprehensive Update of FY14-FY16 Strategic Plan

# Section I: Department Description

## Mission

*The McFarland Library is committed to supporting the University's academic mission, serving the SMSU community through efficient access to quality library services, relevant collections, research guidance, and information literacy training. -- Adopted May 2010*

## Staffing

### Librarians

#### **Kathleen Ashe**

After serving as University Librarian since 2008, Kathleen was back in her original role as Systems/Cataloging Librarian this year. She was in a phased retirement working half-time and wrapping up her career with Southwest after starting here full-time in 1992. Her systems and cataloging experience will be a great loss for the library.

#### **Pam Gladis, University Librarian (Instruction and Web Services)**

Pam has worked at the library since 2012 (additionally here 1999-2001), and is currently serving as Department Chair (2015-2018). Primary initiatives include collaborating with IT to move the TRC into the library, presenting with PALS about our work with Islandora (open source software we use for Digital Archives), and daily management of the library budget and staff.

#### **Maria Kingsbury, Interlibrary Loan and Reference Coordinator**

Maria has worked at the library since 2007. Her main areas of responsibility are managing the Reference Desk and overseeing Interlibrary Loan. Maria's primary initiatives this year were to develop a process and begin weeding the Reference Collection and to lead the update of LibGuides software.

#### **Māra Wiggins, Collection Management/E-Resources Librarian**

Māra has been in her position since 2013. She served as an adjunct librarian for 11 years prior to that. Māra's primary initiatives this year included beginning the journal evaluation project, and working with departments to add new resources.

#### **Chelsea Wyman, Instruction/Reference Librarian**

Chelsea came to us after completing her MLS at the University of Wisconsin-Madison. Her position was half-time and she focused primarily on instruction and reference. She also assisted with the journal evaluation project.

### Adjunct Librarians

#### **Elizabeth DeVries**

Liz started as an adjunct librarian in January 2014. Her primary responsibility was staffing the Reference Desk. She also assisted with the LibGuides update. At the end of this academic year, Liz left for a full-time position.

#### **Shelly Grace**

Shelly serves as the Executive Director of SAMMIE, a multi-type library support service, and in exchange for rent, staffs the reference desk an afternoon each week during the academic year.

### **Sandy Hoffbeck**

Sandy has been an adjunct since her 2013 retirement as Acquisitions Librarian.

### **JoAnn Robasse**

JoAnn has been with the University for 22 years. In addition to staffing the Reference Desk, JoAnn serves as our Government Documents Librarian. She brought proposals to the librarians about options to consider for moving Government Documents to a more digital repository. The librarians agreed and JoAnn began the collection evaluation process for Government Documents. This process will continue through the next academic year.

## Library Technicians

### **Peggy Anderson, Acquisitions/Government Resources Technician (100% time)**

Peggy has worked in the library since 2003 and splits time between Acquisitions and Government Resources along with doing a number of other tasks such as sorting mail, scanning for the Digital Archives, and helping with book displays and library events.

### **Kristi Peterson, Cataloging Technician (100% time)**

Kristi has worked in her position since 1999 after starting as a student worker at SMSU. She is responsible for cataloging print and electronic materials, record clean-up, and does significant work with scanning for the Digital Archives and book displays.

### **Conni Stensrud, Interlibrary Loan Technician (100% time)**

Conni has worked in the library since 1999. Her work in Interlibrary Loan includes supervising the ILL student worker, filling both lending and borrowing requests, and providing customer service. She often takes the lead on signage and coordinating library activities.

### **Josh Thoreson, Circulation Technician (83% time)**

Josh has worked in the library since 2012. His primary role is supervising our library student workers and handling circulation issues such as fines and reserves, and he also assists in the areas of facilities and equipment.

## Student Workers

Twenty-two students were employed by the library, the majority under the work study program which covered \$34,350.75 in salary costs. The library's operations budget expended an additional \$2,266.85 for additional student staff coverage. These hours were necessary to provide service for additional hours not covered by work study staffing. Students with community service obligations completed an additional 40 hours of service for the library during the fiscal year.

## Practicum Student

We had a Library & Information Studies student from the University of Wisconsin-Madison with us this fall. Scott Sobocinski completed a 120-hour practicum. His primary roles were working at the Reference Desk and beginning the documentation portion of the Journal Evaluation Project that Māra kicked off this year as part of our collection evaluation.

## Budget

The budget held steady with \$140,000 for library acquisitions and \$29,302 available for operations. We continue to be supplemented by generous foundation funds, specifically McFarland Funds, Fuhr Funds, and Mann Funds. Details on the acquisitions dollars are available in the Acquisitions report.

# Section II: Current Year Activities

This section is divided into the main functional areas of the library. Individuals write the reports, but it should be noted that much of our work is collaborative and impacted by others in the department. For example, Chelsea Wyman drafted the Instruction report, but all librarians provide instruction. Maria Kingsbury wrote the Reference report, but all librarians staff the Reference area. In those two reports, crossover is evident; both areas discuss the Research Consultations we have implemented as they transcend both instruction and reference.

## Acquisitions/Serials FY16

Māra Wiggins, Collection Development/E-Resources Librarian

### Acquisitions Budget

**McFarland Library Acquisitions: \$140,200.** The McFarland Library acquisitions budget was reduced by \$2,000 from FY15. We accepted a \$200 donation from History/Sociology/JUAD, as they contributed to the purchase of the DVD *The Hunting Ground*. We have many ongoing subscriptions for both databases and journal titles, making up the largest part of the budget. It should be noted that due to ongoing subscriptions, we have a total of \$119,961.97 committed to be spent before we can consider new items.

Reference purchases were intentionally down this year, spending only \$3,187.23, as we worked on weeding the reference collection—determining what materials fit our core collection, which ones can move to the circulating collection, and which ones are outdated and need to be discarded. Streaming video expanded to include Films on Demand, updating a dated VHS collection, while allowing classroom and off-campus access. A total of \$4,475.38 was left for faculty/student requests for books and media. By underspending the Reference budget and cancelling some journal titles, we were able to put together \$9,830, which we requested and were granted carry forward. This amount will pay for our subscription to our One Search, the library's 'discovery layer'—it is the initial keyword box that allows users to search both the catalog and all of the databases at the same time—allowing for a very Google-like search. The budget is carefully and conservatively managed, and should be noted that though I show in our internal budget (ALEPH) that we had just the carry forward amount unspent, Business Services showed we had an additional \$2,500.

### Department Budgets

**Nursing: \$5,000.** Purchases include a continued subscription to CINAHL Complete (database); savings realized with an increased Minitex subsidy allowed for a purchase of Credo Nursing and Allied Health collection of 27 ebooks. \$2,180.05 was spent toward the purchase of Films on Demand, which will support the program (and others) with their Health and Medicine, Biology, Communications, Psychology, and Sociology collections.

**Ag Ed: \$7,500.** This amount is one-time grant money. Though awarded in FY15, the budget line was moved to FY16. It should be noted that the database ACSESS (The Alliance of Crop, Soil, and Environmental Science Societies) was decided on for purchase (investigatory workgroup of Gerry Toland, Rhonda Bonstetter and Māra Wiggins). During contract negotiations, ACSESS offered me a 10% discount and two-year lock on pricing (savings of over \$1,000) if both years were paid up front. I used FY15 acquisitions budget money to pay for year one (\$5,415.00), and FY16 Ag Ed money to pay for year two (\$5,415.00). Not only were substantial savings realized, but this database was secured for two years, which end at the end of FY17. An additional grant will be needed to

continue this subscription. The remaining \$2,085 was agreed by the workgroup to be spent on the database Communications and Mass Media Complete.

## Gift Funds

**McFarland Science: \$21,125.00.** Science programs continued with commitment to pay one-half the cost for Science Direct, \$10,198.81. They contributed \$1,000 toward Reference purchases, then evenly divided the remaining money between the Biology, Chemistry, and Physics programs. Biology and Physics assisted in weeding the media collection, and contributed approximately \$2,000 toward Films on Demand's streaming video, in order to update from VHS to streaming.

**McFarland Business: \$21,125.00.** Business programs continued with commitment to pay one-fourth the cost for Science Direct, \$5,099.40. They contributed \$1,000 toward Reference purchases, then to evenly divide the remaining money between the Accounting, Finance, Management, and Marketing programs. This fund was well-spent this year, with coordination between Management and Marketing to purchase a subscription to Mergent Intellect. Additional databases funded were AdForum (Marketing), Value Line (Accounting), Morningstar (Finance), Films on Demand, and Statista. Databases purchased are listed in appendix FY16.

**Walter Mann funds: \$1,337.50.** These funds are spent at the discretion of the Philosophy department and Poetry section of the English department.

**Sandra Fuhr funds: \$4,717.39.** Funds are spent at the discretion of the librarians. One year subscription to Islandora was purchased with these funds.

**Minitex Subsidies: \$25,970** Science Direct (\$20,000), CINAHL (\$5,000), and Project Muse (\$970)

We could not offer the databases and journal subscriptions we currently hold without the gift funds and Minitex subsidies we currently have. Detailed information is available below.

## Databases and Statistics

### Cancellations:

Oxford Art was cancelled due to low usage.

### Additions:

- Films on Demand
- Mergent
- Morningstar

All new databases were purchased entirely with McFarland funds.

Streaming video is new for SMSU, as of last year. It allows faculty who show films the flexibility to flip their classroom and have the students watch the films outside of class, then participate in lecture/discussion during class time. These films can be accessed on or off campus, have unlimited viewing/viewers, and provides for public performance rights. New Day Films hosts four documentary films, and Swank hosts twenty-three Hollywood films. All films have been requested by faculty who are using the films for classes. Films on Demand is our newest addition and was just picked up in June. It hosts 25,532 titles and 243,385 segments across 25 subject areas. We hope for this to prove a useful addition.

**Note:** ScienceDirect continues to climb in price. Because we receive a \$20,000 subsidy from Minitex, and continue with a funding formula that began the first year McFarland funds were available (FY13--has the remainder paid according to a 50% Science-25%McFarland Library-25% Business formula) we are able to continue with the subscription. FY16 is the last year on our consortial pricing through Minitex, and there is a distinct possibility that this database could price itself out of our reach, necessitating McFarland library to find a suitable replacement.

## Usage Statistics

Summon Discovery, branded One Search, is the default search on the McFarland Library homepage. Usage statistics are reported by COUNTER standards—a standardized reporting system for online journals and databases. Most databases report in the newly updated COUNTER 4 standards, with the DB1 report used to count searches/sessions.

Several databases looked to down in usage this year, some by a thousand or so searches—particularly our general subject databases like Academic Search Premier, Business Source Premier, MegaFile. Though I can't prove this to be the reason, I do believe a contributing factor to general database lower usage would be the addition of some new databases: Communications and Mass Media Complete logged over 10,000 searches, while subject specific databases like Mergent (with almost 1,200 searches), Statista (with 5,700 searches), and Morningstar (with nearly 5,000 searches) may have pulled topic specific information that previously would have been attempted in the general databases. Shifts from Philosophy to the newly acquired Sociology Abstracts may be due to its availability, and to Research Consultations directing students to the appropriate database.

See Database Paid and Database Free-ELM for list of current databases, pricing, and usage statistics.

## Journals

McFarland Library continues to use EBSCO Subscription Services as our jobber. They carry all but one of our periodical subscriptions. The invoice we receive from them (EDI invoice) totaled \$28,919.24. Print journal titles cancelled:

- CQ Weekly (\$3,009)
- JAMA (\$1,063)
- New England Journal of Medicine (\$975.00)

A practicum student worked on a journals project under my supervision during fall semester, where he physically took inventory of our journal collection, measuring shelf space and detailing in a google doc our holdings (physical, microfilm, online, and MnSCU). He worked through 650 titles. Chelsea Wyman, our fixed-term librarian, worked through another 400 titles. The librarians evaluated 200 titles by the end of spring semester, and technicians processed the weeded titles through the summer.

## Books and Media

\$4,475.38 was used to purchase for collection development, or requests from departments/students. The book budget is not enough to be divided out between departments, so purchases are made on a 'first-come, first-served' basis, with 250 books and 44 media added in FY16. We have a book budget which are items requested by faculty or librarians in specific subject areas (or specific titles), and a separate budget line for PDA-ILL—Patron Driven Acquisitions-Inter-Library Loan. This budget is mostly for student research requests. We are looking at the items requested through ILL, and are making purchases of the items in lieu of actually borrowing them from other libraries. Our turnaround time is typically quite fast (3-4 days) as we do most of our purchasing through Amazon. Items purchased through PDA-ILL are reported in the field literature to circulate at a much higher rate than librarian/faculty initiated requests. Last year we purchased 18 items and spent nearly \$500 that we allotted

to this budget line; this year we ordered 84 items and spent \$1,900, with most being initiated or solicited during Research consultations. As we met with students, research often led to ILL, which then led to PDA-ILL. We are in the second year of trying this concept, and hope to have circulations stats by next year.

Programs with dedicated gift funds have their requests debited from the gift fund and not the unassigned fund.

