# Southwest Minnesota State University
# McFarland Library

# **Annual Report for Academic Year 2017-18**

Kate Borowske, Instructional Design Librarian
Pam Gladis, University Librarian
Maria Kingsbury, Reference/Interlibrary Loan Librarian
Māra Wiggins, Collection Management/E-Resources Librarian
Chelsea Wyman, Instruction/Reference Librarian

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# Table of Contents

## Section I: Departmental Information
- Mission
- Staffing
- Budget
- Summary

## Section II: Current Year's Activities
- Acquisitions
- Archives
- Circulation
- Government Documents
- Instruction
- Interlibrary Loan
- Reference/Research Help
- Technical Services

## Section III: Planning
- Assessment Summary
- What's Ahead

# Section I: Departmental Information

Pam Gladis, University Librarian

# Mission

*The McFarland Library promotes the success of the SMSU community by providing access to quality resources, instruction, services, and spaces to support research, teaching, and learning in an inviting, inclusive environment.*
*~ Adopted October 2017*

# Staffing

## Librarians

**Kate Borowske, Instructional Design Librarian**
Kate joined the McFarland Library in August 2017 in our newly created Instructional Design Librarian position. This is collaborative position with Information Technology as Kate provides both library support (instruction, Research Help, etc.) and instructional design support for faculty.

**Pam Gladis, University Librarian (Department Chair/Instruction and Web Services)**
Pam has worked at the library since 2012 (additionally here 1999-2001). She has served as Department Chair since 2015 and also provides Research Help, conducts library instruction, and manages University Archives and the library's website

**Maria Kingsbury, Interlibrary Loan and Reference Coordinator (SABBATICAL 2017-18)**
Maria has worked at the library since 2007.  Her main areas of responsibility are managing the Reference collection and Research Help Desk and overseeing Interlibrary Loan.  She also provides library instruction and Research Help. Maria was on a full year sabbatical for the 2017-18 academic year as she completed her doctoral degree in Technical Communication and Rhetoric through Texas Tech University.

**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. She manages collection development (print and electronic), provides Research Help, and conducts library instruction. In 2017-18 Māra began transitioning to taking over Government Documents as long-time adjunct Government Documents Librarian JoAnn Robasse retired.

**Chelsea Wyman, Instruction/Reference Librarian**
Chelsea joined us in FY16 as a half-time librarian, served in a full-time fixed term capacity in FY17 due to a failed search, and then served as a .58 librarian as sabbatical replacement for Maria in FY18. She has focuse primarily on instruction and reference.

## Adjunct Librarians

**Shelly Grace**

Shelly serves as the Executive Director of Prairielands (formerly SAMMIE), a multi-type library support service, housed in the McFarland Library.  In lieu of rent, she staffs the Research Help Desk an afternoon each week during the academic year.

**JoAnn Robasse**

JoAnn has been a librarian at the University for 23 years. She serves in a .40 adjunct position. In addition to staffing the Research Help Desk, JoAnn serves as our Government Documents Librarian. JoAnn retired in February 2018.

## 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.

**Liz Fladhammer, Circulation Technician (83% time)**

Liz joined the library in February 2017. Liz's primary role is supervising our library student workers. She also handles circulation issues such as fines and reserves and leads our inventory projects. Liz also serves as the back-up for Interlibrary Loan and helps with 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 helps with book displays and library events.

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

Conni has worked in the library since 1999. Her work in Interlibrary Loan (ILL) 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. Conni also serves as the back-up for Circulation and helps with library events.

**Olivia Thormodson, Evening/Weekend Technician (36% time)**

Olivia joined the library in September 2017 in our newly created Evening/Weekend Technician position. Olivia's primary role was building supervision after 7:00pm Sunday-Wednesday and 10:00-5:00 on Saturdays.  Olivia worked on projects such as Inventory and Archives.

## Student Workers

The library relies heavily on student workers to staff the main service and research help desks and to assist with interlibrary loan and shelving.  This year, eighteen students were employed by the library. The library also relies on assistance from the TRC students, especially during the Summer months when traffic is reduced and we have limited work-study options. Additional details about student workers are included in respective service areas of this report.

# Budget

The budget held steady with $140,000 for library acquisitions and $29,302 available for operations, although $4000 of carryover was allowed from FY17 for a total of $33,302 for the operations budget. These carryover dollars turned out to be invaluable as we had increased costs for our Discovery tool and additional travel expenses to attend training for our impending new integrated library system. We ended FY18 with $7.44 remaining in the operations budget. We continue to be supplemented by generous foundation dollars, specifically McFarland Funds, Fuhr Funds, and Mann Funds.  More details about those funds are included in the Acquisitions report.

# 2017-18 Summary

As is apparent in the past few annual reports and including this one, significant changes are occurring within the library – with collections, with staffing, with space. These changes are being made based on trends in the library field, patterns we've observed at SMSU, and data we've collected over time.  We aim to be a forward-thinking, adaptable library with our focus aimed squarely at our students' needs.

## Staffing Updates

After a failed search in 2015-16 for our newly created Instructional Design Librarian we got an early jump on posting the Instructional Design position in Fall 2017. After a national search that allowed us to bring four quality candidates to campus, we hired Kate Borowske, a 22-year experienced Hamline University Librarian.  She joined us in August 2017.

After reviewing library use audit statistics and research help statistics, we decided to explore having a dedicated evening and Saturday staff person. This required forgoing our .25 adjunct position, having a library technician volunteer for cost savings through Voluntary Leave, and IT contributing dollars from their student help budget. This position was hired during Summer 2017 and Olivia Thormodson began her duties this fall. Olivia was studying to complete her online Master's in Library Science degree and was able to land a professional library position in April 2018, so we lost her a month earlier than we'd planned. We were able to readvertise the position to begin Fall 2018, and have hired Carol DeSmet for the Evening/Weekend Technician position for FY19.

After the retirement of long-time adjunct JoAnn Robasse in February, we were able advertise for a new adjunct to begin Fall 2018. We have hired Emily Sovell, an SMSU Alum, for FY19.

## Instructional Design Librarian Role

The Instructional Design Librarian position is a new venture for the library as it is a cross between Information Technology and the Library. As such, Kate's role in the library is primarily focused on Research Help and Instruction; she isn't tied to a 'module' in our library system as other librarians are as shown throughout this report. Her emphasis is on creating relationships with faculty to assist with instructional design; some of that weaves in well with library and information literacy topics, but it doesn't have to. We are using this position and this opportunity to reinvigorate faculty development on campus. Kate works closely with IT to provide technological support for faculty as they work to add more active learning to the classroom. The campus' addition of a new active learning classroom this year is a visual sign of this change; Kate has lead the faculty trainings for use of that room, in conjunction with the TRC. Much more to come as this position develops!

## Integrated Library System Migration

January was the kick-off for the new integrated library system that we (along with 57 other libraries) will be migrating to this February. Meetings were held in St. Cloud and four faculty/staff were able to attend. In addition to the in-person, four-day kickoff, videos and conference calls have been available to learn more about the system. It is both a structurally and functionally different system than what we are currently operating; this requires us to not only learn a new system, but to consider ways to change work flows, processes, etc. Without getting into the minutia of what goes into migrating to a new system, let's just say that there is much back-end systems work that takes place prior to the migration, so significant time has been spent on that this year. Comments about the migration are found throughout the report.

## Strategic Priority Updates

The complete Library Strategic Priorities plan that was initiated this year is at the end of this report.

**Strategic Priority 1: Space & Services** – addressed in the Acquisitions and Reference sections

**Strategic Priority 2: Teaching & Learning** – addressed in Reference and Instruction sections

**Strategic Priority 3: Collections & Access** – addressed in Archives and Acquisitions sections

**Strategic Priority 4: Scholarship & Outreach** includes objectives that are not as easily defined within a traditional section of the annual report.

*Objective 11: Explore how the library can support Open Educational Resource (OER) development at SMSU.*

OER is an up-and-coming area in the library world. As a staff we have expressed interest to both faculty and the Information Technology department that the library would like to help lead these efforts on this campus. The Minnesota State System Office is undertaking a pilot that utilizes the Islandora software we use for our Digital Archives as a repository site OER materials in MinnState. We are watching this and other developments closely.

*Objective 12: Continue to engage in the Undergraduate Research Conference.*

We have offered a Library Research Award at the Undergraduate Research Conference since 2007. This is a monetary award funded by the library's revenue fund. This year, Dr. David Pichaske donated $100 towards the award. Our award winners (Mckenzie Besel and Sariah Cheadle) each earned $100.

Evaluation for the award has evolved over time. This year the librarians decided to refocus the award on the research portion of the students' work. A new rubric was designed to assist with this and will be available on the URC website for the 2018-19 conference to allow students the opportunity to see how they will be evaluated for the award.

*Objective 13: Collaborate with libraries, educational institutions, or campus departments to meet student needs, promote scholarship, or raise awareness.*

This objective includes many efforts such as reaching out via Twitter, collaborating with departments on programming during National Library week, and projects such as the Captioning Grant that Kate is leading. This is clear recognition that the library is both a service point and an education point. We aim to work with others across campus, across the community, and beyond to promote libraries, literacy and learning.

# 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.

# Acquisitions/Serials FY18

Māra Wiggins, Collection Development/E-Resources Librarian

## Acquisitions Budget

**McFarland Library Acquisitions: $140,000**

The McFarland Library acquisitions budget remained static from FY17 to FY18. We have ongoing subscriptions for databases, journals and newspapers, and streaming videos, encumbering the bulk of our budget ($124,549.07). The budget is carefully and conservatively managed, and our library budgeting tool (ALEPH) shows $66.46 remaining of the $140,000 acquisitions budget (see FY18 Budget Summary in FY18 tables). Gift accounts and the Nursing budget are an additional $55,400 available for acquisitions.

## Collection Development Focus Areas

**Ebooks:** 27 ebooks, individual title purchases with perpetual access, were purchased in areas covering nursing, education (including higher education and SPED), and communications, as well as current topics like sports concussions and gerontology issues. This is a good format to keep updated, as students may access these books 24-hours a day and by remote access.

**Streaming:** We are in our third year of streaming video at SMSU. This was a major step forward for us to level the playing field, as most colleges and universities already carried a wide array of streaming packages from Hollywood titles to documentaries. Streaming video 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 provide for public performance rights. We subscribe through four different vendors: New Day Films hosts four documentary films; Swank hosts twenty-seven Hollywood films (all films have been requested by faculty who are using the films for classes); new platform Docuseek currently provides one documentary; Films on Demand contains the largest content with 29,773 (up nearly 4,000 titles from last year) titles and 279,032 segments across 26 subject areas. Streaming video continues to grow in demand, with titles added almost monthly to Films on Demand (no added charges), as well as increased faculty requests for additions to the Swank title list.