When a requested item is cataloged and available, I email the requesting student, staff, or faculty member to let them know the item is in and can be checked out.

## E-books

McFarland library's e-books are through EBSCOhost; FY16 usage was 10,183 searches. We also have Gale Virtual Reference Library (GVRL), a collection of e-books in the areas of Business (2), Education (4), Environment (2), History (1), Law (2), Medicine (4), Religion (1), Science (1), Social Science (56), and Technology (3). Usage reports of GVRL are 976 for FY16. An FY13 perpetual access purchase of RKMA titles (market research) are linked in our catalog. To increase visibility of these nine titles, as topically appropriate, they are linked to Topic Research Guides.

## Donations

McFarland Library is the fortunate recipient of many donations and gifts, primarily from faculty. Retiring faculty donated an amazing amount of books, with Joe Amato donating 93 linear feet of books, Elizabeth Blair donating 45 linear feet, Jim Zarzana and Jim Hubley both donating many boxes. As faculty cleaned club and work rooms, Jos Ullian donated four carts of books and Ben Walker donated two full carts. During FY16, we accessioned 238 books and 15 Media from donations.

The following journals are also donated by faculty:

- |  |                 |
|--|-----------------|
| • American Journal of Agricultural Economics | Gerry Toland    |
| • American Journal of Physics                | Ken Murphy      |
| • Art in America                             | Bill Mulso      |
| • Entertainment Weekly (keep 2 years)        | Maria Kingsbury |
| • Physics Teacher                            | Ken Murphy      |
| • Physics Today                              | Ken Murphy      |
| • Yellow Medicine Review                     | Judy Wilson     |

Year-end notes: Last year's streamlining of budget lines (reduced from 52 to 12) proved useful in shortening the time it takes to reconcile month-end budget reports. This year, we hope to increase efficiency by encumbering all subscriptions right away in August. Last year we encumbered some of our subscriptions, but initiated them in December, which wasn't as helpful as it could have been, if we'd encumbered right away in August.



# Databases Paid – Cost FY16-FY14

E-Resource title	FY16 212002	Add'l funding area	Add'l funding amount	FY15 212002	Add'l funding budget	Additional funding amount	FY14 212002	Add'l funding budget	Add'l funding amount
AdForum		McF Mktg	\$1,200.00		McF Mktg	\$1,200.00			
Alexander Street Press	\$1,511.00			\$1,467.00					
ASCESS		AG Ed	\$5,415.00	\$5,415.00					
CINAHL Complete		Nursing	\$1,751.00		Nursing	\$2,623.00		Nursing	\$4,123.00
		Minitex	\$5,000.00		Minitex	\$3,500.00		Minitex	\$2,000.00
Communications and Mass Media Complete	\$3,147.00	AG Ed grant	\$2,085.00	\$4,013.12	McF Mktg	\$1,799.88			
Credo	\$6,061.00			\$1,294.79	McF S&B	\$4,589.21			
Health Collection		Nursing	\$1,026.00		Nursing	\$996.00			
Ed. Research Complete	\$6,833.00			\$6,508.00			\$5,903.00		
Ethnic NewsWatch	\$6,055.00			\$5,677.00			\$5,335.00		
Films on Demand		McF S&B	\$5,771.95						
		Nursing	\$2,180.05						
GVRL (Gale Virt Ref Lib)	\$100.00			\$100.00			\$100.00		
JSTOR	\$3,600.00			\$3,600.00			\$3,600.00		
MathSciNet	\$418.00			\$409.00			\$398.00		
Mergent		McF Mgmt	\$900.00						
		McF Mktg	\$900.00						
MorningStar		McF Finance	\$1,300.00						
New Day Films				\$1,055.70	*5 yr contract				
NYT Con Svc (Historical)	\$4,771.00			\$4,771.00			\$4,771.00		
Opposing Viewpoints	\$2,714.00			\$2,585.00			\$2,462.00		
Oxford Art*	cancelled			\$2,081.00			\$998.00	*6 mo pricing	
Oxford Music*	\$2,164.00			\$2,081.00			\$998.00	*6 mo pricing	
Philosopher's Index	\$1,506.00			\$1,435.00			\$1,395.00		
Psychology Journals	\$9,515.00			\$8,929.00			\$8,330.00		

Project Muse	\$2,396.00	Minitex	\$970.00	\$2,315.00	Minitex	\$970.00	\$2,252.00		
Proquest Statistical Abstract	\$567.00			\$538.00			\$505.00		
PsycINFO	\$6,178.00			\$5,995.00			\$5,742.00		
Science Direct	\$5,099.40	McF Science	\$10,198.81	\$4,618.48	McF Science	\$9,236.96	\$4,191.00	McF Science	\$8,300.00
		McF Business	\$5,099.40		McF Business	\$4,618.48		McF Business	\$4,150.00
		Minitex	\$20,000.00		Minitex	\$20,000.00		Minitex	\$20,000.00
Sociological Abstracts	\$2,469.00			\$2,421.00					
SportDiscus	\$8,538.00			\$8,131.00			\$7,744.00		
Statista	\$743.00	McF Fin	\$156.40		McF Finance	\$1,400.00			
		McF Chem	\$500.00						
Swank	\$2,400.00			\$2,400.00					
ValueLine Elite		McF Accounting	\$2,180.00		McF Accounting	\$2,100.00			
<b>Total:</b>	<b>\$76,785.40</b>		<b>\$66,633.61</b>	<b>\$77,840.09</b>		<b>\$53,033.53</b>	<b>\$54,724.00</b>		<b>\$38,573.00</b>
Highlight=new purchase									

## Databases Paid - Usage

E-Resource title	FY16 searches	FY15 searches	FY14 searches
AdForum	148		
Alexander Street Press	366	1,845	
ASCESS	385	n/a	
CINAHL Complete	22,060	25,788	18,183
Communications and Mass Media Complete	10,173	418	
Credo	1,295	1,884	
Allied Health Collection	29	n/a	
Ed. Research Complete	16,256	17,089	17,925
Ethnic NewsWatch	7,129	8,401	1,205
GVRL (Gale Virt Ref Lib)	976	509	301
JSTOR	5,813	n/a	5,139
MathSciNet	1,260	29	151
Mergent	1,193		
MorningStar	4,863		
New Day Films	46	n/a	
NYT Con Svc (Historical)	9,055	12,273	13,245
Opposing Viewpoints	10,620	8,649	9,446
Oxford Art*	cancelled	134	61
Oxford Music*	398	515	107
Philosopher's Index	7,411	8,727	13,506
Psychology Journals	6,573	12,533	14,140
Project Muse	370	562	787

Proquest Statistical Abstract	210	245	420
PsycINFO	11,529	15,794	19,972
Science Direct	6,150	5,972	5,598
Sociological Abstracts	10,306	8,576	
SportDiscus	10,967	13,070	15,440
Statista	5,697		
Swank	1,129	n/a	
ValueLine Elite	10,208		

## FY16 & FY15 Budget Summary

<b>Summary FY16</b>				
<b>212002: Acq Budget</b>				
<b>Renewable cost items:</b>			<b>monographs:</b>	
Rate Adjustments	\$ 1,271.81			
Abstracts/indexes	\$ 159.29		Books	\$ 1,757.21
Newspapers	\$ 11,269.20		PDA/ILL	\$ 1,942.42
Serials	\$ 31,196.86		Media	\$ 775.75
Web Resources	\$ 72,122.00		<b>total</b>	<b>\$ 4,475.38</b>
Microfilm	\$ 1,094.81			
Streaming	\$ 2,848.00		<b>reference</b>	<b>\$ 3,187.23</b>
<b>total</b>	<b>\$ 119,961.97</b>			
			ILL	\$ 245.00
<b>total expended 212002</b>	<b>\$ 137,699.58</b>		<b>carry forward</b>	<b>\$ 9,830.00</b>
<b>Summary FY15</b>				
<b>202002: Acq Budget</b>				
<b>Renewable cost items:</b>			<b>monographs:</b>	
Rate Adjustments	\$ 1,341.84			
Abstracts/indexes	\$ 1,652.32		<b>books</b>	\$ 7,579.00
Newspapers	\$ 10,549.81		PDA/ILL	\$ 526.96
Serials	\$ 32,619.50		Media	\$ 1,648.12
Web Resources	\$ 70,122.39		<b>total</b>	<b>\$ 9,754.08</b>
Microfilm	\$ 1,174.87			
<b>total</b>	<b>\$ 117,460.73</b>		<b>reference</b>	<b>\$ 12,665.27</b>
<b>total expended 212002</b>	<b>\$ 139,880.08</b>			

## Funds Available FY14-FY16

<b>Available Budget</b>	<b>FY16</b>	<b>FY15</b>	<b>FY14</b>
<b>212002: Acq Budget</b>	\$140,000.00	\$142,000.00	\$142,000.00
donation from Hist/Soc/JUAD	\$200.00		
<b>total:</b>	<b>\$140,200.00</b>	<b>\$142,000.00</b>	<b>\$142,000.00</b>
<b>Additional/Gift accounts</b>			
<b>Nursing</b>	<b>\$5,000.00</b>	<b>\$5,000.00</b>	<b>\$5,000.00</b>
<b>AG Ed grant</b>	<b>\$2,085.00</b>	<b>\$5,415.00</b>	
<b>McFarland Business</b>			
Accounting	\$3,756.40	\$3,032.88	\$2,875.00
Finance	\$3,756.40	\$3,032.88	\$2,875.00
Management	\$3,756.40	\$3,032.88	\$2,875.00
Marketing	\$3,756.40	\$3,032.88	\$2,875.00
Reference	\$1,000.00	\$2,000.00	\$2,000.00
Science Direct	\$5,099.40	\$4,618.48	\$4,150.00
<b>total:</b>	<b>\$21,125.00</b>	<b>\$18,750.00</b>	<b>\$17,650.00</b>
<b>McFarland Science</b>			
Biology	\$3,308.73	\$2,505.04	\$3,498.68
Chemistry	\$3,308.73	\$2,504.00	\$3,498.66
Physics	\$3,308.73	\$2,504.00	\$3,498.66
Reference	\$1,000.00	\$2,000.00	n/a
Science Direct	\$10,198.81	\$9,236.96	\$8,300.00
<b>total:</b>	<b>\$21,125.00</b>	<b>\$18,750.00</b>	<b>\$18,796.00</b>
<b>Mann</b>			
Philosophy	\$668.75	\$800.00	\$762.00
Poetry	\$668.75	\$800.00	\$762.00
<b>total:</b>	<b>\$1,337.50</b>	<b>\$1,600.00</b>	<b>\$1,524.00</b>
<b>Fuhr</b>	<b>\$4,717.39</b>	<b>\$4,525.00</b>	<b>\$4,085.00</b>
<b>Total available funds:</b>	<b>\$193,504.89</b>	<b>\$190,625.00</b>	<b>\$189,055.00</b>

## Databases Free – ELM - Usage

	<b>FY16</b>	<b>FY15</b>	<b>FY14</b>
<b>free or part of ELM resources</b>	<b>searches</b>	<b>searches</b>	<b>searches</b>
<b>EBSCO</b>			
Academic Search Premier	51,317	56,694	57,692
Alt Health Watch	7,946	9,907	12,502
Business Source Premier	12,536	14,727	15,350
Consumer Health Complete	649	429	618
Consumer Health Complete EBSCOhost	7,351	8,812	11,589
EBSCO e-books	10,183	10,385	14,063
EBSCO MegaFILE	13,514	17,213	30,029
ERIC	13,293	13,616	19,272
European Views of the Americas: 1493 to 1750	6,912	7,943	10,685
Funk & Wagnalls New World Ency./EBSCO	6,936	8,030	10,821
GreenFILE	10,320	11,115	13,212
Health Source-Consumer Edition	8,820	10,016	12,835
Health Source-Nursing/Academic	9,352	10,156	13,426
Library, Info Sci & Tech Abstracts	7,418	8,612	11,238
MAS Ultra-School Edition	7,124	8,203	10,801
MasterFILE Premier	7,970	9,565	18,656
Middle Search Plus	7,100	8,151	10,778
Points of View Reference Center	15,922	17,941	18,574
Primary Search	7,430	8,618	11,240
Professional Development Collection	7,805	8,508	11,366
Regional Business News	7,298	8,585	11,157
Science Reference Center	7,489	8,594	11,785
Teacher Reference Center	8,680	9,063	11,758
<b>EBSCO Totals</b>	<b>243,365</b>	<b>274,883</b>	<b>349,447</b>
<b>Gale Group</b>			
Discovery Collection	31	321	245
Educator's Reference Complete	2,500	3,752	2,484
Expanded Academic ASAP	2,435	7,455	3,531
General Science Collection	768	1,082	886
Informa	299	319	181

Junior Edition	6	263	190
Kids InfoBits	167	32	409
Professional Collection	638	944	509
Student Edition	317	287	3,177
Student Resources in Context	419	277	577
<b>Gale Group Totals</b>	<b>7,580</b>	<b>14,732</b>	<b>12,189</b>
<b>ProQuest</b>			
Dissertations & Theses - SMSU	7,156	8,256	9,785
Newsstand	9,835	11,647	13,899
<b>ProQuest Totals</b>	<b>16,991</b>	<b>19,903</b>	<b>23,684</b>
<b>Total searches - free/ELM Resources</b>	<b>267,936</b>	<b>309,518</b>	<b>385,320</b>



# 2015-16 Archives Annual Report

Pam Gladis, University Librarian

## Striegel Archives (print collection)

Work in the physical archives was minimal this year due to limited time and staffing. New materials were accepted from Dr. Dave Pichaske, Dr. Mary Ellen Daniloff-Merrill, the Marketing & Communications department, retiring Librarian Kathleen Ashe, and retiring Computer Support Specialist Dave Braaten. I was fortunate to have some work-study help this year; Crystal Joos helped organize the Theatre/Fine Arts materials and streamline how they are included in our tracking system.