**Books/Media:** A total of $10,281.52 was spent for faculty/student requests for books and media. This budget is typically set at $4,000—the added expenditure is attributed to cancellations in other budget lines. Though most items are purchased by patron request, a pointed effort was made this year to update VHS titles to DVD format.

# Department Budgets

**Nursing: $5,000**.  Purchases include a continued subscription to CINAHL Complete (database) and a continued subscription to EBSCO ebook Nursing Collection, consisting of over 500 titles for $525.  This budget line is held within the Nursing department, but reserved for library purchases.  We have been told these funds are available through FY2020.  After that, we will lose the ability to pay for the ebook package and CINAHL, the primary database for nursing research, without additional funding. We receive a $5,000 subsidy from Minitex for CINAHL, and pay the remaining $2,088.  This subsidy is set up on a tiered plan, so that the first year the library got $1,500, the second year $3,500, and the third and following years we received the full $5,000.  It is important we continue our subscription, as we have realized the full $5,000 ongoing subsidy.

**Ag Ed: $2,000**.  A grant for $7,500 was awarded in FY15 and expended in FY16, paying for the Agriculture-focused database ACSESS (The Alliance of Crop, Soil, and Environmental Science Societies).  Māra renegotiated pricing, expected to be $6,500, to the community college tier pricing of $2,500, and received permission to use McFarland funds to pay the FY17 subscription.  In FY18 Professor Lee French offered $2,000 from Agronomy funding to pay for this database subscription.

# Gift Funds

The McFarland funds are a group of gift funds, donated by the McFarland family, that are designated to be spent on library purchases in the following areas:  Science (divided between Biology, Chemistry, and Physics) and Business (divided between Accounting, Finance, Management, and Marketing).  Annual amounts are dependent on investment markets, and though not guaranteed, we have been fortunate to see increasing returns.  Amounts not spent in these budgets roll back to principle at the end of the fiscal year.  Māra works with faculty to coordinate purchases for books, media, and databases.  The following information details McFarland fund income and expenditures.  Specific purchases are detailed later in the report.

**McFarland Science:  $21,550**.  This fund came in $700 less than last FY.  Science programs continued with commitment to pay one-half the cost for Science Direct, $13,765.95.  Subscriptions to ACSESS and Statista were paid in part by these funds.  They contributed $1,000 toward Reference purchases, then evenly divided the remaining money between the Biology, Chemistry, and Physics programs.

**McFarland Business: $21,550.00.**  Business programs continued with commitment to pay one-fourth the cost for Science Direct, $6,882.98.  They contributed $1,000 toward Reference purchases, then divided the remaining money into two areas, Accounting/Finance and Management/Marketing.  These gift accounts pay for subscriptions to AdForum, Mergent, Morningstar, ValueLine, and contribute to subscriptions for Communication and Mass Media Complete and Statista.

**Walter Mann funds: $1,275.00**.  This fund came in $50 less than last FY.  This gift fund originates from a bequest from a former faculty member of the English department.  Titles purchased can be books or media, and cover philosophy, religion, and poetry.  These funds are spent at the discretion of the Philosophy and English department faculty.

**Sandra Fuhr funds: $4025.00.** This fund came in $113.60 less than last FY.  This gift fund originates from a bequest from SMSU University Librarian Sandra Fuhr, who died suddenly in 2008.  Funds are spent at the discretion of the librarians.  Over the years we have purchased a variety of items:  subscriptions to

databases; subscriptions to Islandora (Archives database); this year we purchased six bean bag chairs, a tray charging dock for our cell phone charging station, and furniture for our new technology collaboration room (COLLAB 501).

**Minitex Subsidies: $25,970.00.** Minitex is a publicly supported network of academic, public, state government, and special libraries working cooperatively to improve library service for their users in Minnesota, North Dakota and South Dakota, and is funded through the legislature. Minitex coordinates consortial group purchasing and we receive subsidies for 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 are currently receiving.

# Collection Management

## Databases

### Cancellations

- MathSciNet ($1,094) This database tripled in price since 2014. Usage stats do not support the rapid price increases; additionally, the database was absorbed by a larger jobber and pricing among other colleges and universities show it to skyrocket into the several thousand dollar range. We do not have the funds to support this database at the reported usage.

### Price Negotiations

ACSESS**:** Māra renegotiated ACSESS last FY from $6,500 to $2,500, but the grant that originally supported this expenditure was not renewed. Professor Lee French, after a library instruction session for Senior Seminar Agronomy students, initiated a conversation with Māra about the database and offered $2,000 from a research grant he has to support the ongoing subscription.

Statista**:** This statistical and infographic database that we've had for the last four years had a significant price increase from $1,800 to $4,272. We subscribed when they began marketing to academic libraries, and got in at a rate of $1,800 (which had not gone up since). In their renewal email, they listed several reasons they are increasing to $4,272—market value, static pricing for years, increased content and tools.

Statista is one of the most highly used databases that we have, averaging around 600 searches per month. We demo it often for instruction, as it had information applicable to all programs. It has a tool that allows the statistics to be downloaded directly into a power point presentation or document—making it highly useful for the Undergraduate Research Conference and other presentations.

Renewal pricing came in with three options-- Option 1 is what we had for the last two renewals (DMO and CMO tools are excellent for business and hospitality, and they are used for instruction in both of these departments).

- **Option 1**: Statista + the addition of our **DMO and CMO** expert tools--**$4,272/1 year**
- **Option 2:** 2 year offer- including DMO and CMO at no additional cost --**$5,682/2 years**
- **Option 3:** 3 year offer- including DMO and CMO at no additional cost --**$8,738/3 years**

Māra coordinated with Deb Kerkaert (permission for a multi-year contract paid up-front, not billed annually) and Bill Mulso (permission to use McFarland funds) in order to renew under Option 3, as significant savings of $4,078 would be realized if renewing under the three-year option.

## OF NOTE

**Databases:**  Our database expenditure for FY18 was $153,062.94.  It should be noted that the Acquisitions budget only covers $83,112.58, with the remainder being covered by Minitex subsidies, McFarland gift funds, Nursing and Ag funds.

**Science Direct:**  This increased by $5,000 last FY under the newly negotiated 5-year contract.  *It is projected to increase by $2,000 for every year of the contract.* This rate of increase will cause a domino effect in our acquisitions budget, as we will have to cut purchases or subscriptions each year in order to accommodate the increase but stay within our budget, which has been static or decreased in the last five years.  It should be noted that 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.

**CINAHL:** This is the primary database for nursing research, and supports program accreditation.  This database is paid with a budget line provided by Nursing (212003).  We have been told this budget line is available through FY2020; it is imperative it is kept beyond then in order to maintain access to this database.  We receive a $5,000 subsidy from Minitex for CINAHL, and pay the remaining $2,088.  This subsidy is set up on a tiered plan, so that the first year the library got $1,500, the second year $3,500, and the third and following years we received the full $5,000.  It is important we continue our subscription, as we have realized the full $5,000 ongoing subsidy (contributing to significant savings).

## 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 or JR1 used to count searches/sessions in databases or journals.

Usage typically fluctuates for many reasons, including fluctuations attributed to the addition or cancellation of databases causing students to search for information in other databases; faculty sabbaticals; courses offered every other year or semester; research consultations directing students to the appropriate database more directly than students trying several databases before locating information needed.  Several databases generally stayed even for usage, though it is worth noting the ELM databases were up about 4,000 searches each.

See the Database Paid and Database Free-ELM tables 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 $32,081.94.  Print journal titles cancelled:

- National Geographic Traveler ($31.95)

- Track and Field News ($52.95)
- Windpower Monthly ($995.00)

Additions to journal subscriptions:
- Americas Quarterly ($38.95) print and online
- Historia y Vida ($128.39) print

Print Journal Evaluation: Māra lead the evaluation of the print journal collection, located on McFarland Library's main floor. It took the librarians two and a half years to complete this project, comprising 1333 titles, by evaluating the holdings, both online and print, the use, the space needs, and the applicability to current programs and majors. The librarians met every other week in FY18 to evaluate 30 titles, then mid-spring sped up to every week in order to finish by the end of spring semester. This is a project that has not been done here before with the entire collection—spot weeding had been done, but not the entire print journal collection.

Library technician Peggy Anderson processes titles to be weeded, sending out title lists to consortium libraries and sending individual items to requesting libraries before recycling. This is a two-week timed process, and Peggy methodically pulls titles, processes (with library technician Kristi Petersen withdrawing items from the catalog), and then physically removes items from the shelf. She is also responsible for shifting. We've been able to decrease overlap with print and online availability, and have freed up hundreds of linear feet of shelf space. This new floor space gained has given us places to put tables at which students can work together or study.

## Books and Media
$6,401.14 was used to purchase for collection development or requests from departments/students. Purchases are made on a 'first-come, first-served' basis, with 311 books and 235 media (mostly DVDs) added in FY18. We have a book budget which supports 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. Books are PDA-ILL if the student requested access to the item through ILL and we determine the item will be good in our collection or if the item is one that a library will not loan and we believe it would be a value-add to own. We then purchase the item in lieu of actually borrowing 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. In FY15 we began this purchasing strategy and purchased 18 items, spending nearly $500 that we allotted to this budget line, most being initiated or solicited during Research Consultations (the remainder from ILL requests). In FY18, the PDA-ILL budget spent $1,203.76 on 41 books and 16 media items.

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, the requesting student, staff, or faculty member is notified via email to let them know the item is in and can be checked out.

### E-books

McFarland library's e-books are through EBSCOhost; FY18 usage was 12,691 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 925 for FY18.  We subscribe to CREDO, an online reference center, where ebook usage ran 2257 searches.  Our largest ebook package, EBSCO Nursing, had high usage at 10,844 searches.

### Donations

McFarland Library is the fortunate recipient of many donations and gifts, primarily from faculty.  Retiring faculty donated a large number of books, with Mark Goodenow, Susan McLean, and Bill Du Bois (deceased) all gifting us materials.  Vicky Brockman, Jim Zarzana, and Jim Hubley also continue to donate books and media.  During FY18, we accessioned 335 books and 12 media from donations.