In July 2016, Emeritus Professor of English Philip Dacey passed away. The family has donated his papers to the Striegel Archives. The collection will be cataloged in 2016-17.

## SMSU Digital Archives

The Digital Archives continues to grow as time allows. This year we caught up with scanning in the library's unbound print copies of the student newspaper and over summer 2016 began working with the loose-leaf copies available in the History Center to fill in gaps in our collection.

I also worked with the PALS office to have our early history documents that are in the Minnesota Digital Library (MDL) transferred so they are also archived in our Digital Archives. I've had conversations with Communications & Marketing about creating a few new logos for the Digital Archives landing page to reflect upcoming growth in the archives.

A 16mm film of the SMSC Swim Team was sent for digitization and was converted to a DVD.

Unfortunately, it doesn't appear that the sound was able to be transferred. The video will be added to the Digital Archives in the future.

## Funding

I was able to secure another grant from the SMSU Foundation Special Grants program to help support the cost of Islandora, the open source software product we access through PALS for the Digital Archives. The Foundation generously supported us with another \$4000 grant. We also utilized Fuhr Foundation funds and dollars from our Acquisitions budget to secure a reduced cost 3-year license. This will ensure we have access through May 31, 2019, and the 50<sup>th</sup> Celebration year (2017-18).

# 2015-16 Circulation Annual Report

Josh Thoreson, Circulation Technician

Pam Gladis, University Librarian

## 2015-2016 Circulation Statistics

There were 7,161 loans and renewals of library items during the fiscal year. In addition, in-house usage of titles in the library's collections was 5,697. The gate count for FY16 was 237,822 which was an increase in visitors from FY15 of approximately 3 percent. Statistics on loans for individual patron classes and item classes are available below.

## Student Workers

The library employed 22 student workers in 2015-16. The library hosted two all staff events for our students, a fall semester kick off and another for spring semester. These events along with finals week stress relievers, recognition of graduates, and our monthly birthday recognitions for both staff and students are part of the library's effort to support and thank our students. The library's support for our student employees contributes to retention. The majority of students hired by the library remain with the library throughout their years at the university until graduation. The scholarship available to library student workers also adds to this retention effort. We made this year's award during National Library Week to student worker Emily Williamson. The scholarship was \$700 towards Fall 2016 tuition/fees.

## Collection Inventory

The collection inventory process was completed during the prior year so this year's focus shifted to problem areas. All of the children's collection and several large sections were of the general collection were inventoried. This process was again successful in locating a significant number of lost and incorrectly shelved items. Shelf shifting was completed in several areas as needed.

## Technology Upgrades

The library purchased a new high speed scanner system from the FY15 operations budget and it was installed near the beginning of the fiscal year. The new system features a touch screen, sheet-feed scanner, and a flatbed scanner. The device is very user friendly and has been extremely popular with both students and faculty. Use statistics show that the device has been used to scan 5,149 documents for total of 23,019 pages scanned. Ongoing review of technology for patron use and instructional support continues to be a strategic goal.

## Circulation Desk Services

Working in conjunction with the librarians, additional reorganization of student responsibilities was completed at the beginning of the academic year. Generally this effort had a positive impact. Nearly all reshelving has been completed accurately within 24 hours. New course reserves requests have been setup and available within 48 hours.

The LibAnalytics statistics software that the librarians have been using to track Reference interactions was introduced to track Circulation Desk activity this Spring. The intent of gathering statistics was to document the types of questions being asked at the Circulation Desk. As the statistics were not tracked

consistently by all student workers, there is little data to work with to determine many patterns. There were 133 questions logged between February – June 2016.

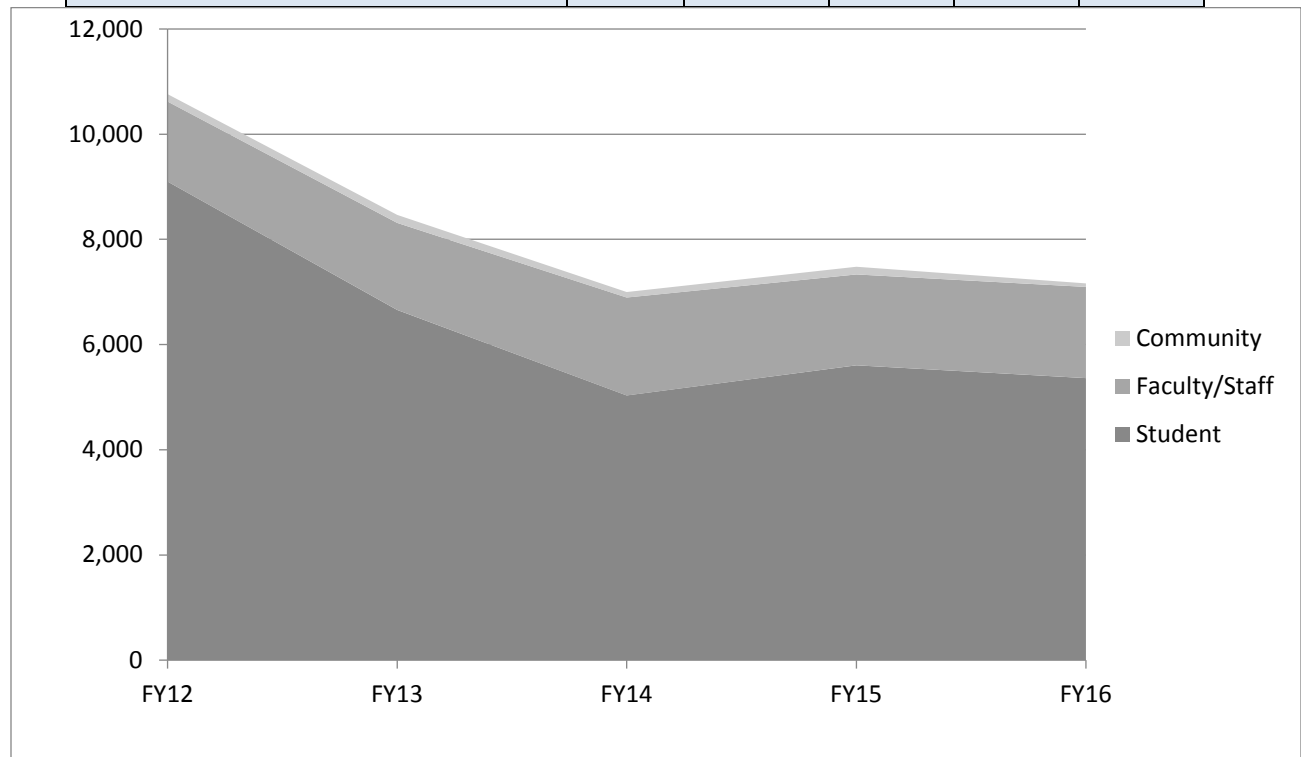
## Looking Ahead

Circulation staff have assisted with planning and preparations for the collaborative efforts and shared work space with the Technology Resource Center (TRC) Help Desk. During Spring/Summer 2016, preparations were made to have the TRC move into the library and be functional by Fall 2016. Removal of the large Book Cart Storage unit in Circulation was completed in late Spring semester; the pieces from that unit were reused in other ways in the library. One of the shelving units for Reserves was taken down and Reserves were reorganized. The printer/copier area was moved over to the Reference Desk. The printer/copier area is now being utilized by the TRC and a new reference desk is being purchased and will be on the 3<sup>rd</sup> floor. As Circulation is the initial service point in the library, combining services in that physical area with the TRC will be a significant shift in the next academic year.

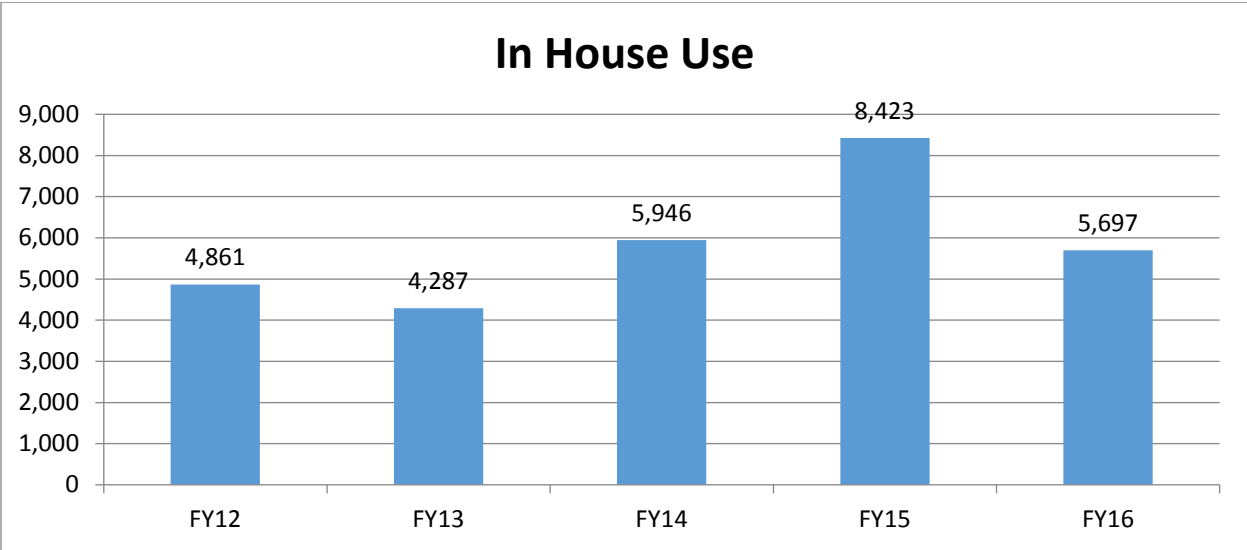
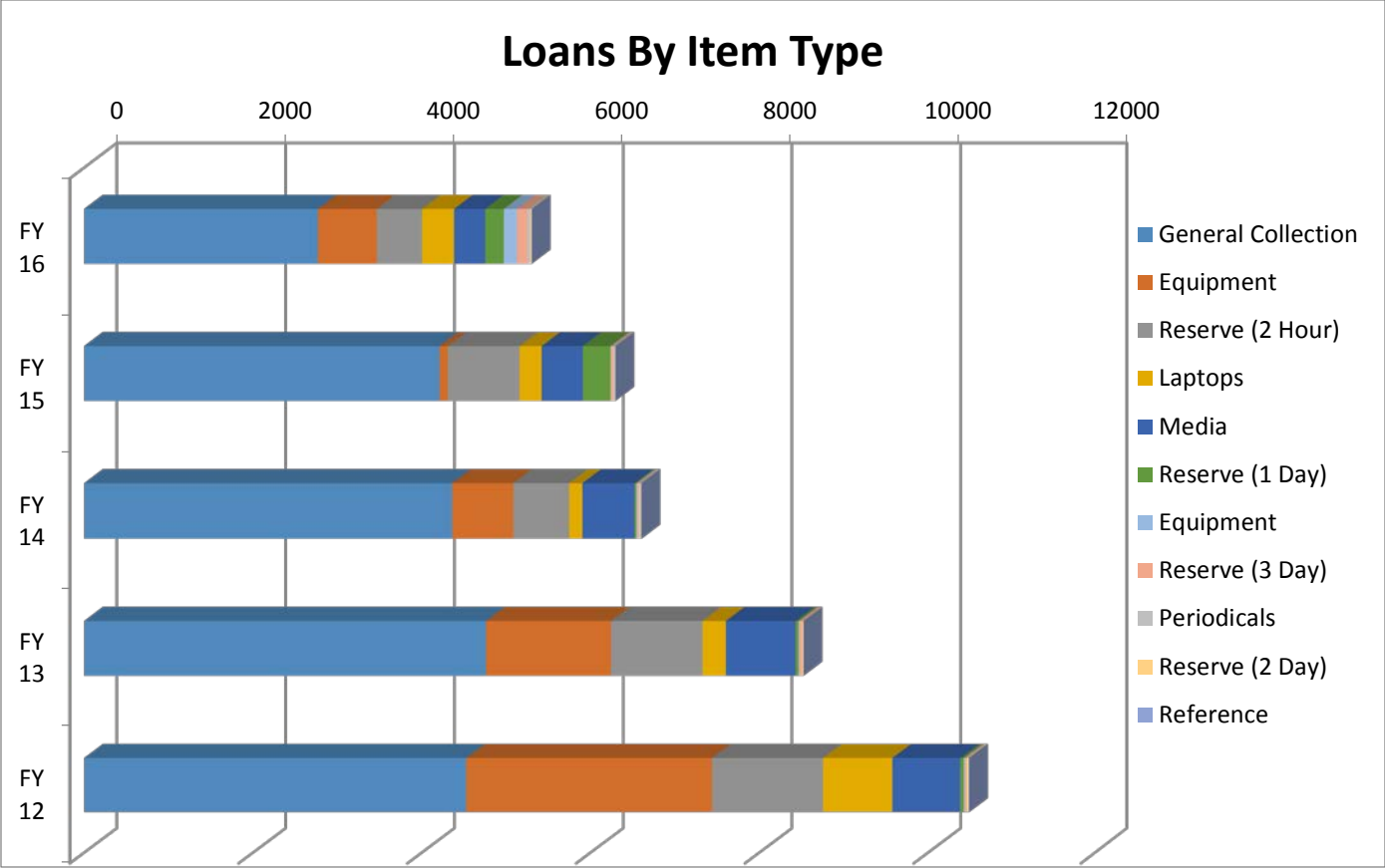
## Circulation Data

Circulation dipped slightly this year as compared to FY15.