The following journals are also donated by faculty and staff:
- American Journal of Agricultural Economics (Gerry Toland)
- American Journal of Physics (Ken Murphy)
- Art in America (Bill Mulso)
- Entertainment Weekly (Maria Kingsbury)
- Physics Teacher (Ken Murphy)
- Physics Today (Ken Murphy)
- Yellow Medicine Review (Judy Wilson)

# Funds Available FY18-FY17-FY16

| Available Budget | FY18 | FY17 | FY16 |
|---|---|---|---|
| **212002: Acq Budget** | $140,000.00 | $140,000.00 | $140,000.00 |
| donation from Hist/Soc/JUAD | | | $200.00 |
| **total:** | **$140,000.00** | **$140,000.00** | **$140,200.00** |
| | | | |
| **Additional/Gift accounts** | | | |
| **Nursing** | **$5,000.00** | **$5,000.00** | **$5,000.00** |
| **AG Ed grant** | **$2000.00** | **$0.00** | **$2,085.00** |
| **McFarland Business** | | | |
| Accounting/Finance | $6,833.51 | $7,466.44 | |
| Accounting | | | $3,756.40 |
| Finance | | | $3,756.40 |
| Management/Marketing | $6,833.51 | $7,466.44 | |
| Management | | | $3,756.40 |
| Marketing | | | $3,756.40 |
| Reference | $1,000.00 | $1,000.00 | $1,000.00 |
| Science Direct | $6,882.98 | $6,317.12 | $5,099.40 |
| **total:** | **$21,550.00** | **$22,250.00** | **$21,125.00** |
| **McFarland Science** | | | |
| Biology | $2,261.35 | $2,871.92 | $3,308.73 |
| Chemistry | $2,261.35 | $2,871.91 | $3,308.73 |
| Physics | $2,261.35 | $2,871.92 | $3,308.73 |
| Reference | $1,000.00 | $1,000.00 | $1,000.00 |
| Science Direct | $13,765.95 | $12,634.25 | $10,198.81 |
| **total:** | **$21,550.00** | **$22,250.00** | **$21,125.00** |
| **Mann** | | | |
| Philosophy | 637.50 | $662.50 | $668.75 |
| Poetry | 637.50 | $662.50 | $668.75 |
| **total:** | **$1,275.00** | **$1,325.00** | **$1,337.50** |
| **Fuhr** | **$4,025.00** | **$4,138.60** | **$4,717.39** |
| | | | |
| **Total available funds:** | **$195,400.00** | **$194,963.60** | **$193,504.89** |
| | | | |

# FY18-FY17-FY16 Acquisition Budget Summaries
## 212002 Acquisition Budget Expenditures

| Summary FY18 | | | | | |
|---|---|---|---|---|---|
| Renewable cost items: | | | | monographs: | |
| Rate Adjustments | $ | 1,211.40 | | | |
| Abstracts/indexes | $ | - | | Books | $ 5,228.16 |
| Newspapers | $ | 12,415.73 | | PDA/ILL | $ 1,203.76 |
| Serials | $ | 30,497.60 | | Media | $ 3,849.60 |
| Web Resources | $ | 69,448.74 | | total | $ 10,281.52 |
| Microfilm | $ | 290.47 | | | |
| Streaming | $ | 11,647.00 | | Reference | $ 3,961.54 |
| total | $ | 125,510.94 | | ILL | $ - |
| | | | | | |
| total expended | $ | 139,754.00 | | | |
| | | | | | |
| **Summary FY17** | | | | | |
| Renewable cost items: | | | | monographs: | |
| Rate Adjustments | $ | 1,330.56 | | | |
| Abstracts/indexes | $ | 180.54 | | Books | $ 7,435.91 |
| Newspapers | $ | 11,967.66 | | PDA/ILL | $ 871.48 |
| Serials | $ | 31,223.47 | | Media | $ 3,834.97 |
| Web Resources | $ | 65,162.20 | | total | $ 12,142.36 |
| Microfilm | $ | 1,243.26 | | | |
| Streaming | $ | 11,293.00 | | Reference | $ 5,042.34 |
| total | $ | 122,400.69 | | ILL | $ 120.00 |
| | | | | | |
| total expended | $ | 139,705.39 | | | |
| | | | | | |
| **Summary FY16** | | | | | |
| Renewable cost items: | | | | monographs: | |
| 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 | | total | $ 4,475.38 |
| Microfilm | $ | 1,094.81 | | | |
| Streaming | $ | 2,848.00 | | Reference | $ 3,187.23 |
| total | $ | 119,961.97 | | ILL | $ 245.00 |
| | | | | | |
| total expended | $ | 137,699.58 | | carryforward | $ 9,830.00 |
| | | | | | |

# Database per Budget & Stats FY18-FY17-FY16

| E-Resource title | FY18 total paid | From Budget line | Contributed amount | FY17 total paid | From Budget line | Contributed amount | FY16 total paid | From Budget line | Contributed amount | FY18 searches | FY17 searches | FY16 searches |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Databases** | | | | | | | | | | | | |
| AdForum | $1,200.00 | McF MANMAR | | $1,200.00 | McF MANMAR | | $1,200.00 | McF Mktg | | AdForum Rep needs to provide | 110 | 148 |
| Alexander Street Press | $1,603.16 | Acquisitions | | $1,556.00 | Acquisitions | | $1,511.00 | Acquisitions | | 264 | 782 | 366 |
| ASCESS | $2,500.00 | Agronomy | $2,000.00 | $2,500.00 | McF Ref | $1,000.00 | $5,415.00 | Ag Ed grant | | 371 | 251 | 385 |
| | | McF Chem | $500.00 | | McF Chem | $500.00 | | | | | | |
| | | | | | McF | $1,000.00 | | | | | | |
| CINAHL Complete | $7,441.00 | Nursing | $2,441.00 | $7,088.00 | Nursing | $2,088.00 | $6,751.00 | Nursing | $1,751.00 | 31,841 | 23,010 | 22,060 |
| | | Minitex | $5,000.00 | | Minitex | $5,000.00 | | Minitex | $5,000.00 | | | |
| Communications and Mass Media Complete | $5,768.00 | Nursing | $1,000.00 | $5,223.00 | Nursing | $1,000.00 | $5,232.00 | AG Ed grant | $2,085.00 | 13,282 | 8,443 | 10,173 |
| | | McF MANMAR | $2,749.84 | | McF MANMAR | $2,479.84 | | Acquisitions | $3,147.00 | | | |
| | | Acquisitions | $2,018.16 | | Acquisitions | $1,743.16 | | | | | | |
| Ed. Research Complete | $7,533.00 | Acquisitions | | $7,175.00 | Acquisitions | | $6,833.00 | Acquisitions | | 19,645 | 14,760 | 16,256 |
| Ethnic NewsWatch | cancelled | | | cancelled | | | $6,055.00 | Acquisitions | | cancelled | cancelled | 7,129 |
| JSTOR | $3,600.00 | Acquisitions | | $3,600.00 | Acquisitions | | $3,600.00 | Acquisitions | | 8,800 | 6,415 | 5,813 |
| MathSciNet | cancelled | | | $989.00 | Acquisitions | | $418.00 | Acquisitions | | cancelled | 6,096 | 1,260 |
| Mergent | $1,855.00 | McF MANMAR | | $1,800.00 | McF MANMAR | | | McF Mgmt | $900.00 | 968 | 1,488 | 1,193 |
| | | | | | | | | McF Mktg | $900.00 | | | |
| MorningStar | $3,819.00 | McF AF | | $3,819.00 | McF AF | | | McF Finance | $1,300.00 | 3,185 | 4,395 | 4,863 |
| NYT Con Svc (Historical) | $4,771.00 | Acquisitions | | $4,771.00 | Acquisitions | | $4,771.00 | Acquisitions | | 7,707 | 9,491 | 9,055 |
| Opposing Viewpoints | $2,850.00 | Acquisitions | | $2,850.00 | Acquisitions | | $2,714.00 | Acquisitions | | 8,481 | 13,078 | 10,620 |
| Oxford Music | $2,344.00 | Acquisitions | | $2,252.00 | Acquisitions | | $2,164.00 | Acquisitions | | 376 | 530 | 398 |
| Philosopher's Index | $1,660.00 | Acquisitions | | $1,581.00 | Acquisitions | | $1,506.00 | Acquisitions | | 7,244 | 8,058 | 7,411 |
| Psychology Journals | $6,695.00 | Acquisitions | | $6,500.00 | Acquisitions | | $9,515.00 | Acquisitions | | 10,668 | 11,800 | 6,573 |
| Project Muse | $3,501.00 | Minitex | $970.00 | $3,470.00 | Minitex | $970.00 | $3,366.00 | Minitex | $970.00 | 1,336 | 725 | 370 |
| | | Acquisitions | $2,531.00 | | Acquisitions | $2,500.00 | | Acquisitions | $2,396.00 | | | |
| Proquest Statistical Abstract | cancelled | | | cancelled | | | $567.00 | Acquisitions | | cancelled | cancelled | 210 |
| PsycINFO | $6,629.84 | Acquisitions | | $6,372.92 | Acquisitions | | $6,178.00 | Acquisitions | | 9,825 | 10,893 | 11,529 |
| Science Direct | $47,531.94 | McF Science | $13,765.95 | $45,268.49 | McF Science | $12,634.25 | $40,397.61 | McF Science | $10,198.81 | 48,662 | | 6,150 |
| | | McF Business | $6,882.98 | | McF Business | $6,317.12 | | McF Business | $5,099.40 | | | |
| | | Minitex | $20,000.00 | | Minitex | $20,000.00 | | Minitex | $20,000.00 | | | |
| | | Acquisitions | $6,883.01 | | Acquisitions | $6,317.12 | | Acquisitions | $5,099.00 | | | |
| Sociological Abstracts | $2,720.00 | Acquisitions | | $2,600.00 | Acquisitions | | $2,469.00 | Acquisitions | | 13,770 | 9,080 | 10,306 |
| SportDiscus | $9,413.00 | Acquisitions | | $8,965.00 | Acquisitions | | $8,538.00 | Acquisitions | | 13,579 | 8,668 | 10,967 |
| Statista | $8,738.00 | McF AF | $140.51 | $1,400.00 | Acquisitions | | $1,400.00 | McF Fin | $156.40 | 6,637 | 8,639 | 5,697 |
| | | McF ManMar | $731.57 | | | | | McF Chem | $500.00 | | | |
| | | McF B Ref | $1,000.00 | | | | | Acquisitions | $743.60 | | | |
| | | McF S Ref | $1,000.00 | | | | | | | | | |
| | | McF Chem | $974.35 | | | | | | | | | |
| | | McF Bio | $1,000.00 | | | | | | | | | |
| | | Acquisitions | $3,891.57 | | | | | | | | | |
| ValueLine Elite | $2,395.00 | McF AF | | $2,180.00 | McF AF | | $2,180.00 | McF Accounting | | 11,389 | 10,569 | 10,208 |
| **ebooks** | | | | | | | | | | | | |
| Credo | $6,429.00 | Acquisitions | | $6,242.00 | Acquisitions | | $6,061.00 | Acquisitions | | 2,257 | 1,516 | 1,295 |
| Credo: Nursing and Allied Health Collection | cancelled | | | cancelled | | | $1,026.00 | Nursing | | cancelled | cancelled | 29 |
| Ebsco ebook Nursing Collection | $525.00 | Nursing | | $345.00 | Nursing | | | | | 10,844 | | |
| GVRL (Gale Virt Ref Lib) | $100.00 | Acquisitions | | $100.00 | Acquisitions | | $100.00 | Acquisitions | | 925 | 1,002 | 976 |
| **streaming video** | | | | | | | | | | | | |
| Films on Demand | $8,141.00 | Acquisitions | | $7,754.00 | Acquisitions | | $7,952.00 | McF S&B | $5,771.95 | 1,423 searches | 2,394 views | n/a |
| | | | | | | | | Nursing | $2,180.05 | | | |
| New Day Films | | | | | | | | | | | not available | 46 |
| Swank | $3,300.00 | Acquisitions | | $2,818.00 | Acquisitions | | $2,400.00 | Acquisitions | | 1,222 view | 1,520 views | 1,129 |
| Docuseek | | | | $375.00 | Acquisitions | | | | | not available | not available | |
| **Total:** | $153,062.94 | | | $140,794.41 | | | $140,319.61 | | | | | |
| **Total Acquisitions:** | $83,112.58 | | | $78,461.20 | | | $76,785.60 | | | | | |
| **Total additional budgets:** | $69,950.36 | | | $62,333.21 | | | $63,534.01 | | | | | |