<b>Circulation by patron type:</b>	<b>FY12</b>	<b>FY13</b>	<b>FY14</b>	<b>FY15</b>	<b>FY16</b>
Student	9,100	6,659	5,031	5,607	5,361
Faculty/Staff	1,522	1,654	1,862	1,727	1,734
Community	140	153	104	147	66
<b>Grand Total</b>	<b>10,762</b>	<b>8,466</b>	<b>6,997</b>	<b>7,481</b>	<b>7,161</b>



<b>Loans By Item Type</b>	<b>FY12</b>	<b>FY13</b>	<b>FY14</b>	<b>FY15</b>	<b>FY16</b>
<b>General Collection</b>	4,531	4,765	4,362	4214	2773
<b>Equipment</b>	2,911	1,480	725	98	697
<b>Reserve (2 Hour)</b>	1,316	1,084	662	850	536
<b>Laptops</b>	821	277	157	261	379
<b>Media</b>	804	827	618	488	370
<b>Reserve (1 Day)</b>	41	34	21	328	220
<b>Equipment</b>	13	9	7	3	156
<b>Reserve (3 Day)</b>	23	34	14	28	126
<b>Periodicals</b>	1	2	21	24	36
<b>Reserve (2 Day)</b>	22	13	10	3	12
<b>Reference</b>	7	2	11	2	2
<b>Grand Total</b>	<b>10,490</b>	<b>8,527</b>	<b>6,608</b>	<b>6,299</b>	<b>5,307</b>



The high number of In house use of library items in FY15 ties to the high number of First Year Seminar courses that had library instruction on the use of our physical resources. A key activity in that instruction is the finding of a book in the circulating collection. The number of FYS sections participating in that session was down in FY16.

# 2015-16 Government Documents Annual Report

JoAnn Robasse, Government Documents Librarian



*"Libraries have always been the cornerstone in helping GPO carry out its mission of Keeping America Informed on the three branches of the Federal Government." Public Printer Davita Vance-Cooks*

The U.S. Government Publishing Office (GPO) is the Federal Government's primary resource for producing, procuring, cataloging, indexing, authenticating, disseminating, and preserving the official information products of the U.S. Government in both digital and tangible formats.

The Federal Depository Library Program (FDLP) was established by Congress in 1813 to fulfill its responsibility that the American public has access to Government information. In 1986 Southwest Minnesota State University (SMSU) McFarland Library joined the FDLP. The McFarland Library is designated as a selective library, which means selection of documents is based on SMSU's curriculum and the communities it serves.

In April of 2015, a decision by the librarians was made to weed the collection and move it to a mostly online format. That process began in September 2015, and is on-going, though it will stop in May 2016, and resume in August 2016. JoAnn Robasse, Government Documents Librarian, is on a nine-month contract with SMSU. Once the weeding process is completed the collection will be integrated with the main circulating collection. This will allow for better access and be more efficient than having a separate collection. Peggy Anderson (technician) and JoAnn Robasse (librarian) are coordinating the project.

The statistics as of May 5, 2016, are as follows:

- Total number of possible item selections: 9991
- Actual number selected: 2485 (approximately 24.87% of the items that are distributed by GPO)
- Number of items deselected: 231
- Number of tangible documents withdrawn: 2500 (a majority of these 1080 were Congressional Hearings going from paper to electronic copy)
- Number of Microfiche withdrawn: 5000 \*item number deselection is not reflected in the above number

# 2015-16 Instruction Annual Report

Chelsea Wyman, Instruction/Reference Librarian

The total number of instruction requests for the 2015-2016 academic year were fairly comparable to 2014-2015. We met at least once with all of the First Year Seminar (FYS) classes as well as other courses within the LEP, College Now, and other programs. The chart below depicts a snapshot of the instruction sessions that were requested as well as the number of students in those classes. A complete listing of all classes taught each semester is included in separate spreadsheets.

	<b>Total # of Sessions</b>	<b>LEP Courses (excluding FYS)</b>	<b># of FYS Information Literacy Sessions</b>	<b>Number of Students Present</b>
<b>Fall 2015</b>	75	11	33	1713
<b>Spring 2016</b>	52	13	15	993
<b>Totals</b>	<b>127</b>	<b>23</b>	<b>48</b>	<b>2706</b>

These numbers do not include some special groups we worked with throughout the year such as the College Now High School Instructors who attend a library session at their Fall Kick-off meeting and tours we provided to International Students, University Experience classes, and Marshall High School classes.

These numbers do include the College Now sections who requested library instruction.

## Instruction Tools

The following table shows research guides that were either 1) created for specific course sections and/or 2) used in an instruction session, or 3) created in previous years but continued to be accessed by patrons this year.

<b>Guide Name</b>	<b>Views</b>
THTR 100: Plays and Playwrights (S. Tabaka)	1800
Nursing Program	1667
BIOL 306: Anatomy & Physiology	1338
ED 622: Research in Education	1184
ED 102: Technology: Classroom Applications and Portfolio Development	766
ENG 151: Academic Writing	455
LEP 100-T/TH: Baseball in Film (S. Tabaka)	432
ENG 251: Writing in Professions	403
LEP 100	394
COMM 110 Essentials of Speaking and Listening (J. Walker)	365

JUAD 144: Introduction to Justice & Society (Franson)	362
Management Program	361
ED 275: Foundations: Parent/Child Relationships	327
NURS 400: Prevention & Population Health	279
JUAD 498: Justice Administration Senior Seminar	260
Education Program - Distance Students	205
Business Program - Distance Students	170
ED 312: Human Relations for Teachers	79
ART 100: Introduction to Visual Arts (Brace)	50
ENG 151: Academic Writing (McLean & Blair)	42
Faculty Information	41
College Now & the SMSU Library	40
PE 602: Research Foundation in Sport	32
ART 351: History of Graphic Design	27
THTR 220: Film and Television Appreciation-Alfred Hitchcock	22
MUS 391: Elementary School Music Methods and Materials	20
ART 150: Art History I (Brace)	17
MUS 110: Public Performance Studies	8
THTR 435: Theatre History I	7
<b>TOTAL VIEWS</b>	<b>11153</b>

While the number of views only provides us with one piece of information with which to assess the value of these research guides, they are useful in showing us their frequency of use. The total number of views seems to have dropped fairly significantly from the 2014-2015 FY to the 2015-2016 FY (from 21192 down to 11153), however the number of guides have increased from 25 to 29. We have received very positive feedback from faculty about several of our guides and how they have helped students with their research skills.

## Alternatives for In-Person Library Instruction

While we do prefer to meet with students in-person whenever possible, sometimes that isn't a possibility. Such was the case with ED 622 which utilized a research guide for their library instruction purposes and a College Now section which met with a librarian over Adobe Connect. We need to continue to offer and advertise alternatives for in-person meetings.

## Individual Research Consultations

After last year's successful pilot offering research consultations as part of our instruction/reference services, we again offered this to students and classes as an option for receiving personalized, individual information literacy instruction. While many of the students who made appointments had received in-class library instruction, many others had little to no experience with utilizing library resources, so we were able to work with students with a variety of library experience in a number of different disciplines. Based on their particular research needs, these individual sessions



allowed us to better tailor the resources and information we shared with them by directing them to specific databases and reference resources.

We used LibCal, a scheduling tool powered by the Springshare software that we also use for other library applications, to help schedule the appointments. All but one student were on campus and were able to meet with us in our offices in both groups and individually. The one student who could not meet on campus met with a librarian over Adobe Connect. There was a mixture of students actively seeking out research help on their own as well as those who were required to attend consultations for class assignments.

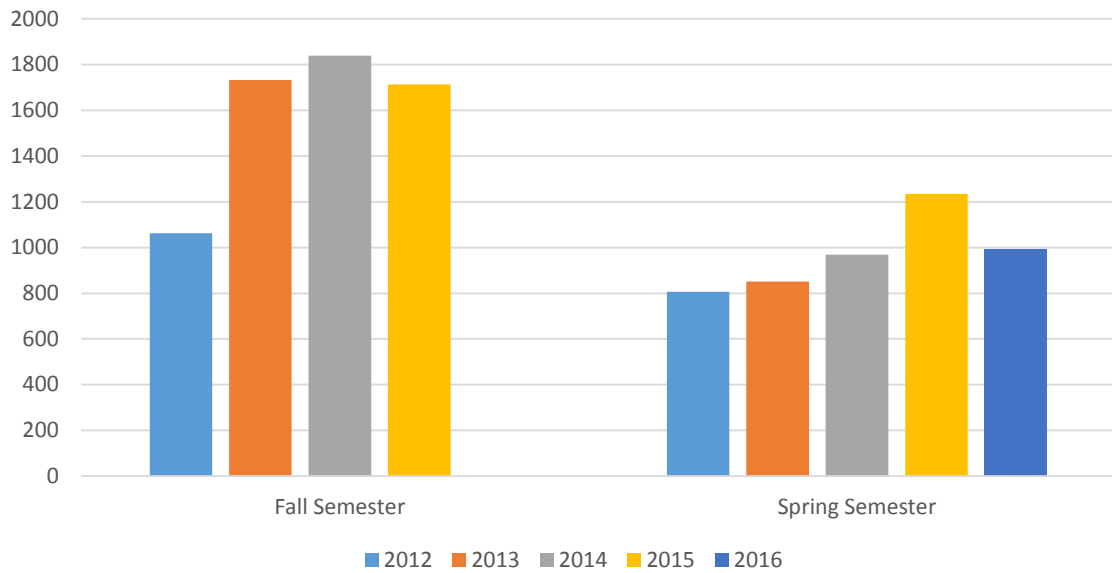
## Assessment

While librarians use informal assessment that occurs within instruction sessions to adjust their lessons, data is not being formally gathered currently. As the librarians have talked about their in-class experiences, we have discussed making changes to our LEP 100 sessions in order to make them more relevant and engaging. This is something we hope to implement this coming year. Several of us also attended the LEP 100 instructors meetings where changes are being discussed to improve LEP 100 assessment. One proposed change is to include an annotated bibliography as a common assignment in LEP 100. By having an assignment that is common to all LEP 100 sections, we would be able to make our instruction more immediately applicable. This would help highlight the importance of information literacy skills, because students would be able to put them to work right away. If this annotated bibliography assignment is put into place, it will also give us an opportunity to better assess our library instruction sessions based on student performance.