Highlight=new purchase

# Databases Free – ELM – Usage

| free or part of ELM resources | FY18 Searches | FY17 searches | FY16 searches |
|---|---|---|---|
| **EBSCO Databases** | | | |
| Academic Search Premier | 56,184 | 55,305 | 51,317 |
| Alt Health Watch | 11,226 | 6,798 | 7,946 |
| Business Source Premier | 15,903 | 10,595 | 12,536 |
| Consumer Health Complete | 309 | 499 | 649 |
| Consumer Health Complete EBSCOhost | 10,999 | 6,349 | 7,351 |
| EBSCO e-books | 12,691 | 8,336 | 10,183 |
| EBSCO MegaFILE | 17,549 | 11,610 | 13,514 |
| ERIC | 16,145 | 11,618 | 13,293 |
| European Views of the Americas: 1493 to 1750 | 10,615 | 6,064 | 6,912 |
| Funk & Wagnalls New World Ency./EBSCO | 10,660 | 6,092 | 6,936 |
| GreenFILE | 13,141 | 8,875 | 10,320 |
| Health Source-Consumer Edition | 11,707 | 7,582 | 8,820 |
| Health Source-Nursing/Academic | 12,856 | 8,323 | 9,352 |
| Library, Info Sci & Tech Abstracts | 10,956 | 6,413 | 7,418 |
| MAS Ultra-School Edition | 10,750 | 6,152 | 7,124 |
| MasterFILE Premier | 11,589 | 7,136 | 7,970 |
| Middle Search Plus | 10,754 | 6,143 | 7,100 |
| Points of View Reference Center | 9,957 | 12,764 | 15,922 |
| Primary Search | 10,898 | 6,462 | 7,430 |
| Professional Development Collection | 11,223 | 6,637 | 7,805 |
| Regional Business News | 10,959 | 6,601 | 7,298 |
| Science Reference Center | 10,928 | 6,393 | 7,489 |
| Teacher Reference Center | 11,825 | 7,495 | 8,680 |
| **EBSCO Totals** | **309,434** | **220,242** | **243,365** |
| | | | |
| **Gale Group Databases** | | | |
| Discovery Collection | N/A | N/A | 31 |
| Educator's Reference Complete | 2,519 | 3,249 | 2,500 |
| Expanded Academic ASAP | 2,222 | 3,409 | 2,435 |
| General Science Collection | 942 | 1,327 | 768 |
| Informe | 370 | 382 | 299 |
| Junior Edition | N/A | N/A | 6 |
| Kids InfoBits | 99 | 167 | 167 |
| Professional Collection | 590 | 699 | 638 |
| Student Edition | 262 | 369 | 317 |
| Student Resources in Context | 262 | 313 | 419 |
| **Gale Group Totals** | **7,266** | **9,915** | **7,580** |
| | | | |
| **ProQuest Databases** | | | |
| Dissertations & Theses - SMSU | 6,776 | 7,875 | 7,156 |
| Newsstream (Newsstand) | 8,185 | 10,305 | 9,835 |
| **ProQuest Totals** | **14,961** | **18,180** | **16,991** |
| | | | |
| **Total searches - free/ELM Resources** | **331,661** | **248,337** | **267,936** |

# 2017-18 Archives Annual Report

Pam Gladis, University Librarian

## Staffing

Pam Gladis continues to oversee the Archives work in addition to her instruction, research help, technical services/systems, and department chair duties. Her hours to devote to Archives are limited. However, work in the archives was much more significant this year due to the time our new Evening/Weekend Library Technician position was able to commit to Archives projects.  We also had a 160-hour internship this Spring with a student from the Library Information Studies program at Minneapolis Community & Technical College (MCTC).

- Olivia Thormodson, Evening/Weekend Library Technician
- Jo Walter, MCTC Intern

## Striegel Archives (print collection)

Work in the physical archives was more significant than previous years due to the staffing noted above.

- Olivia logged files that had been acquired from the Institutional Research office when they relocated from the library to new offices in BA in 2016.
    - 12 Global Studies items
    - 33 files of HEGIS (Higher Education General Information Surveys) from 1967-2000
    - 87 RIG (Research and Institution Grants) files
    - 32 items from SSU Women Club
    - 110 items related to the SMSC Swimming Program
- Jo organized a portion of the cataloged materials housed in Archives.
    - 175 music program items donated by Stu Galstad prior to his retirement
    - Continued RIG project after Olivia's resignation; 6 items added.

New materials were accepted from Communications & Marketing Department and Dr. Jan Loft. A number of items specifically related to the 50th Celebration were brought to Archives at the end of the fiscal year by Graduate Assistant Aaron Lange.

## SMSU Digital Archives

The Digital Archives continued to grow with regular addition of the FOCUS magazine and continued additions to the Southwestern Symposium project started in 2016-17.  There are now over 13,000 items in the Digital Archives Collections.

- Jo scanned 52 transcripts into compact PDF form, created necessary metadata and uploaded them into the digital archives.  She also scanned an additional 31 transcripts that will be ingested in 2018-19.
- Jo also created a procedures document that will be used with future archives assistant training.

## Funding

As we were able to secure a reduced cost 3-year license for Islandora (the digital asset management software) in 2016, we are ensured access through May 31, 2019. Funding solutions for the digital archives will need to be addressed this academic year.  The Digital Archives Custodial account created

when we went live with the Digital Archives site in 2014 has $1,708 available as of 6/30/18.  This is not enough to cover the cost of the annual license and storage fees.

## Archives Use

There were 3,273 visits to the Digital Archives site this fiscal year with 96% of the visits from within the United States.  Within those visits, there were 2,947 total searches resulting in 18,309 page views. The top three devices visitors used to view the site were:

| | |
|---|---|
| Desktop | 2,852 |
| Smartphone | 318 |
| Tablet | 82 |

Use of the archives this year was positively impacted by the 50th celebration.  Research topics included the history of foodservice on campus, information about plays that were performed (*Servant of Two Masters* and *As You Like It*), accessibility on campus, the Lippert kidnapping case, information about the first accreditation, and the history of the Writing Center.

For an upcoming publication, faculty member Dr. David Pichaske and his research assistant, Emily Williamson, also made significant use of the archives as they researched the Rural and Regional Studies program formerly offered at the university.

Efforts are still need to raise awareness of the University Digital Archives as well as the print archives. The library has included this as an objective in our strategic priorities:

### Strategic Priority 3: Collections & Access

**Objective 10:** Continue expanding and marketing the University Digital Archives collection.

# 2017-18 Circulation Annual Report

Liz Fladhammer, Circulation Technician
Pam Gladis, University Librarian

## Circulation Staffing

### Library Technicians

After trialing Liz' position to cover evenings in FY17, we decided that wasn't efficient for the day-to-day managing of the Circulation Desk and student workers. To that end, we created an Evening/Weekend Technician position that covered our evening hours 7:00pm-11:00pm Sunday – Thursday and on Saturdays from 10:00am-5:00pm. Olivia Thormodson, an online graduate student in the University of Wisconsin, Madison, Library & Information Studies program filled that position until April 2018 when she accepted a full-time professional position in Wisconsin. The position is being filled for the 2018-19 academic year.

### Student Workers

The library employed 18 student workers in 2017-18, and the majority of student employees utilized work-study funds. The library expended $26,679.98 in work-study dollars in FY18. The library's operations budget expended an additional $1247.59 for additional coverage by students who did not have a work-study award or their award ran out prior to the end of the year.   Total amount expended for student workers = $27,927.47.

An annual library student assistant scholarship was awarded, and several events were hosted in order to boost student morale and thank both library and TRC students and staff during the 2017-2018 academic year.  This year, the library scholarship was awarded to Nicole Emde, a junior Elementary Education student. The award was presented to Nicole during a National Library Week event, and the $725 scholarship will go towards her Fall 2018 tuition/fees. The morale-boosting events included:

- a fall kick-off meeting,
- "Birthday Thursday" celebrations for students and staff, at which themed snacks and refreshments were provided,
- a Hot Cocoa & Coffee Bar in December and
- a Chili Cook-Off in February for both library and TRC students and staff.

Additionally, because the library employed four graduating seniors during the 2017-18 academic year, two of whom graduated in Fall 2017, a card and gift was given to each student in lieu of a reception. The library's support for and recognition of student employees contributes to retention; the majority of student workers remain employed at the library throughout their undergraduate careers.

Student performance reviews were also implemented during the 17-18 academic year, as well as mid-semester group meetings to check in with students and discuss priorities, work-place etiquette, and expectations. Liz created an online Circulation LibGuide with information for circulation student assistants and introduced this during Fall 2017.

# 2017-2018 Circulation Statistics

The gate count for FY18 was 255,126, a decrease from FY17 of approximately 12%, which is at least partially due to the decrease in enrollment from FY17 to FY18. Even with decreased enrollment, FY18 was still a significant increase (17,304) over the FY16 count.

**Gate Count**

| | FY15 | FY16 | FY17 | FY18 |
|---|---|---|---|---|
| Gate Count | 231007 | 237822 | 288736 | 255126 |
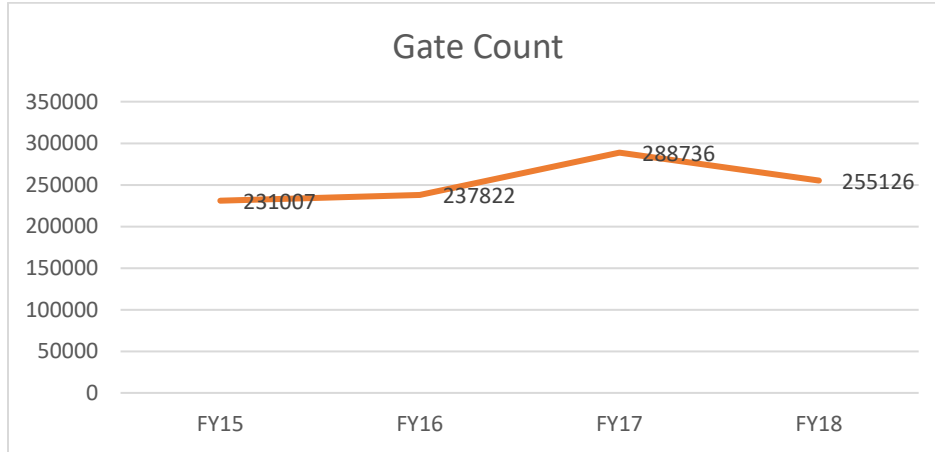
There were 6,322 loans and renewals of library items during the fiscal year. In addition, in-house usage of titles in the library's collections was 5,539. As has been the trend nationally at university libraries, circulation of print items is on the decline. In the Acquisitions Report, we see an overall increase in the use of electronic items.

| Circulation by Patron Type: | FY15 | FY16 | FY17 | FY18 |
|---|---|---|---|---|
| Student | 5,607 | 5,361 | 3,961 | 3,560 |
| Faculty/Staff | 1,727 | 1,734 | 1,313 | 1,044 |
| Community | 147 | 66 | 74 | 51 |
| **Grand Total** | **7,481** | **7,161** | **5,348** | **4,655** |

As demonstrated in the following chart, many times print items are not checked out, but rather only used in house. This might be a Reference Book or a Journal that doesn't circulate, or it may be a patron utilizing printed materials for research while they are in the library.

**In House Use**

| | FY15 | FY16 | FY17 | FY18 |
|---|---|---|---|---|
| In House Use | 8,423 | 5,697 | 6,086 | 5,539 |
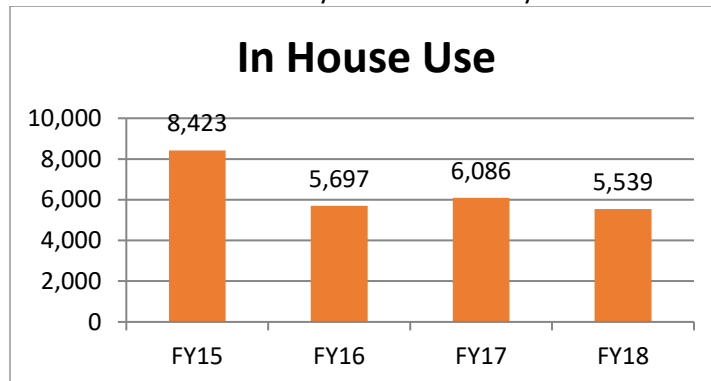
The following chart breaks down the type of materials that were used over the last four academic years:

| Loans By Item Type | FY15 | FY16 | FY17 | FY18 |
|---|---|---|---|---|
| General Collection | 4214 | 2773 | 3551 | 2,921 |
| Equipment (1 Day) | 98 | 697 | 34 | 22 |
| Reserve (2 Hour) | 850 | 536 | 822 | 747 |
| Laptops | 261 | 379 | 66 | 38 |
| Media | 488 | 370 | 420 | 447 |
| Reserve (1 Day) | 328 | 220 | 214 | 419 |
| Equipment (7 Days) | 3 | 156 | 9 | 0 |
| Reserve (3 Day) | 28 | 126 | 1 | 1 |
| Periodicals | 24 | 36 | 53 | 24 |
| Reserve (2 Day) | 3 | 12 | 20 | 4 |
| Reference | 2 | 2 | 1 | 4 |
| Grand Total | 6,299 | 5,307 | 5,191 | 4,627 |

# Collection Inventory

The focus for the 2017-2018 inventory process was the general circulating collection and the primary goal is to complete inventory of all collections before Aleph is retired and the implementation of the new integrated library system (Alma). Inventory of Media and Children's/YA was completed during 2016-2017. Inventory of the general collection will continue to be a priority during the fall 2018 semester as successful completion of inventory will ensure an easier system transition. Starting in September 2017, and throughout the '17-'18 academic year, Olivia and Liz worked as a team inventorying the general circulating collection.

After Olivia's resignation late spring semester, select library and TRC student workers were trained to keep the inventory process moving forward. During summer 2018, due to Liz' half-time schedule,  she partners with the inter-library loan technician and a summer student worker in order to maintain a steady pace of scanning, report-running, and fixing/checking shelves during summer 2018. At the time of the writing of this report, we are working through the "P" section of the general circulating collection. Reports generated through Aleph continue to be very successful in identifying a significant number of incorrectly shelved and lost items.

# Courtesy & Overdue Notices

As noted in the last annual report, in April 2017, with gracious help from MnPALs staff, we successfully implemented patron courtesy notices. The main goal of courtesy notices is to decrease the number of overdue items. These email notices alert patrons five days prior to item due date that the deadline is approaching, and provide information about what the patron has checked out and how to return or renew.

Overdues remained a priority during the '17-'18 year. Overdue notices are currently a manual process and patrons receive a total of three email notices after 7, 14, and 35 days, with an additional 10-day grace period before they are fined by Business Services. This process is currently tracked in a spreadsheet and will remain the same during fall semester 2018.  Once Alma is implemented in 2019, we will utilize the cloud-based system to automate the overdue process.

During spring semester 2017, there were 110 overdues for faculty, staff and students. The combination of automated courtesy notices and manual overdue notices has decreased this number to 60 overdues as of June 30, 2018.  Note: about 1/3 of patrons with overdues are faculty/staff. Overdue clean-up will continue to be a priority during the '18-'19 academic year.

# Participation & Support for University Events

In order to connect with students both in and outside of the library, Liz and/or another library technician participated in the following university events: Visit Days, Registration Days, the Mustang Palooza fair, and the 50th Anniversary Adventure.

Of note, to help students better understand the services provided at McFarland, Liz created a brochure with updated library and TRC information was created to replace an information half-sheet provided to students during Visit and Registration Day student services fairs.

Due to our participation in the Mustang Palooza fair, we were able to utilize a short survey to gather feedback from current students regarding library space usage, familiarity with library resources, and suggestions for improvements.

The 50th Anniversary Adventure scavenger hunt provided an excellent opportunity to familiarize students with the library website and show-case the Digital Archives University Collection.

# Circulation Desk Services

The Circulation Desk serves as the first point of contact for most students and faculty/staff visiting the library. Whether a patron needs to check out a book on reserve, requires assistance finding an article, needs to make an Interlibrary Loan request, or simply wants directions to the computer lab, the Circulation Desk is often the first stop.

Since the TRC moved in, this desk has also become the first stop for technology related assistance as TRC staff are primarily housed in their workroom and are not regularly staffing the front desk.  With that in mind, during the '17-'18 academic year, library student workers started assisting patrons with basic tech help questions such as how to connect to wireless printing and Wi-Fi. After receiving some student feedback regarding these new processes, we will continue to work collaboratively with TRC during the '18-'19 academic year to provide more training and detailed instructions so that library student workers can confidently help patrons with "front-line" tech questions.

# Library Use Audits

To capture how users engaged with library spaces, student workers, library technicians, and librarians actively conducted audits nearly every day during the 2017-2018 academic year. Library Use Audits occurred at specified times:

| Monday – Thursday | 10:00am | 4:30pm | 7:00pm | 10:30pm |
|---|---|---|---|---|
| Friday | 10:00am | 5:00pm | | |
| Saturday | 11:00am | 4:00pm | | |
| Sunday | 1:00pm | 4:30pm | 7:00pm | 10:30pm |

Information was collected about computer utilization, study spaces, and the number of people on each floor. The purpose of Library Use Audits is to not only gain a better understanding of current user

engagement, but to help shape the future direction of the library's spaces and services.

The data was recorded in LibAnalytics, a robust quantitative and qualitative data collection instrument. This is the same tool the librarians use to track Research Help interactions and Circulation Staff use to track front-desk inquiries.

The following are examples of data collected that have shaped decisions and could impact future directions:

**Study Room Usage During Audits**

| Main Floor 217 | 3rd Floor 301 | 3rd Floor 317 | 3rd Floor 318 | 4th Floor 401 | 4th Floor 402 | 4th Floor 404 | 5th Floor 516 |
|---|---|---|---|---|---|---|---|
| 360 | 546 | 756 | 691 | 546 | 621 | 596 | 455 |
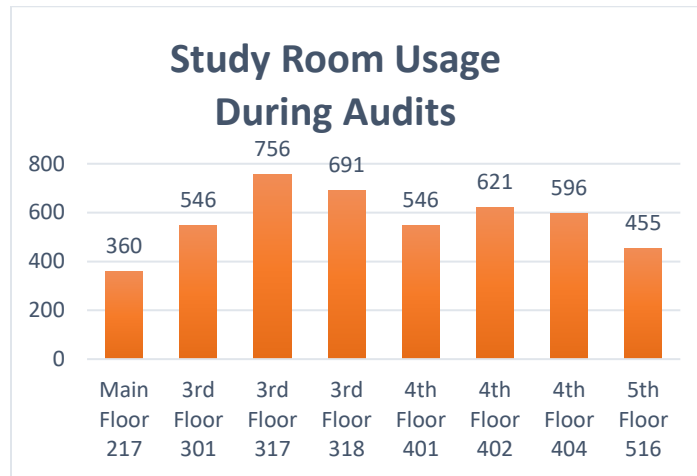
This chart shows the number of students who were using study rooms during audit times throughout the academic year. We can see that the 3rd floor 301 was our least used study room on the 3rd floor – hence that room was selected for one of the new COLLAB spaces in the library.  As expected the study room on the main floor had the least usage as it is the newest study room, so students are not as aware of it. It is also tucked into a corner on the main floor and not visible until you are physically near it.

Anecdotally we've believed that the main floor of the library was the busiest, followed by the 3rd floor. We now have data to support our suspicions:

**Number of Patrons Per Floor During Audits**

| 1 | 2 | 3 | 4 |
|---|---|---|---|
| 9337 | 8643 | 4638 | 4566 |
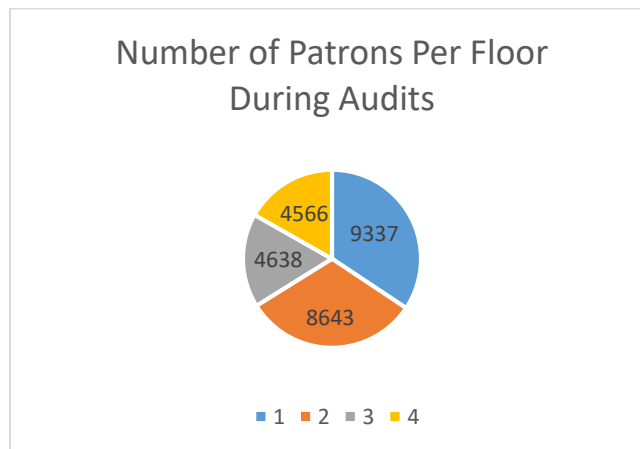
This will be an interesting graph to follow over the next few years as we have made adjustments to 3rd floor layout to make it a bit more inviting. There are also space changes happening on the 5th floor.