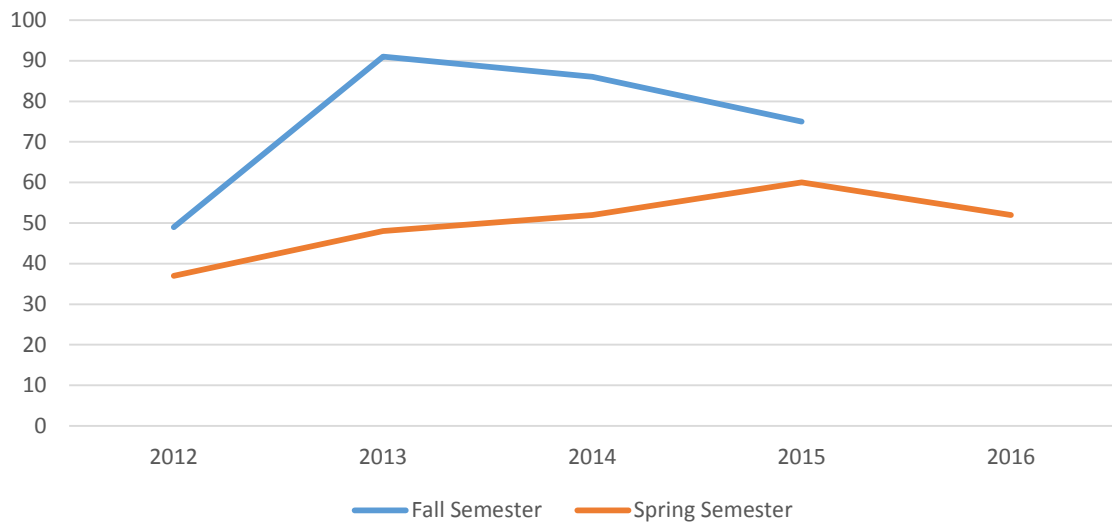
## Instruction Statistics Fall 2012-Spring 2016

	<b>Total Classes Requesting Instruction</b>	<b>LEP Course (excluding FYS)</b>	<b>FYS Courses</b>	<b>Number of Students Present</b>
Fall 2012	49	29	7	1063
Spring 2013	48	27	6	851
<b>Totals</b>	<b>97</b>	<b>56</b>	<b>13</b>	<b>1914</b>
Fall 2013	91	27	15	1733
Spring 2014	52	28	3	969
<b>Totals</b>	<b>143</b>	<b>52</b>	<b>18</b>	<b>2702</b>
Fall 2014	86	19	13	1839
Spring 2015	60	26	3	1234
<b>Totals</b>	<b>146</b>	<b>45</b>	<b>16</b>	<b>3073</b>
Fall 2015	75	16	13	1713
Spring 2016	52	19	5	993
<b>Totals</b>	<b>127</b>	<b>35</b>	<b>18</b>	<b>2706</b>

### Number of Students Present at Library Instruction Sessions



### # of Instruction Sessions Fall 2012-Spring 2016



# 2015-2016 Interlibrary Loan Annual Report

Maria Kingsbury, Interlibrary Loan Coordinator

## Overview

As in years past, in 2015-2016 Interlibrary Loan remained busy and productive. We did not experience any major service shifts or procedures, but we did spend a great deal of time considering where we will be in the future and how we will get there—literally and figuratively.

The Technology Resource Center (TRC) will be moving into the space currently occupied by Interlibrary Loan over the summer of 2016, which will necessitate a move of our offices and workroom to the 3<sup>rd</sup> floor, areas currently occupied by Government Documents and SAMMIE (Southwest Area Multicounty Multitype Interlibrary Exchange). Additionally, the MnPALS consortium is moving to a new ILS (integrated library system) that will affect interlibrary loan workflow. Both of these upcoming changes will certainly affect our services in 2016-2017, but for 2015-2016, we spent time preparing for these shifts by attending meetings virtually and in-person and thinking about our present and future needs.

Overall, our borrowing and lending numbers declined slightly from 2014-2015. This is not necessarily unexpected, as the availability of electronic resources readily available outside library databases continues to grow. The important takeaway from this year's statistics is that our lending and borrowing numbers are roughly even, which is desirable for any interlibrary loan unit.

## Staffing

Our staffing remained stable in 2015-2016 and consisted of Conni Stensrud, Interlibrary Loan Technician, who maintains skillful oversight of day-to-day operations; Courtney Mulder, our student worker; and me, Maria Kingsbury, as coordinator.

## Year in Numbers

As I stated in the overview, our overall borrowing and lending numbers indicate a slight decline since 2014-2015; we received 2,206 borrowing requests and 2,138 lending requests, as compared to 2,378 borrowing requests and 2,300 lending requests in 2014-2015. Such a decline is not entirely unexpected given the increasing availability of free, online resources accessible for undergraduate research. Please see below for tables reflecting 3-year trends in SMSU Interlibrary Loan statistics

Borrowing requests, which are requests initiated by SMSU students and faculty, evidenced an equal need for books and articles, with over 800 requests filled in each category. This is a shift from past years, which suggested that requestors were in greater need of articles than books from outside libraries. I also filled requests for articles from the American Chemical Society database by purchasing on a per-article-request basis, just as I have in years past. I purchased fewer articles (12) in 2015-2016 from the ACS than I have in past years. This slight decline in the desire for articles may indicate that students are finding adequate resources in our existing databases, or it may be that SMSU's yearly course offerings weren't heavily research-based. Until a pattern is established, I hesitate to speculate. I will follow this trend into the coming year.

The lending requests we received and filled this year evidence an ongoing pattern of demand for our book collection; we filled 1,163 book requests this year and only 146 article requests. While the SMSU Library's stacks are dated and in need of weeding in some places and bolstering in others, ILL has always propped its lending numbers on our books. There are some perks to having a uniquely seasoned collection like ours! We will, of course, have to bear this in mind as we go about our weeding.

Overall, ILL staff handled 4,344 requests over the course of the year. There is no such thing as a "normal" request; many of the requests that we receive have multiple wrinkles that require follow-up communication with libraries and patrons, additional searching to verify citation information or format, and patron education. Consequently, while we may not be the biggest ILL shop in the system, we do attempt to be thorough with every request we receive. I count myself fortunate to have smart, energetic folks who are willing to put in the extra mile to make sure that our patrons, both our own SMSU patrons and our cooperating libraries, receive the best possible service.

## Technology & Initiatives

We did not acquire any additional technology in 2015-2016 for Interlibrary Loan, and continued using Aleph as our primary platform for processing requests. We also maintained our usage of OCLC's WorldShare platform to process a limited number of requests and Article Exchange, another OCLC product, to send and receive many of our article/book chapter requests. While we anticipate moving to the product selected by the consortium in the future, at this time we have no plans to discontinue using either WorldShare or Article Exchange, as they both meet our needs.

Most of our equipment remained functional throughout the year; the one exception was the shared printer for the office, which Courtney and I both relied upon for day-to-day printing. After a period of demanding elaborate rituals involving opening various drawers and doors in order to reluctantly yield a single page, the machine became unusable in mid-May. We are looking forward to a new printer come fall.

Our patron-driven acquisition project, taken on in conjunction with librarian Māra Wiggins in 2014, persists as an efficient and effective method of providing library users with books that are difficult to acquire via interlibrary loan, and we anticipate continuing this process into 2016-2017.

## Anticipating 2016-2017

This coming academic year will bring a change in locale, which may give us the opportunity to look at a number of our workflows and our accessibility to the SMSU campus community. We will be going through our LibGuides webpage this fall to update and improve it, and we will also do our best to remain vigilant about how easily we are located in our new location. We already have great visibility and signage in our new offices on 3<sup>rd</sup> floor, and I anticipate these will go a long way in helping people easily find us.

Beyond location changes in our individual unit, we will be responding to changes within the library itself that may arrive along with the Technology Resource Center. It is difficult to know exactly what shape those responses will take, but we'll look forward to growing and learning in the process.

## 2015-2016 Borrowing

Borrowing Month	Total Requests Received			Total Requests Filled			Book Requests Filled			Article Requests Filled		
	FY2016	FY2015	FY2014	FY2016	FY2015	FY2014	FY2016	FY2015	FY2014	FY2016	FY2015	FY2014
July	93	102	122	66	90	103	49	48	51	17	42	52
August	97	143	136	82	111	117	56	74	101	26	37	16
September	298	317	306	279	271	239	94	109	88	155	162	151
October	277	286	393	226	230	320	91	81	119	135	149	201
November	248	185	414	195	160	364	78	85	236	117	75	128
December	83	126	170	65	99	144	52	52	75	13	47	69
January	218	207	244	182	167	198	101	82	136	81	85	62
February	318	277	311	257	231	245	101	128	145	156	103	100
March	244	309	274	196	269	217	105	131	107	91	158	110
April	183	170	322	144	142	266	69	64	137	75	78	129
May	77	127	167	58	119	121	42	51	92	16	68	29
June	70	129	77	58	110	64	43	53	44	15	57	20
<b>Totals</b>	<b>2,206</b>	<b>2,378</b>	<b>2,936</b>	<b>1,808</b>	<b>1,999</b>	<b>2,398</b>	<b>881</b>	<b>958</b>	<b>1,331</b>	<b>897</b>	<b>1,061</b>	<b>1,067</b>

## 2015-2016 Lending

Lending Month	Total Requests Received			Total Requests Filled			Book Requests Filled			Article Requests Filled		
	FY2016	FY2015	FY2014	FY2016	FY2015	FY2014	FY2016	FY2015	FY2014	FY2016	FY2015	FY2014
July	148	166	157	95	99	101	86	88	94	9	11	7
August	156	144	162	85	92	123	78	84	117	7	8	6
September	220	249	215	138	138	147	125	125	129	13	13	18
October	203	262	248	112	129	129	95	120	113	17	9	16
November	204	172	211	124	109	116	111	93	104	13	16	12
December	141	175	184	90	93	102	84	86	96	6	7	6
January	186	160	245	123	155	157	112	136	141	11	19	16
February	236	255	247	143	130	154	126	118	134	17	12	20
March	219	262	280	122	149	164	109	134	144	13	15	20
April	188	178	225	111	100	144	96	87	118	15	13	26
May	119	117	171	73	61	90	62	50	84	11	11	6
June	118	160	160	93	87	94	79	75	83	14	12	11
<b>Totals</b>	<b>2,138</b>	<b>2,300</b>	<b>2,505</b>	<b>1,309</b>	<b>1,342</b>	<b>1,521</b>	<b>1,163</b>	<b>1,196</b>	<b>1,357</b>	<b>146</b>	<b>146</b>	<b>164</b>

# 2015-2016 Reference Annual Report

Maria Kingsbury, Reference Coordinator

## Overview

2015-2016 was a year of analysis and preparation for Reference. Changing student demographics and education models are affecting academic libraries all over the country, and McFarland Library is no different: we want to remain relevant and responsive to the needs of the university community. To that end, we implemented LibAnalytics in the fall of 2015, a robust quantitative and qualitative data collection instrument intended to collect information about reference transactions and library use. We also expanded a research consultation model of reference interactions. Finally, reference librarians actively conducted audits on library use nearly every day in order to capture how users engaged with library spaces. The combination of collected data and gradually shifting reference models will, I hope, prepare us for a major transition in 2016-2017 to the reference desk's new location on the 3<sup>rd</sup> floor of the library and inform our choices about effective models for staffing the desk.

## Staffing and Services

Librarians providing reference services included full-time librarians Pam Gladis, Māra Wiggins, and Maria Kingsbury; part-time librarian Chelsea Wyman; adjuncts Liz DeVries, JoAnn Robasse, and Sandy Hoffbeck; and SAMMIE Executive Director Shelly Grace.

Reference services were provided in-person at the reference desk, on-call, via telephone, via email, and via IM/SMS chat (LibraryH3lp).

The reference desk, located on the main floor (2<sup>nd</sup>) of the library across from circulation, followed this staffing model for face-to-face reference transactions:

Sunday	2pm-9:30pm
Monday-Thursday	1pm-5pm; 6pm-9:30pm
Friday	1pm-4:30pm
Saturday	10:30am-4:30pm

Monday through Friday, reference services were provided between 9:30am-12 noon via on-call reference. During an on-call shift, a librarian would monitor the reference phone, email, and chat/SMS services, and respond in-person to any requests for help referred by circulation staff.

In addition to these hours, librarians Pam Gladis, Māra Wiggins, Chelsea Wyman, and Maria Kingsbury were available between 12-20 hours a week for one-on-one research consultations. Students were able to book appointments for research consultations through links provided on the library's website that connected to an application called LibCal. Greater detail on research consultations is provided below.

## Initiatives

We undertook two major initiatives in 2015-2016: extending the research consultation model to the entire campus community and collecting data about library space and service use. Secondly, we continued our use of LibGuides as a bridge between library instruction and reference services, and because the software was migrating to a new platform, we had the opportunity to go through and clean up and improve existing guides. We also began a project to weed the reference collection, a project that will be ongoing into 2016-2017.

## Research Consultations

Because a pilot project to implement research consultations went well in spring of 2015, we decided to offer one-on-one research consultations to the entire campus community in fall 2015. Research consultations differ from reference desk interactions in a number of ways. For instance, research consultations

- require that students make an online appointment, which they may do from a number of places on the SMSU Library website;
- take place in the librarian's office, which provides a less distracting and more private environment than the public reference desk;
- are intended to make effective use of the 20-30 minutes scheduled;
- ask that students provide specific information at the time of making an appointment regarding an assignment or research problem so that the consulting librarian can prepare in advance;
- provide students with a known contact person for follow-up questions.

We informed the faculty of this service during professional development in fall 2016 at a presentation during Professional Development Day, and introduced it to students primarily by plugging it during library instruction sessions. A number of faculty went on to require their students to schedule research consultations, which created some interesting logistical challenges for the 4 librarians conducting the consultations, but we did our best to accommodate everyone.

Students made research consultations using LibCal widgets embedded at various points on the Library's website. Before scheduling an appointment, students fill out a form asking them to identify their topic, sources they have already found, and the kinds of sources that they need.

A total of 133 research consultations were recorded this academic year. We received positive feedback anecdotally from instructors and students, and so we plan to continue offering research consultations into 2016-2017 and attempt to extend research consultations beyond regular business hours in order to accommodate student schedules. I also plan to develop a post-consultation survey for students and instructors that I hope will help us better document the potential benefit of these interactions.



## Data Collection

We determined in 2014-2015 that we were in need of a more robust instrument for collecting data about library use and services. After considering a number of options, we opted to use LibAnalytics, which is produced and supported by Springshare, a company we had a relationship with because of our use of LibGuides.

I set up a form in LibAnalytics that librarians used to enter transactions. This form underwent minor modifications throughout the year, but remained largely consistent. It can be seen below as Appendix A. We will continue using this instrument, again, with minor modifications, into 2016-2017.

A breakdown of data can be found in the next section of this report.

## LibGuides Migration

Springshare, the company supporting our Research Guide platform, rolled out a new version in 2015, giving us the impetus and opportunity to go through the guides we had created for different subjects and classes and evaluate them for relevance, content, and technical accuracy.

Much of the technical work was conducted by Liz DeVries, who systematically went through each guide and ascertained that links were labelled properly (and worked), that reference databases were up-to-date and consistent across guides, and that guides were using similar conventions in including images. Liz also examined content for relevancy as requested.

Librarians simultaneously went through the guides they had created, editing them for continuing relevance.

The migration took place on January 15, 2016. The biggest change for us with the new platform is an altered A-Z List of Databases. I worked on preparing this last spring, and intend to have it ready to roll out by the time school begins in 2016-2017.

## Reference Weeding

With an eye to the changing needs of our students and the vision we have for transforming our spaces, we began weeding the print reference collection this year. The process, while not complicated, seems to work well: I fill a cart with books that I suggest we either discard or move to the general collection. I make this determination by examining the contents for relevance, searching to see if similar reference sources might be more readily accessed through one of our databases, and looking at the condition of the book. I also consider whether or not I know books are used for certain assignments.

The books are placed on a shelf that indicates whether I think they should be discarded or retained and moved to the general collection. Librarians then have the opportunity to review my suggestions and offer their thoughts, either verbally or by writing a note. I then make a final decision about the fate of the book, and mark it accordingly with a colored dot.

We are currently in the Hs (social sciences) according to the Library of Congress classification system, and have marked approximately 2/3 of the books examined for discarding or moving to the main collection. This project will be ongoing into 2016-2017.

## Data Collected

Librarians recorded a total of 1217 reference interactions in 2015-2016 using an in-house developed data collection form supported by Springshare’s LibAnalytics.

Approximately 40% of these questions (a total of 485) were described as relating to research (see Figure 1). 73.4% of questions were initiated at the Reference Desk. Librarians also recorded a sizable number of interactions (23%) occurring in their offices, likely due to a combination of scheduled Research Consultations, the subsequent drop-ins Research Consultations encourage, and on-call reference hours.

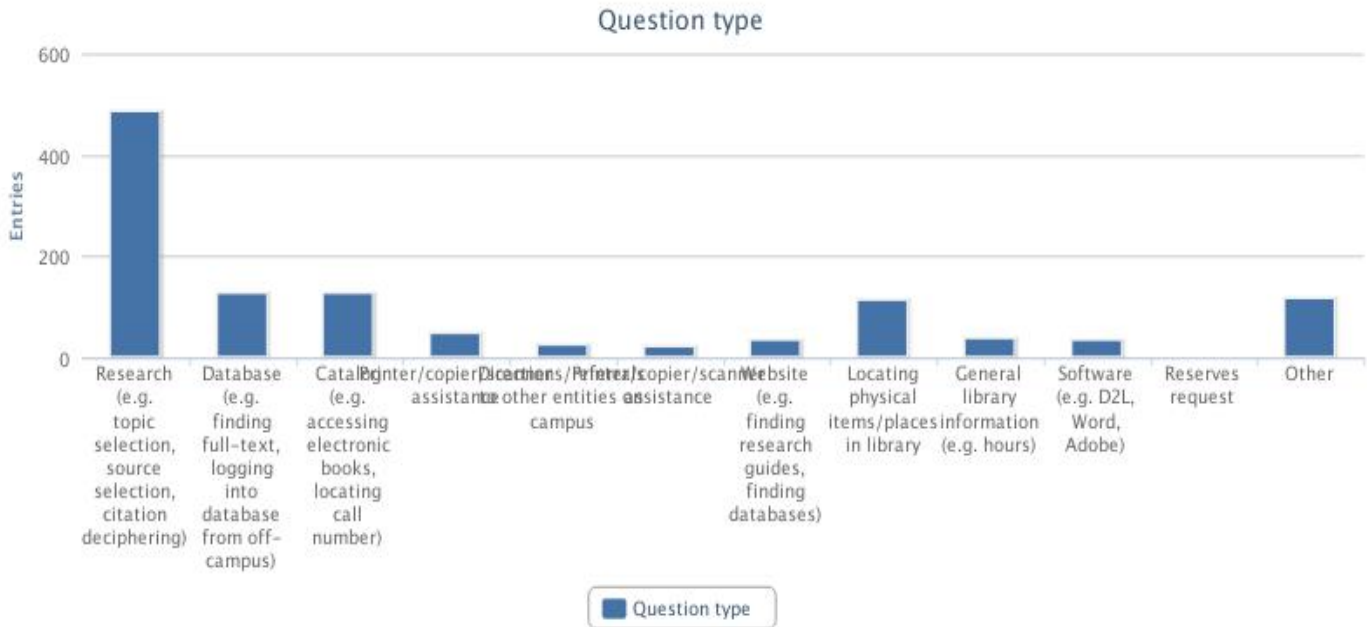


Figure 1

While most of our services were provided face-to-face, our virtual/distance services accounted for almost 20% of our total interactions; of all interactions recorded, 9% took place over email, 6% over chat/IM; and 5% via telephone. The type of question asked and topics covered in these virtual interactions mapped onto the overall trend suggested by the overall data: librarians largely addressed research questions (34%) virtually, just as they tend to face-to-face.

The demand for reference services follows the ebb and flow of the academic calendar: October saw the most questions recorded (18.5%), a month when students’ initial assignments are coming due and they are (re)acclimating to using library resources. September was also a busy month, with 15% of questions recorded, followed by November (14%) and February (13%) (see Figure 2).

Time Distributions (how records are distributed among all months/days/hours)

Number of records for all Januarys, all Februarys, etc.

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
99	161	100	147	14	11	0	53	184	225	165	58
8.1%	13.2%	8.2%	12.1%	1.2%	0.9%	0%	4.4%	15.1%	18.5%	13.6%	4.8%

Figure 2

Most questions recorded occurred Monday-Friday, with only 10% of interactions taking place during our weekend hours. See Figure 3.

Number of records for all Mondays, all Tuesdays, all Wednesdays, etc.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
309	243	236	182	134	47	66
25.4%	20%	19.4%	15%	11%	3.9%	5.4%


Figure 3

We intend to take note of these patterns and track them into 2016-2017.

## Reference in 2016-2017

The coming year will truly be a year of transformation for reference services. In addition to our changed location from 2<sup>nd</sup> to 3<sup>rd</sup> floor, we are shifting hours in response to patterns noted in this year's data collection, which has resulted in less of a reliance on adjunct hours. We will be expanding research consultations into the evening hours, and, of course, tracking how these changes might affect the quality of our service and reach by continuing to collect data with LibAnalytics. In addition, we are in the process of obtaining a new reference desk and hiring a new adjunct librarian, so there are many exciting changes ahead! I cannot help but wonder what this report will read.

# Appendix A: Reference Statistic Collection Form



## Library

### Reference Statistics - Add a Record

Change Active Dataset

Question (140 chars max)

Answer (500 chars max)

Notes: sources consulted / recommended, problems, etc.

Time Stamp: End Time: Entered By: Internal Note:

Where were you? Elsewhere in the library, Elsewhere on campus, My office, Off campus, Reference Desk

Point of first contact? Walk-up (at the Reference Desk), Consultation appointment, Drop-in (in your office), Telephone, IM/chat

Who asked? Undergraduate student, Graduate student, College Now, Faculty, Staff

How many in the group?

Question motivation? Select a value, If "Other," please describe.

Question type? Research (e.g. topic selection, source selection, citation deciphering), Database (e.g. finding full-text, logging into database from off-campus), Catalog (e.g. accessing electronic books, locating call number), Printer/copier/scanner assistance, Directions/referrals to other entities on campus

Duration

Difficulty Level? Easy peasy, My head hurts

Patron Feedback

# 2015-16 Technical Services Annual Report

Kathleen Ashe, Cataloging/Systems Librarian

Pam Gladis, University Librarian

## 2015-16 Projects

In addition to regular workflow, Technical Services focused on two key projects this academic year:

### 1) OCLC Reclamation Project

- Completing the OCLC Reclamation Project was a major project and vital to complete prior to the retirement of Cataloging/Systems Librarian, Kathleen Ashe, in May 2016. The work was done in preparation for an upcoming migration to a new Integrated Library System (ILS). Kathleen and Kristi Peterson, Cataloging Technician, worked to transfer 231,399 holdings, OCLC numbers from ALEPH (current ILS) to OCLC. They received 43 cross-reference reports giving preferred records and replaced our records in ALEPH. They fixed numerous record issues as reported through the project. This clean up is important for both our patrons to have access to accurate records and holdings, but also for our partners who utilize our collection for Interlibrary Loan. The more accurate and up-to-date our holdings are, the better we can serve our patrons.

### 2) Weeding Project

- Multiple collection evaluation projects were initiated this year. The Reference Collection, the Journals Collection, and the Government Documents collection are each undergoing significant review.
- In addition, as Kathleen reverted to her Cataloging/Systems Librarian role after serving as University Librarian since 2008, she spent time going through a backlog of problem items.
- Regardless of the format of the item being weeded, the process is similar. Weeding lists were developed and shared with MnSCU PALS libraries to see if another library in the consortium had interest in the items. Remaining items were withdrawn from the collection and discarded.
- At the end of the fiscal year, 9110 items had been removed from the collection. These are a combination of deleted records from the weeding projects and the errors found in the Reclamation Project.
- As the librarian's agreed to convert to a more online Digital Repository, much of the work with Government Document also involves deleting records for microfiche and loading records for electronic versions of the same material.

## Integrated Library System

As noted above, the MnPALS consortium is preparing to move to a new integrated library system. Pam attended two full days of vendor demos this Spring to learn about each aspect of the ILS and participate in the selection process for the new vendor. The conversion to a new system is most likely to happen in the 2018-19 academic year. This timeframe provides additional time to do additional cleanup of records. We anticipate completing the collection evaluation projects in both Reference and Government Documents prior to the conversion.

## Outreach

Kathleen coordinated multiple events with the Marshall-Lyon County Library throughout the year. It was a great partnership that we hope to sustain in future years. Some of the activities Kathleen coordinated included:

- Prof. Sheila Tabaka sessions on *Inside and Out: Women's Fashion in WWI*
  - Tuesday, March 29, 6:30 p.m. at Marshall-Lyon County Library
  - Wednesday, March 30, noon, in Whipple Gallery
- Prof. Emeritus Joe Amato speaking about *The Sum of the Somme: calculating the cost of total warfare on the Western Front*.
  - Wednesday, April 20, noon at the Whipple Gallery
  - Thursday, April 21, 6:30 p.m. at the Marshall-Lyon County Library
- Marshall High School teacher Rick Purrington speaking about *1915: Slaughter, Stalemate, and Instability*
  - Tuesday, September 29, 6:30p.m. Marshall-Lyon County Library
  - Wednesday, September 30, 6:30p.m. Whipple Gallery
- Prof. Tom Williford speaking about *Genocide in 1915: The Ottoman Empire, Turkish Nationalism, and the Armenians*
  - Monday, October 5<sup>th</sup>, 6:30 p.m. Marshall-Lyon County Library
  - Tuesday, October 6<sup>th</sup>, 12 Noon, William Whipple Gallery, SMSU McFarland Library
- Prof. Emeritus Joseph Amato, reading from newest book [My Three Sicilies](#)
  - Tuesday, March 22, 2016, SMSU at noon,
  - Tuesday, March 22, 2016, MLCL at 6:30 p.m.

## Retirement

The retirement of Kathleen Ashe constitutes a great loss for the library. Not only in terms of her knowledge of cataloging, systems, and SMSU library history, but also the direct connection to her numerous contacts in the library world. She was a well-respected librarian across the state, and her voice will be missed.

# Section III: Planning

## Assessment

Libraries are changing. Our librarians recognize this and as such began initiating tools to help us document some of those changes through statistics vs. anecdotal observations. To that end, our assessment efforts this year focused on the information we could glean from statistics. The use of LibAnalytics as noted in the Reference and Circulation reports was most useful in making service point adjustments. We also took into account the valuable feedback from our 2014-15 Self-study Reviewer visit and began to evaluate how we could utilize his assessment of our library operations.

One significant change that will be realized in the 2016-17 academic year is the adjusting of our Reference Hours and our renaming of that service. We are re-branding Reference to Research Help. This terminology aligns with the Research Consultation language we have adopted and uses more recognizable verbiage for our student population. The adjustment of hours was based on both the assessment of the number of questions and the time of day those questions were being asked.