# Technology

## Scanners

The SCANNX high-speed scanners continue to be heavily utilized by students. We have two units available for student use: one on the main floor, the other on 3rd floor near the Research Help Desk.

| FY18 | Scans | Xfers | Email | USB | Mobile |
|---|---|---|---|---|---|
| Main Floor | 21,206 | 5052 | 17541 | 3207 | 458 |
| 3rd Floor | 4536 | 1120 | 3476 | 1035 | 25 |
| **Totals** | **25,742** | **6172** | **21,017** | **4242** | **483** |

## Laptops

At the end of fall semester 2017, library check-out laptops were upgraded to five faster, lighter, more student-friendly Dell laptops. We could see in the Circulation data that the number of laptops checked out had significantly declined; perhaps this was in part due to the age of the computers and our lack of promoting them as we had in prior years. With the newer laptops available, this service will be easier to promote.

# Looking Ahead

Our top priorities for Circulation Services for 2018-2019 are providing top-notch customer service, continuing to collaborate with the TRC to improve the front-line tech help services library student assistants provide, tracking questions and referrals, completing inventory of all collections before Aleph is retired and Alma is implemented in February 2019, and providing student workers with appropriate resources and support so they can learn and grow in their positions.

With the implementation of Alma, we also have the opportunity to evaluate and streamline some of our current Circulation processes, such as overdues and Reserves. Some changes in policy/procedure have already been implemented as we prepare for the new system. The creation of an Alma training manual for library student assistants will be a priority during fall 2018 as well.

# 2017-18 Government Documents Annual Report

JoAnn Robasse, Government Documents Librarian
Pam Gladis, University Librarian

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.  It continues to expand into social media platforms, such as Facebook, Twitter, YouTube, Government Book Talk, and most recently LinkedIn, so that people can learn about the agency and the Federal Government.

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.

## Staffing

- JoAnn Robasse, adjunct librarian, served as the Government Documents Librarian
- Peggy Anderson, Government Documents Technician

## Collection Evaluation

In April 2015, the librarians decided to weed the collection and either access an online format or integrate materials into the general book collection.  This would allow for better access and be more efficient than having a separate government documents collection.  JoAnn lead the weeding of the collection with Peggy assisting her.  The weeding project began in September 2015 and concluded in February 2018 when JoAnn retired after 23 years at SMSU. JoAnn worked diligently to complete this project prior to her retirement.

The work done "behind the scenes" to make this transition to an integrated print collection and primarily online collection is difficult to articulate. JoAnn's piece-by-piece evaluation of the entire government documents collection took an enormous amount of time and attention to detail. The government has strict guidelines to follow regarding the removal of the documents. Kristi Petersen, Cataloging Technician, completed the cataloging work to make these items appear correctly in the online catalog and Peggy has done the bulk of the work shifting the collection make room for the Government Documents in the General Collection as well as taking care of the re-labeling of items. With JoAnn's retirement, the Government Documents work will roll under the purview of Māra Wiggins (Collection Management Librarian).

This work of shifting the collection to mostly online and to integrating the remaining print items into the circulation collection ties to dual priorities in the library's Strategic Priorities Plan:

## Strategic Priority 1: Space & Services

**Objective 1:** Evaluate and propose or implement improvements to the mix of study, technology, group, individual, and quiet spaces in the library.

- Since the beginning of this project, the library was able to remove 10 ranges from the 3rd floor that housed the Government Documents. The Reference Collection was moved to the location where the government documents had been, but that collection is primarily on lower shelving which has significantly improved the lighting on the 3rd floor. This also allowed us to rearrange tables and move a few computers to create a more inviting and study-friendly space.

## Strategic Priority 3: Collections & Access

**Objective 8:** Continue evaluating print and digital collections.

# Statistics

The following statistics covering July 1, 2017-June 30, 2018 highlight the work that was completed this fiscal year in government documents:

- Total number of possible item selections: 10,192
  - Actual number selected: 2323 (approximately 22.79% of the items that are distributed by GPO)
- Number of tangible documents withdrawn: 11,556 (not including microfiche)
- Number of Microfiche withdrawn: 361
- Number of documents reclassified for general collection: 2,376
- Peggy Anderson, Government Documents technician, hours: 256.5
- Number of views of the Government Information Research Guide: 142

# 2017-18 Instruction Annual Report

Chelsea Wyman, Instruction/Reference Librarian
Pam Gladis, University Librarian

## Librarian Instruction Staffing

All full-time librarians teach library information literacy sessions.

### Number of Sessions Taught by Each Librarian

| | |
|---|---|
| Chelsea | 41 |
| Kate | 10 |
| Māra | 29 |
| Pam | 31 |

In addition to these statistics, there were two sessions that all librarians helped with library instruction and one that Māra and Pam co-taught. These statistics demonstrate how we share the load for instruction. Chelsea's primary roles this year were library instruction and research help. As only half of Kate's position is library-focused, her instruction opportunities will be less than the other librarians.

## Library Instruction Statistics

The total number of instruction requests for the 2017-2018 academic year was slightly less than 2016-2017. Interestingly, fall semester sessions saw an approximately 16% decrease in sessions compared to last year while spring semester sessions only decreased by one session. One reason for the decrease in sessions is likely due to the overall decrease in enrollment this year. This led to fewer First-Year Seminar (FYS) offerings, meaning fewer library instruction sessions as we aim to meet with each FYS section two or three times each semester. We met at least once with all but one of the FYS sections 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.

| | Total # of Sessions | LEP Courses (excluding FYS) | # of FYS Information Literacy Sessions | Number of Students Present |
|---|---|---|---|---|
| **Fall 2017** | 78 | 19 | 37 | 1492 |
| **Spring 2018** | 38 | 16 | 6 | 693 |
| **Totals** | 116 | 35 | 43 | 2185 |

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



Number of Students Present at Library Instruction Sessions
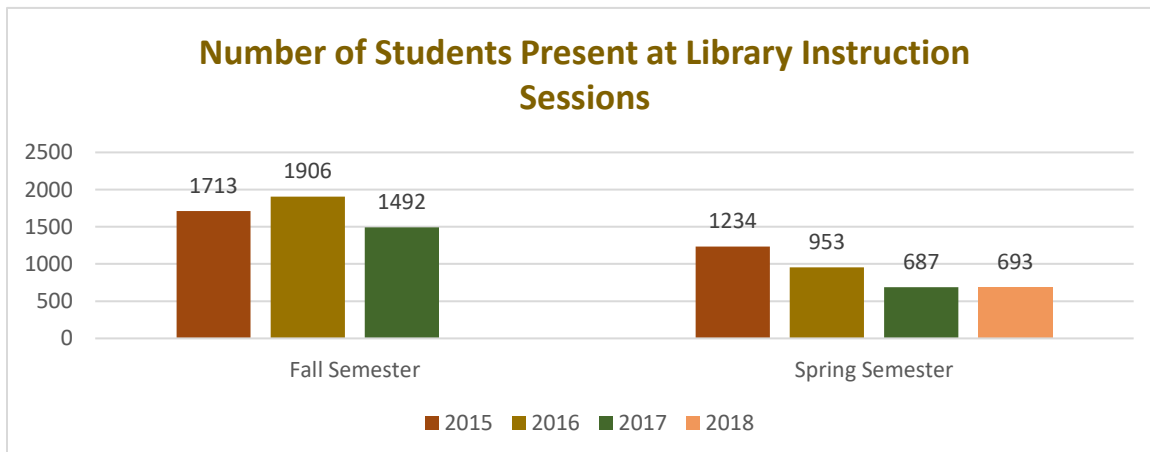
# Instruction Statistics Fall 2014-Spring 2018

|  | Total number of Classes Requesting Instruction | Number of LEP Courses (excluding FYS) | Number of FYS Courses | Number of Students Present |
|---|---|---|---|---|
| Fall 2014 | 86 | 19 | 13 | 1839 |
| Spring 2015 | 60 | 26 | 3 | 1234 |
| **Totals** | **146** | **45** | **16** | **3073** |
| Fall 2015 | 75 | 11 | 33 | 1713 |
| Spring 2016 | 52 | 13 | 15 | 953 |
| **Totals** | **127** | **23** | **48** | **2666** |
| Fall 2016 | 93 | 19 | 43 | 1906 |
| Spring 2017 | 37 | 10 | 10 | 687 |
| **Totals** | **130** | **29** | **53** | **2608** |
| Fall 2017 | 78 | 19 | 37 | 1492 |
| Spring 2018 | 38 | 16 | 6 | 693 |
| **Totals** | **116** | **35** | **43** | **2185** |

## Number of Classes per Department

| Department | Number of Classes |
|---|---|
| MBA | 1 |
| Accounting, Finance, & Legal Studies | 0 |
| Agriculture, Culinology, & Hospitality Management | 5 |
| Education | 9 |
| English, Philosophy, Spanish, & Humanities | 16 |
| Fine Arts & Communication | 21 |
| Management & Marketing | 0 |
| Mathematics & Computer Science | 0 |
| Nursing | 2 |
| Science | 5 |
| Social Science | 20 |
| LEP 100 | 41 |
| Honors | 1 |
| University Experience | 1 |
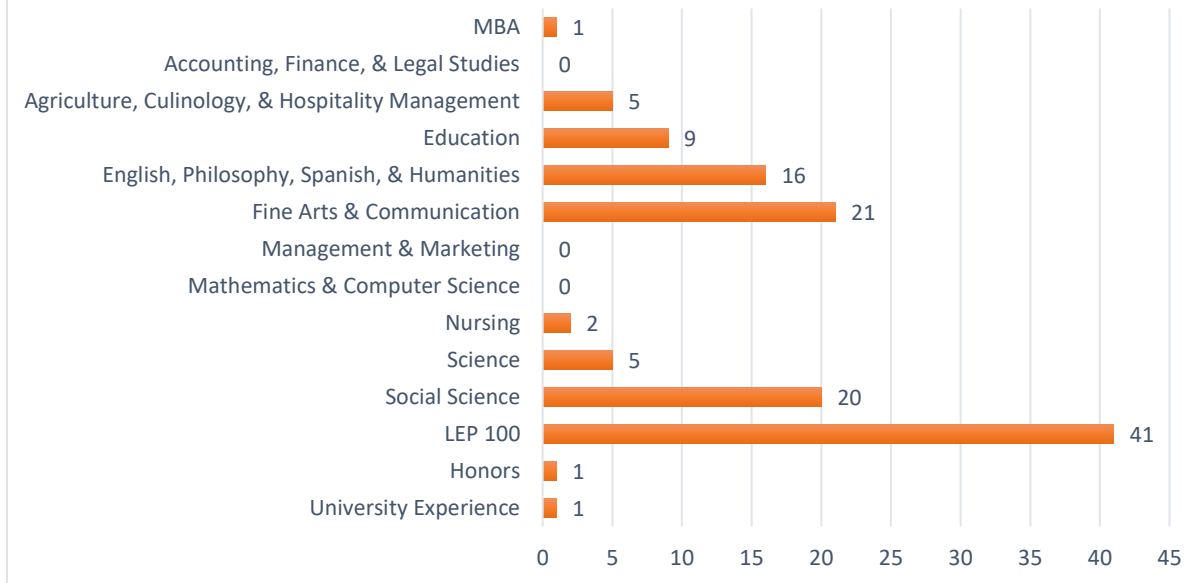
This chart provides a quick synopsis to see which departments are requesting library instruction. We are thankful to meet with the majority of the LEP100 classes so a significant number of the incoming class has initial exposure to library services and introductory information literacy concepts. We continue to reach out to faculty to encourage the incorporation of information literacy into their courses. This ties to our strategic priority:

## Strategic Priority 2: Teaching & Learning

**Objective 4:** Promote and support faculty efforts to incorporate information literacy learning outcomes, library resources, and technology into curricula.

# Instruction Tools

## Research Guides

The following table shows research guides viewed this year. The Research Guides have been a nice resource for students to utilize after a library instruction session, to supplement an online class, to learn more about a library service, or to access when the faculty hasn't elected to have a library instruction session but requires the use of library resources.

| Guide Name | Views |
| --- | --- |
| Nursing Program | 6165 |
| ENG 151: Academic Writing | 3000 |
| THTR 100: Plays and Playwrights (S. Tabaka) | 2406 |
| Management Program | 2044 |
| ED 622: Research in Education | 2009 |
| Research Help | 1763 |
| COMM 110 Essentials of Speaking and Listening | 1636 |
| McFarland Library Student Worker Circulation Guide | 1482 |
| NURS 400: Prevention & Population Health | 1216 |
| Interlibrary Loan | 1201 |
| ED 102: Technology: Classroom Applications and Portfolio Development | 1185 |
| ENG 251: Writing in Professions | 1031 |
| BIOL 306: Anatomy & Physiology | 1014 |
| Education Program - Distance Students | 723 |
| PE 602: Research Foundation in Sport | 712 |
| JUAD 144: Introduction to Justice & Society (Franson) | 642 |
| Exercise Science | 603 |
| ENG 151: Academic Writing (McLean) | 601 |
| ED 312: Human Relations for Teachers | 599 |
| LEP 100 | 529 |
| College Now & the SMSU Library | 500 |
| Business Program - Distance Students | 446 |
| JUAD 498: Justice Administration Senior Seminar | 427 |
| ED 101: Teacher Tenure - Resources and Research (Kovar) | 422 |
| Public Relations | 401 |
| LEP 100-T/TH: Baseball in Film (S. Tabaka) | 339 |
| ED 275: Foundations: Parent/Child Relationships | 279 |
| ART 100: Introduction to Visual Arts (Brace) | 239 |
| Education (Early Childhood) | 236 |
| Agribusiness Management | 236 |
| Psychology | 230 |
| LEP 100-M/W/F: Baseball in Film (S. Tabaka) | 218 |
| Agricultural Education | 197 |
| ART 150: Art History I (Brace) | 192 |
| Justice Administration | 191 |
| Environmental Science | 187 |
| Hospitality | 185 |
| Theatre | 168 |

| | |
|---|---|
| K-12 Databases | 153 |
| Government Information | 142 |
| Sociology | 139 |
| Social Work | 129 |
| Anatomy & Physiology | 126 |
| Faculty Information | 125 |
| Education (Special) | 122 |
| Art | 114 |
| Statistics Sources | 113 |
| Physical Education | 99 |
| History (World) | 96 |
| Chemistry | 88 |
| Agronomy | 79 |
| Literature | 78 |
| History (United States) | 74 |
| THTR 220: Film and Television Appreciation-Alfred Hitchcock | 73 |
| Accounting | 67 |
| Economics | 60 |
| Native American Studies | 56 |
| Finance | 54 |
| Music | 52 |
| Ecology | 51 |
| Culinology | 49 |
| OER - Open Educational Resources | 49 |
| Marketing | 45 |
| Philosophy | 44 |
| Education Administration | 36 |
| Graphic Arts | 25 |
| MUS 391: Elementary School Music Methods and Materials | 24 |
| ART 351: History of Graphic Design | 22 |
| Anthropology | 19 |
| Ethics | 14 |
| Faculty Resources | 7 |
| **Total** | **38087** |

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. We use many guides during instruction sessions, which proves useful during instruction and for students to refer back to outside of the classroom. We have received very positive feedback from faculty about our guides and how they have helped students with their research skills, and several guides were created at an instructor's request. Several guides have seen a dramatic increase in traffic since their creation in the past couple of years, including guides for the Nursing Program and Management Program.

## Research Consultations

We continued offering research consultations to students and classes as part of our instruction and research help services as an option for receiving personalized/individual information literacy instruction. We work with students with varying amounts of information literacy experience from many disciplines, allowing us to connect with students in a different, more personalized way than in a classroom setting. We can also better tailor the resources and information shared with them based on their particular research needs and experience with information literacy concepts.

We continued using LibCal, a scheduling tool powered by the Springshare software that we also use for other library applications, to help schedule the appointments. Most students met with us in our offices both in groups and individually, but also conducted consultations with distance students either over the phone or via online teleconferencing services. We have altered the consultation form to clarify information in order for us to better understand students' needs, and we are continuing to adjust this form to better accommodate off campus students so they are aware that they can meet with us online. There was a mix of students actively seeking out research help on their own as well as those who were required to attend consultations for class assignments. We have seen an increase in the number of faculty requesting research consultations as requirements for course assignments and have received positive feedback from instructors who incorporated them into their courses.

Many students are also seeking out research help via these consultations as opposed to asking at the Research Help Desk. This is a shift from years past as students have become more accustomed to the research consultation model. This is the fourth year we have offered research consultations (although we only have data for the past three years as the first year was a trial period). As evidenced in the graph below, there is a noticeable trend of increased appointments being scheduled during spring semesters. This is the opposite of recorded trends for instruction sessions. It is possible this is due to students receiving more instruction in the fall and then following up for additional research help in the spring when they are completing more advanced research assignments.



Number of Research Consultations

| | July 1 - December 31 | January 1 - June 30 |
|---|---|---|
| 2015-2016 | 54 | 79 |
| 2016-2017 | 104 | 115 |
| 2017-2018 | 92 | 124 |
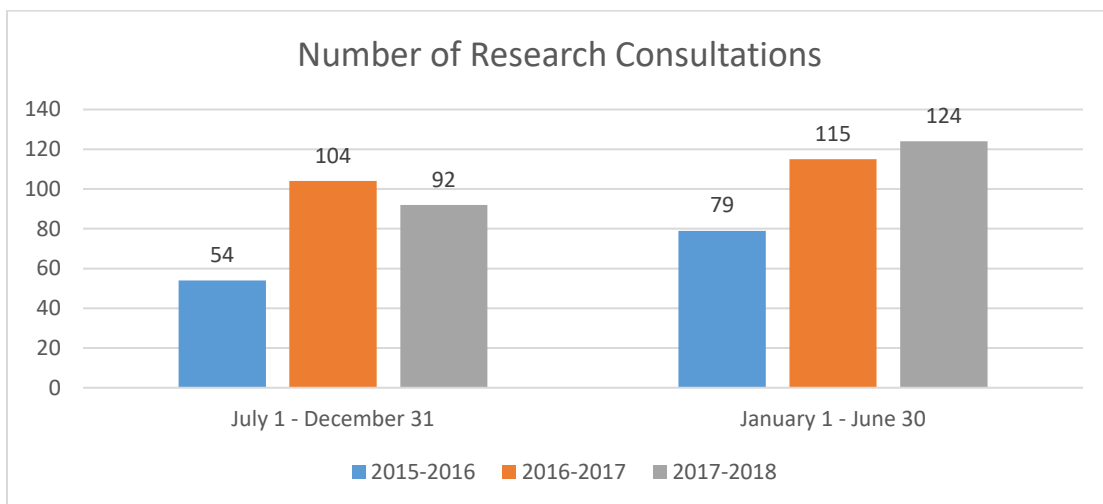
## Assessment

Building off work done during the 2016-2017 year, librarians Māra Wiggins, Pam Gladis, and Chelsea Wyman continued assessment of the common LEP 100 annotated bibliography assignments
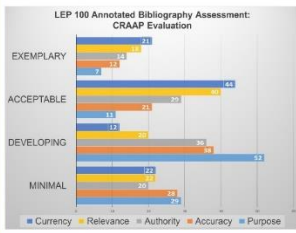
from twelve LEP 100 sections. We began evaluating 229 annotated bibliographies from six LEP 100 sections last spring and completed the assessment this fall. This allowed us to evaluate the effectiveness of our instruction and redesign the LEP instruction session focused on source evaluation using the CRAAP test. Previously, we tailored this session to each section's overarching topic. However, based on our evaluation of the annotated bibliographies, we realized that this was not the most effective way to present the information, as some topics worked better than others when explaining the different CRAAP Test criteria.

We chose one topic, the health benefits of chocolate, and used this for every section, ensuring that all students were acquiring a similar quality instruction session. We noticed that there were several areas of the CRAAP test that seemed to confuse students, so we were able to utilize that knowledge in our instruction to help clarify certain areas of confusion. We also redesigned the CRAAP Test handout we provide to students as we found that much of the information on our old handout (originally created at Meriam Library at California State University) no longer accurately described the evaluation criteria, and we created additional worksheets for use during the session. We also reassessed our scoring rubric used to evaluate the annotated bibliographies since we found that several of the criteria were unnecessary for an evaluative (not grading) rubric, and we presented our assessment work as a poster presentation during the University's Assessment Day.

# 2017-18 Interlibrary Loan Annual Report

Conni Stensrud, Interlibrary Loan Technician
Pam Gladis, University Librarian

## Staffing

Interlibrary Loan Librarian:   **Maria Kingsbury** (on sabbatical FY18), Pam Gladis served as back-up during Maria's sabbatical

Interlibrary Loan Technician:   **Conni Stensrud**

Interlibrary Loan Student Assistants:   **Courtney Mulder** (returning student assistant; she worked fall semester and then left as she had a spring internship and graduated in May)

**Kyla Fuerstenberg** (started mid October 2017 and worked through May)

**Emily Daniels** (a shared student with Circulation; started January 2018 and worked through May)

With Maria off during the year, Conni covered the majority of the requests that typically would have been given to Maria, and when she wasn't able to solve them, either Pam or the reference librarian on call assisted.  Liz Fladhammer, Circulation Technician, serves as the backup for basic interlibrary loan functions and handles day-to-day items when Conni is out.