Another significant change was the initiation of bringing the Technology Resource Center services to the main floor of the library. The physical move was undertaken in late July 2016 and the TRC was fully operational in the library space by August 1. As we have seen a decline in the number of reference questions and a decrease in the number of circulating items, we have seen an uptick in the number of technology questions being asked at both the Circulation and Reference Desks. We also heeded multiple comments from our Reviewer suggesting a closer alignment with IT services for better efficiencies.

Our database usage statistics were a useful component in our assessment of our online resources. We continue to use that data along with faculty requests and identified needs through assisting students in instruction sessions, at the reference desk, and in research consultations to help us determine which databases to keep and cancel, while also trying to identify areas needing growth. For example, business was an area we identified as lacking and great strides were made in that area this year through the addition of databases such as Mergent Intellect, ValueLine online, and MorningStar Investment Research Center.

We need to strengthen our assessment efforts in the classroom, and we recognize that collaborating with faculty will yield the best assessment information. Basing assessment solely on our one-shot sessions cannot yield rich enough results. We have begun working with the LEP 100 instructors to develop a focused assessment effort in that course through the use of an annotated bibliography. We are hopeful at least some sections will attempt this in 2016-17, and we can begin to adjust our instruction as necessary.

Another related assessment effort this year was for the Library Research Award for the Undergraduate Research Conference (URC). Maria worked with Dr. Emily Deaver and Dr. Teresa Henning on a pilot assessment project for the URC. They used a modified version of the SMSU Communication Rubric and recruited faculty to assist with scoring. We continue to look for ways to use the URC to conduct information literacy assessment.

## What's Ahead

We will begin to draft a new three-year strategic plan in 2016-17. We will work to align with the University's Strategic Plan and will also coordinate with the Information Technology (IT) department as they also draft a strategic plan this upcoming academic year to see if there are common initiatives.

There is little doubt our ties to IT will strengthen – the moving in of the Technology Resource Center was an initial step in solidifying the service-area crossover we had identified, but we recognize there are many more ways we can collaborate. One attempt this year was a search for an Instructional Design Librarian – a position we drafted to be a shared position with the library and IT. Although the search failed, it was a true effort of collaboration and looking at university needs.

We will continue with our collection evaluation projects and that will allow us to continue reimagining the library space. We want to see the library be the hub of the university. We envision a place where students can attain both research and technological help and find study and collaboration spaces. We strive for a place where faculty can come for research, technology, and instructional design support. We have many steps to take before this vision can come to fruition, but we believe we are on the right path.



## SMSU McFarland Library Strategic Priorities Plan Comprehensive Summary – August 2016

FY14 FY15 FY16

### Strategic Priority 1: Developing organizational agility and efficiency within the Library

#### Goal 1A) Study library workflows and workloads

- **Initiative 1A1)** Map out library processes, identify steps under each, and where they fall in library position descriptions. Create a workflow document by June 2015. (**Participants:** All library staff & faculty. **Lead:** Kathleen)
  - Kathleen did preliminary research on the mapping process. Kathleen and Pam met with Vinay Gonela, Assistant Prof. of Management. Vinay discussed the mapping process, the purpose and expected outcomes. He followed up with a link to a YouTube video “Problem solving techniques: Flow charts” and a document outlining the mapping process. We are re-considering whether or not this approach will meet the objective. (2014)
  - No significant progress. The external program reviewer (February 2015 visit) also recommended we work on this. Suggestion made to refine this initiative to make it more manageable.

#### Goal 1B) Empower library staff and faculty to further their skills and develop professional competencies

- **Initiative 1B1)** Support each staff member’s attendance at a minimum of 2 PALS workdays or other opportunities such as workshops, conferences, and webinars (July 2013 – June 2016). (**Participants & Lead:** Each library staff.)
  - Pam attended Fall 2013 User Group meeting as Convener for Reference/Instruction and presenting Islandora at a breakout session. Māra attending Fall 2013 UMWUG (Day 2) and User Group meeting. Kathleen attending Fall 2013 UMWUG (Day 2) and User Group meeting. Kristi & Conni attended Fall User Group.
  - 2014 update:
  - Conni attended the PALS user group meeting in Roseville 10/30/13 and the ILL (interlibrary loan) work day at Minnesota State University-Mankato in Edina 4/10/14. Conni participated in WorldShare ILL webinars on 7/2/13 and 2/11/14.
  - Josh attended the Circulation work day on 4/10/2014 and the FrontLine Service Employee Conference on 6/26/14.
  - Pam attended the Spring 2014 Reference/instruction Workday.
  - Kathleen attended MnPALS Deans, Directors, Coordinators Executive Committee meetings, Sept. 12, 2013, Nov. 7, 20 13 (web), Feb. 14, 2014 (web); ExLibris Upper Midwest User Group/MnPALS User Group meetings October 29-30, 2013 MnSCU State University Library Deans meetings (Conf. Call), Nov. 18, 2013.
  - Māra attended ExLibris UMWUG Users Group Oct. 29, 2013; Fall MnPALS User Group Meetings Oct. 30, 2013; Acq/Serials Workday April 24, 2014; ARLD Day April 25, 2014. Māra attended the MnPALS annual meeting by teleconference on April 17, 2014
  - PALS User Group Fall 2014 – Pam, Māra, Kathleen

- PALS Circulation Webinar Fall 2015 - Josh
- PALS Workdays Spring 2015 – Kathleen, Māra, Peggy, Kristi
- Fall 2016 User Group was in Duluth – too far/too much expense to attend
- Spring 2016 – For their respective areas, Māra & Maria participated in online webinars for the vendor demos for the new integrated library system; Pam attended the vendor demos in person
- Spring 2016 – Kathleen, Peggy, Kristi attended MnPALS Workday
- **Initiative 1B2** Facilitate opportunities for each library staff and faculty to have at least one library visit and/or job shadowing experience (July 2013 – June 2016). (**Participants & Lead:** All staff & faculty.)
  - Josh visited the PALS office and visited MSU library summer of 2013.
  - Several library faculty and staff had a library visit to Mankato State University, on May 5, 2014. All participated in a tour and a conversation about reference services, then broke out into other areas:
    - Maria & Conni met with MSU Library outreach committee and interlibrary loan staff.
    - Kathleen met with current Department Chair Daardi Sizemore regarding those duties as well as Archives.
    - Māra met with Acquisitions and Serials Librarians and support staff..
    - Pam met with Instruction Librarians Justine Martin and Jenny Turner and Archivist Daardi Sizemore.
    - Peggy met with Acquisitions and Serials Librarians and support staff to discuss collection development and serials issues.
  - Archives (Pam & Peggy) visited the University of Minnesota Morris - June 11, 2015
  - Minitex visit: Cataloging (Kathleen & Kristi) and Conni (ILL) – Summer 2015
- **Initiative 1B3** Annually (July 2013 – June 2016) support librarian professional growth as stated in their Professional Development & Evaluation Plans (**Participants & Lead:** Each librarian.)
  - PDP policy and PDR review process was developed & approved Fall 2013.
  - Completed; documentation available in each librarian’s annual Professional Development Report.

Goal 1C) Evaluate space utilization within the library (*Facilities & Equipment Strategic Direction*)

- **Initiative 1C1** Between July 2014 – June 2015 meet with at least 2 departments to discuss the utilization of library space for collaborative work. (**Participants:** All faculty & staff. **Lead:** Conni)
  - History Department, Library, World War I talks/presentations in Whipple
  - During National Library Week in April 2015, librarians coordinated with the Theatre Department to have Theatre History presentations in the Whipple Gallery and the Music Department to have student musical performances in the atrium and the Whipple Gallery
- **Initiative 1C2** Throughout July 2013 – June 2016 evaluate space utilization on 3<sup>rd</sup> and 5<sup>th</sup> floors and brainstorm at least 3 ideas that could be implemented. (**Participants:** All library personnel. **Lead:** Jo)
  - In December 2013 we met to discuss how to rearrange the floors to better serve the students and to create an inviting space, especially on 3<sup>rd</sup> floor. In February 2014, staff members met with Cindy Holm, Jim Kor, and Laura Bottin (from Physical Plant) to discuss how to implement the suggested changes. Cindy reported money is tight and there may not be any for us to use. A decision by the staff was to move forward with existing furniture, accessories and cabinets. In May 2014, Kathleen, Peggy, and Jo finalized the plans for 3<sup>rd</sup> and 5<sup>th</sup> floors. Changes during Summer 2014: 2<sup>nd</sup> floor microfilm (NYT, Star Tribune, Marshall Independent) moved up to the 5<sup>th</sup> floor; on 3<sup>rd</sup> floor, soft seating placed in designated area using existing furniture etc.; 3<sup>rd</sup>

floor map cases moved to assigned locations (Archives and Tom Dilley); two atlas stands from 3<sup>rd</sup> floor moved to 2nd floor with the remainder moved to storage; 3<sup>rd</sup> floor microfilm cabinets will be moved to the brick wall.

- 3<sup>rd</sup>: Changed layout to be more efficient and student-centered: New seating areas, framed library posters, new study areas, (re)moved map cases; Painting is scheduled for summer 2015
- 5<sup>th</sup>: Microfilm moved
- 4<sup>th</sup>: new end range signage was install (Conni, Peggy, Kristi)
- Māra serves on University Physical Plant/Space Committee beginning 2013/14
- We have begun expanding on this initiative by creating a Space Committee to begin focusing on the 2<sup>nd</sup> floor. They began meeting in Spring 2015.
- This expanded beyond original scope of both the original initiative and the space committee's brainstorming when FY16 conversations were started with IT about moving the TRC into the Library.
  - Many steps were taken to accomplish this by Fall 2016: multiple office moves within the library, repurposing of furniture, etc.
  - Pam met with Admissions staff in Summer 2016 to introduce the physical changes that are in place for Fall 2016.
  - Effects of this will continue in the next Strategic Plan.
- **Initiative 1C3** During summer sessions (July 2013 – June 2016), examine archived media collection for damaged materials. (**Participants:** Student Employees; **Lead:** Josh)
  - Small amount checked during summer 2013. Raised questions.
  - Goals need to be defined prior to beginning examination process and they haven't been established. Kathleen may focus on this during 2015-16.
  - Not accomplished.

## Strategic Priority 2: Engaging the campus community in advancing library services

Goal 2A) Promote and educate community about University Archives.

- **Initiative 2A1** By June 2015, establish an Archives Advisory Group. (**Participants:** Peggy **Lead:** Pam)
  - Not much formal progress was made on this initiative in FY14 other than informal conversations with interested parties on campus/in the community and internal communications with Alumni Office, Communications & Marketing, and the SMSU Foundation related to Islandora work.
  - Pam attended the Retiree Luncheon in April 2015 and spoke with a few people there about possibility joining an Archives Advisory Board. Goals and purpose of the group need to be defined yet. Pam visited the University of Minnesota, Morris, in June 2015, to meet with Jayne Blodgett (Assistant Library Director) and Steven Gross (Archivist) about their Archives Advisory Group.
  - No significant progress.
- **Initiative 2A2** By June 2016, establish collection process for University documents. (**Participants:** **Lead:** Pam )
  - No significant progress. May need to pare down this initiative such as by focusing on a document for retirees/departures from the college to retain their documents.
- **Initiative 2A3** Explore feasibility of implementing an institutional repository program that would include the digitization of the student newspapers (July 2013 – June 2016). (**Participants:** Peggy, Kathleen, Kristi **Lead:** Pam)

- Kathleen was the initial contact with PALS and after consultation with Pam we agreed to join PALS as a Beta site for Islandora, a digital repository program beginning Summer 2013. Pam, Kathleen, Peggy, and Kristi participated in the initial training. It was decided to use the Alumni Office's Focus publication for the beta test. We developed the metadata and completed the ingest form. Pam provided set up and training, and Peggy and Kristi digitized the publications from 1980 through 2008. Pam presented with PALS about Islandora at the Fall 2013 User Group meeting, the Library Technology Conference, and the MnPALS Annual Meeting. In Fall 2013 library faculty and staff demonstrated the tool to President Gores. In Spring 2014 Pam submitted a grant proposal for funding through the SMSU Foundation to move ahead with digitizing the student newspapers. The Foundation approved the grant and was able to fund almost 100% of the cost for FY15 and encouraged us to apply again in the fall.
- After the initial beta. we moved way beyond explore feasibility of an digital repository by implementing Islandora. Digitizing the student newspapers is on-going and the digitization of the alumni news magazine, FOCUS, is up-to-date.
- Spring 2016 Pam worked with PALS to move over early University founding documents that were digitized for the Minnesota Digital Library back to our digital collection. Icons/graphics need to be created to support that. Pam met with Marcy Olson, Communication & Marketing, in Summer 2016 regarding this.

Goal 2B) Build support for a library budget allocation to meet 21<sup>st</sup> century education needs

- **Initiative 2B1)** By June 2014, write a white paper documenting the need for increased library budget allocation by using comparison data, historical trends, etc. (**Participants:** Māra, Josh **Lead:** Kathleen)
  - This is incorporated in the Library's self-study written for the program review which was completed Fall 2014 with the site visit in February 2015.
- **Initiative 2B2)** By June 2015, share data/information from white paper with at least 6 entities (**Participants:** TBD **Lead:** Kathleen)
  - The program review has been completed and the library has responded to the external reviewer's recommendations.

Goal 2C) Foster library presence for both on- and off- campus students.

- **Initiative 2C1)** Meet at least annually (July 2013 – June 2016) with the Residential Assistants to highlight library services and/or offer to provide a program for their residence hall events. (**Participants:** Maria, Conni **Lead:** Māra)
  - Kathleen met with RAs at their Fall Kickoff meeting in August 2013. Email sent regarding new Saturday hours for Spring 2014.
  - Māra met with RAs on August 13, 2014.
  - Māra coordinated with library student worker (Kendra) to bring in students for Library Program Review.
  - Pam met with RAs in August 2015.
  - Josh met with RAs in August 2016.
- **Initiative 2C2)** By June 2014, meet with 2+2 program advisor to explore ways to improve awareness of library services (**Participants:** Maria **Lead:** Pam)
  - : Māra met with Lori Wynia on 9/23/13 to discuss possible LibGuide for Library orientation for 2+2 students. As follow-up, Lori contacted Māra & Pam to attend a webinar on "Online

Orientation: Focusing on Student Learning” in November 2013 to help flesh out ideas for reaching the 2+2 students. Lori will send out our Library Survey questions to the 2+2 students.

- Lori contacted Pam about her online orientation and requested that Education and Business 2+2 LibGuides be created for a summer online orientation beta test. Completed May 2014.
- **Initiative 2C3** Each year (July 2013 – June 2016), target a library service or event and request departments/programs to help with marketing (e.g., Radio/TV, Graphic Design, Marketing, Technical Writing) (**Participants:** Conni, Jo **Lead:** Maria )
  - Met with Stacie Mulso about signage options for finding the library. Maria will write up new information for the Ambassadors as they give tours.
  - Ideas for incoming freshman being generated to market library.
  - Attempted contact with Graphic Design Club for signage and posters; no response. Instead worked with Marcy Olson to create posters for Library Satisfaction Survey, promotional magnets, and Stacie Mulso to improve external directional signage on campus to the Library. Posters were a success, magnets are pending approval, and signage around campus has begun to change and can be viewed in the IL building at present (Spring 2014).
  - No update in FY15, FY16.
- **Initiative 2C4** Annually (July 2013 – June 2016) present at College Now Instructor & Faculty Orientation meeting (**Participants:** Māra **Lead:** Pam)
  - Maria met with the College Now Instructors on August 6, 2014.
  - Pam met with the College Now Instructors on August 4, 2015.
  - August 2016 – English Department decided to cover Library information on their own.
- **Initiative 2C5** Annually (July 2013 – June 2016) connect with new faculty to highlight library services. (**Participants:** All Library Faculty & Staff **Lead:** Pam)
  - 2013: Māra was in new faculty group meeting and had opportunity to visit one on one with some new faculty. Māra, Kathleen, Maria presented library services to faculty who attended the Southwest Soundbite session at the Fall 2013 Professional Development Day (8/20/13). On 8/26/13 Pam sent an email directly to new faculty highlighting instruction and the Faculty LibGuide.
  - 2014: There were very new faculty this year. Māra met individually with Leazah Behrens, Mark Traynor, and Dean Yin.
  - 2015: Link to Faculty Research Guide was emailed out. Māra met new faculty through IFO Membership role.

### Strategic Priority 3: Strengthening and enriching the student experience

Goal 3A) Use current & emerging technologies to provide information and services for our users

- **Initiative 3A1** Collaborate with at least one faculty member each year to incorporate library services into D2L course(s) (July 2013 – June 2016) (**Participants:** Māra, Maria **Lead:** Pam)
  - For the Fall 2013 semester, in addition to face-to-face instruction, Research Guides were created and linked in D2L for ED102, ART150, ART351, ENG151 (Blair), ENG151 (Wilson), MUS110 (Public Performance Studies), MUS391 (Elementary Music Methods), SPCH110 (Hope).
  - A comprehensive Research Guide was created for and embedded in PE602 (Research Foundation in Sport), a fully online Master’s class. This is a new course and the faculty members requested a Research Guide be developed to support these fully online students.

- Pam & Māra worked with two online classes (Cindy Aamlid LEP 400 – Culture of Consumption and Judy Wilson ENG251 – Writing in the Professions) to incorporate Individual Research Consultations
  - Pam created a research guide for Michelle Beach ED312– Human Relations for Teachers
  - Māra worked with Sheila Tabaka to embed streaming videos into her Theatre and FYS courses.
- **Initiative 3A2)** By June 2015 target funds within the library budget and implement patron driven acquisitions for a subject-specific eBook collection (**Participants:** Maria, Conni, Peggy **Lead:** Māra)
  - \$500 was budgeted for Purchase Driven Acquisitions collaboration with Interlibrary Loan; eighteen individual print and media titles were purchased FY15.
  - FY16 the program grew to 84 items purchased and \$1,900 spent.
- **Initiative 3A3)** By June 2015 explore acquisition of streaming media (**Participants:** Pam, Peggy **Lead:** Māra)
  - Several streaming video vendors were explored during Spring 2015: Kanopy, New Day Films, Films on Demand, and Swank
  - Purchases made via Swank and New Day Films in May 2015
  - Films on Demand added in Summer 2016
- **Initiative 3A4)** During (July 2013 – June 2016) create online course guides (LibGuides) as needed to supplement instruction (**Participants:** Māra , Maria **Lead:** Pam )
  - For the Fall 2013 semester as supplements to face-to-face instruction Research Guides were developed for ED102, THTR100, THTR220, ENG151 (Zarzana) ART150, ART351, ENG151 (Blair), ENG151 (Wilson), MUS110, MUS391, SPCH110 (Hope), SPCH110 (McHugh).
  - Current course guides are being updated as needed for instruction.
  - New course guides were created for sections of COMM 110 and THTR 100.
  - A new course guide was created for ED312.
  - FY16: guide created for Management Program.
- **Initiative 3A5)** By June 2015 investigate a comprehensive reference platform package (e.g., chat, email, SMS including statistical analysis, FAQ database, etc.) (**Participants:** Librarians **Lead:** Maria )
  - Trials of SpringShare products LibAnswers, LibAnalytics, LibCal, and LibStaffer were done in April/May 2015. LibCal and LibAnalytics were purchased.
  - Reference Desk statistics were kept using LibAnalytics all FY16. Circulation Desk statistics were kept intermittently beginning in February 2016.
  - FY16: LibCal was used to schedule Research Consultations.
- **Initiative 3A6)** Identify funding streams, implement, and promote Discovery Tool (**Participants:** Maria, Pam , Jo, Māra **Lead:** Kathleen)
  - Funding:
    - Serials Solutions’ Web-scale Discovery product Summon was implemented Fall 2013. FY14 paid from 3 library budget lines: operations and supplies, acquisitions, and the Sandra Fuhr endowed fund.
    - Kathleen applied for funds from the Academic Technology Committee and the Student Fee Committee for FY15 funding. The Academic Technology Committee awarded \$2000 for Discovery. Student Tech Fee Committee did not fund the request. The remainder was funded from the Library Operations budget.
    - FY16 – Pam requested funds from Student Tech Fee (\$2900) and it was awarded. Remainder was funded from operations budget.

- FY16 acquisition monies will be carried forward to fund Discovery in FY17. With the new ILS product slated for the consortium in FY18, the Discovery layer is included and will not incur a separate cost.
  - Implementing:
    - Pam set up our databases in the Discovery product.
    - Kathleen and Pam worked with the PALS Office on SMSU's implementation of Discovery.
    - Kathleen worked with the university's web office to re-configure the Library's home page for the new service. Alternative
    - PALS Discover Office hours – participating to learn and share
  - Promoting:
    - Kathleen sent messages to SmSUFA list and SMSU Today to advertise Discovery.
    - Covered as part of Southwest Soundbites at Fall 2013 Professional Development Day.
    - Introducing OneSearch in FYS sessions and as appropriate to other classes.
- **Initiative 3A7** Each year evaluate circulating equipment and instructional support and apply to student tech committee for funding (July 2013 – June 2016) (**Participants:** Student Tech Fee Rep **Lead:** Josh)
  - Josh is (maybe) serving as AFSCME rep to Student Technology Committee. Maria is an IFO rep on the committee. Josh has developed a list of 5-6 items to be requested Fall 2013. Overhead scanner for ILL being requested. Discovery funding being requested.
  - Josh has evaluated the equipment inventory and developed a list of items to be requested. For 2013/14, seven items were requested from the Student Tech Committee. The committee approved one item for purchase: a document scanner which will be installed prior to Fall 2014.
  - Although not paid for from Student Tech committee, Josh worked with IT and they replaced 10 Dell laptops at the beginning of the 2013/14 school year.
  - Needs well identified. Money lacking from Student Tech Fee committee.
  - 2 calculators; 2 PowerPoint remotes; 1 digital voice recorder purchased from library budget to meet student needs.
  - Student scanner options became the priority after major technical difficulties with current set up. Pam brought back information from ACRL conference about a scanning solution called Scannx. A webinar was scheduled in May 2015 and product was purchased in June 2015. IT also purchased a Scannx setup for the computer labs.
  - FY16: An overhead scanner for interlibrary loan was purchased from Student Tech Fee funds.

Goal 3B) Strengthen campus partnerships to seamlessly integrate resources and information literacy into the curriculum

- **Initiative 3B1** By June 2016 work with English Composition Committee to map information literacy concepts into ENG151 and ENG251 (**Participants:** Maria, Māra **Lead:** Pam)
  - Framework for Information Literacy was approved by national ACRL board in February 2015. This new framework needs to be brought to full composition committee yet. A small pilot project was done Spring 2015 with two sections of Dr. Lori Baker's ENG 151 to introduce concepts from the Framework.
  - Requested a meeting with Composition Committee, but it didn't happen in FY16.
- **Initiative 3B2** By June 2016 build assessment tool(s) targeting information literacy for faculty teaching LEP 100 (**Participants:** Māra , Maria **Lead:** Pam )
  - Fall 2013: Pam met with Assessment Coordinator Betsy Desy and HLC Coordinator Lori Baker



- FY 15: No significant progress. Suggestions have been provided to faculty teaching LEP 100, but nothing has been completed systematically. Several new LEP 100 instructors were on the schedule this year so the information literacy sessions were new to them. This will be ongoing. Suggestion was made to target a small number of faculty to begin with.
- FY16: LEP100 instructors met regularly in FY16. Chelsea, Māra, and Pam attended. Progress towards a standard assignment of an Annotated Bibliography as an assessment tool was made and is being considered for FY17.
- **Initiative 3B3**) By June 2015 create postcard/brochure advertising setting up a Research Consultation with a Librarian for student participants in the Undergraduate Research Conference (**Participants:** Conni **Lead:** Maria)
  - FY14: Bookmark drafted for research consultations.
  - Did not complete. This initiative will carry forward to FY15. During FY14, Maria began discussions with Emily Deaver how best to target URC applicants. In related progress, Maria has been working with Stacy Frost/SMSU Foundation to identify potential donors to the Library Research Award and expand alumni and community engagement in the URC as a whole.
  - May consider alternative method of visiting classrooms in Fall 2015.
  - The new LibCal software facilitated scheduling individual research consultations was introduced a Fall Professional Development Day 2015.

#### Goal 3C) Regularly evaluate and update website

- **Initiative 3C1**) Each year (July 2013 – June 2016) conduct usability testing of library site. **Participants:** Jo, Kristi **Lead:** Maria)
  - First usability test completed with five students in Spring 2014.
  - FY15: Group agrees a significant website revamp is needed. Usability testing will be conducted after some site mock-ups are created.
  - FY16: Learned the university is moving the website to a new platform. Pam met with new webmaster a few times and he is drafting prototypes for review in FY17.
- **Initiative 3C2**) Throughout July 2013 – June 2014 establish process for monitoring and updating the library web pages. (**Participants:** Kathleen, Kristi **Lead:** Maria )
  - See Initiative 3C1 – the revamp of library website may impact this initiative.
- **Initiative 3C3**) By June 2015 identify appropriate quantitative data and put it into a format that enables assessment of the library website. (**Participants:** Maria, Pam, Māra **Lead:** Kathleen)
  - No significant progress. Google Analytics are available. LibAnalytics tool may also help with qualitative data.
- **Initiative 3C4**) By June 2014 complete conversion of (LibData) Subject Guides to (LibGuides) Research Guides. (**Participants:** Pam, Maria, Jo **Lead:** Māra)
  - FY13: Māra secured volunteer hours to aide in this transition. Shelly and Jo are drafting the guides for the volunteer to enter.
  - FY14: Majority have moved over; perhaps 8 left for Spring.
  - Throughout 2014, Research Guides were created for 32 topics and over 20 courses. Topic guides were converted from LibData Subject Guides by librarians with assistance of volunteer. Final step of editing for consistency and content was completed by Pam and Māra, with Subject guides to be taken down prior to 2014 Summer session. Project completed.
    - FY16: Maria led the transition to the newer version of LibGuides.