## Overview

We continue to be proud of the interlibrary loan service we provide to our SMSU library patrons and other libraries throughout the United States. As changes continue to unfold throughout the upcoming academic year, we will strive to maintain our high standards of service.  Our goal is to get the requested resource as quickly as possible into the hands of our SMSU patron or the patron of the borrowing library.

Overall, ILL staff handled 4,509 requests over the course of the year, up slightly from that of last fiscal year's 4,402 and 4,344 in FY2016.  It is significant to see a rise in the lending requests this year.

| TYPE OF REQUEST | FY2018 | FY2017 | FY2016 |
|---|---|---|---|
| LENDING (requests initiated by other libraries) | 2,049 | 2,000 | 2,138 |
| BORROWING (requests initiated by SMSU patrons) | 2,460 | 2,402 | 2,206 |
| **TOTAL** | **4,509** | **4,402** | **4,344** |

There is no such thing as a "normal" request; many of the requests that we receive require editing and in some instances, follow-up communication with patrons and libraries, additional searching to verify, correct, or complete 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. We put in the extra mile to make sure that our SMSU patrons and our cooperating libraries receive the best possible service.

As we prepare for the new library platform we will migrate to in February 2019, we have been having conversations about loan lengths and overdue notice communications.  Rather than wait until migration, we began implementing a few changes this fiscal year:

- OVERDUE NOTICES FOR INTERLIBRARY LOAN BORROWING REQUESTS – Rather than Interlibrary Loan being on a different time schedule than Circulation, we want them both to be consistent and use the same notification schedule, which is:

| NOTICE(S) | DAYS FROM DUE DATE |
|---|---|
| First Notice | 7 days |
| Second Notice | 14 days |
| Third Notice | 35 days |
| Final Notice | 45 days |
| ISRS (Invoice) | 60 days |

- DUE DATES FOR LENDING REQUESTS TO OTHER LIBRARIES – After seeing the trend for due dates of several other libraries in our consortium extended anywhere from 45 days to 90 days, we decided to extend ours from 28 days to 45 days.  This change is not set in stone, so if we determine this isn't working well, we can adjust.  Part of the reason for this was to reduce the number of renewal requests and that does seem to have decreased.

ADDITIONAL PAYMENT OPTION FOR COLLECTING BORROWING FEES - In normal circumstances, we are generally able to request a resource for interlibrary loan purposes at no charge.  However, there are times when we get a request for a somewhat rare resource and the lending library will only lend if we pay a borrowing fee.  At that point, we contact our patron to find out if they are willing to pay the fee and if so, in the past we have the patron pay via cash or check when they pick up the resource.  In June, we received a few requests for rare titles and the patron (a faculty member) asked if we could do a chargeback to their department account.  After exploring the possibility and finding out that this could be done, we collaborated with the necessary staff to create a process.

FUN FACT – For the first time ever, we borrowed a couple titles from the Library of Congress in June 2018!

# Year in Numbers

The following section breaks down both the lending and borrowing statistics for Interlibrary Loan and provides a three-year comparison of the data.

LENDING:  The table below shows a 3-year trend of the total number of lending requests received and filled, as well as a breakdown of the type of request (book or article).

**Lending Requests – Received/Filled**

|  | FY2018 | FY2017 | FY2016 |
|---|---|---|---|
| Total Requests Received | 2,049 | 2,000 | 2,138 |
| Total Requests Filled | 1,441 | 1,337 | 1,309 |

**Lending Requests – Book vs. Article**

|  | FY2018 | FY2017 | FY2016 |
|---|---|---|---|
| Book Requests Filled | 1,314 | 1,241 | 1,163 |
| Article Requests Filled | 127 | 136 | 146 |

# Interlibrary Loan Lending Statistics by Month

| Month | Total Requests Received | | | Total Requests Filled | | | Book Requests Filled | | | Article Requests Filled | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | FY2018 | FY2017 | FY2016 | FY2018 | FY2017 | FY2016 | FY2018 | FY2017 | FY2016 | FY2018 | FY2017 | FY2016 |
| Jul | 140 | 113 | 148 | 103 | 83 | 95 | 100 | 76 | 86 | 3 | 7 | 9 |
| Aug | 149 | 162 | 156 | 119 | 127 | 85 | 114 | 120 | 78 | 5 | 7 | 7 |
| Sept | 178 | 168 | 220 | 131 | 120 | 138 | 123 | 102 | 125 | 8 | 18 | 13 |
| Oct | 227 | 200 | 203 | 157 | 143 | 112 | 139 | 125 | 95 | 18 | 18 | 17 |
| Nov | 172 | 194 | 204 | 111 | 141 | 124 | 100 | 125 | 111 | 11 | 16 | 13 |
| Dec | 106 | 156 | 141 | 83 | 101 | 90 | 72 | 91 | 84 | 11 | 10 | 6 |
| Jan | 205 | 230 | 186 | 154 | 148 | 123 | 142 | 138 | 112 | 12 | 10 | 11 |
| Feb | 205 | 200 | 236 | 141 | 121 | 143 | 125 | 108 | 126 | 16 | 13 | 17 |
| Mar | 182 | 195 | 219 | 127 | 122 | 122 | 111 | 105 | 109 | 16 | 17 | 13 |
| Apr | 179 | 166 | 188 | 117 | 110 | 111 | 104 | 99 | 96 | 13 | 11 | 15 |
| May | 149 | 119 | 119 | 95 | 80 | 73 | 89 | 77 | 62 | 6 | 3 | 11 |
| Jun | 157 | 97 | 118 | 103 | 81 | 93 | 95 | 75 | 79 | 8 | 6 | 14 |
| **Totals** | **2,049** | **2,000** | **2,138** | **1,441** | **1,377** | **1,309** | **1,314** | **1,241** | **1,163** | **127** | **136** | **146** |

BORROWING:  The table below shows a 3-year trend of the total number of borrowing requests received and filled, as well as a breakdown of the type of request (book or article). Borrowing requests indicated a slightly higher need for articles than books. This trend is similar to that of FY2017.

An odd fact is that the most requested title was for **"Blackout Wars: State Initiatives to Achieve Preparedness Against an Electromagnetic Pulse (EMP) Catastrophe."**  In fact, we received over 60 requests for this title during the months of May-June 2018.

**Borrowing Requests – Received/Filled**

|  | FY2018 | FY2017 | FY2016 |
|---|---|---|---|
| Total Requests Received | 2,460 | 2,402 | 2,206 |
| Total Requests Filled | 2,007 | 1,909 | 1,808 |

**Borrowing Requests – Book vs. Article**

|  | FY2018 | FY2017 | FY2016 |
|---|---|---|---|
| Book Requests Filled | 790 | 878 | 881 |
| Article Requests Filled | 1,217 | 1,031 | 897 |

## Interlibrary Loan Borrowing Statistics by Month

| Month | Total Requests Received | | | Total Requests Filled | | | Book Requests Filled | | | Article Requests Filled | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
|  | FY2018 | FY2017 | FY2016 | FY2018 | FY2017 | FY2016 | FY2018 | FY2017 | FY2016 | FY2018 | FY2017 | FY2016 |
| Jul | 105 | 119 | 93 | 86 | 98 | 66 | 70 | 83 | 49 | 16 | 15 | 17 |
| Aug | 122 | 111 | 97 | 95 | 89 | 82 | 66 | 59 | 56 | 29 | 30 | 26 |
| Sept | 282 | 314 | 298 | 234 | 240 | 279 | 69 | 106 | 94 | 165 | 134 | 155 |
| Oct | 272 | 329 | 277 | 220 | 268 | 226 | 76 | 112 | 91 | 144 | 156 | 135 |
| Nov | 227 | 189 | 248 | 173 | 146 | 195 | 51 | 55 | 78 | 122 | 91 | 117 |
| Dec | 49 | 80 | 83 | 43 | 61 | 65 | 16 | 32 | 52 | 27 | 29 | 13 |
| Jan | 294 | 210 | 218 | 233 | 161 | 182 | 78 | 75 | 101 | 155 | 86 | 81 |
| Feb | 310 | 268 | 318 | 258 | 203 | 257 | 58 | 79 | 101 | 200 | 124 | 156 |
| Mar | 272 | 264 | 244 | 232 | 215 | 196 | 68 | 58 | 105 | 164 | 157 | 91 |
| Apr | 221 | 211 | 183 | 178 | 171 | 144 | 63 | 67 | 69 | 115 | 104 | 75 |
| May | 147 | 149 | 77 | 119 | 131 | 58 | 92 | 83 | 42 | 27 | 48 | 16 |
| Jun | 159 | 158 | 70 | 136 | 126 | 58 | 83 | 69 | 43 | 53 | 57 | 15 |
| Totals | 2,460 | 2,402 | 2,206 | 2,007 | 1,909 | 1,808 | 790 | 878 | 881 | 1,217 | 1,031 | 897 |

# Technology & Initiatives

In addition to using ALEPH as our primary platform for processing requests, we also continued 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. We are currently preparing to move from the ALEPH platform to ALMA, slated to launch sometime February 2019. With this, a good share of time was devoted to viewing training videos, attending two days of training in St. Paul in May 2018, participating in conference calls, and having conversations involving our area of expertise, and contemplating how this will affect current and upcoming workflows, etc. In addition to ALMA, it is our plan to continue using WorldShare and Article Exchange as well.

Once again, we exercised the patron-driven acquisition project, taken on in conjunction with librarian Māra Wiggins in 2014, as it has proved to be an efficient and effective method of providing library users with books that are difficult to acquire via interlibrary loan or would be appropriate additions for our circulating collection. This project has moved from trial into our regular work processes.

# Anticipating 2018-19

It will be good to be back to full Interlibrary Loan staffing with Maria's return! We will continue over the course of the next academic year to think about workflows and procedures, particularly as they relate to our consortium-wide shift to a new ILS (integrated library system). Training and documentation for this system is in full swing. We will continue to be actively engaged in the training so that we are equipped to provide the best possible service when we go live in February 2019.

# 2017-18 Reference Annual Report

Pam Gladis, University Librarian
Māra Wiggins, Collection Development/E-Resources Librarian

## Overview

Reference Coordinator, Maria Kingsbury, was on sabbatical during the 2017-2018, so Māra and Pam served as co-coordinators for Research Help and the reference collection. The librarians collaborated on devising a staffing schedule, the print collection evaluation was put on hold, and purchasing was limited to a few subject areas.

## Staffing and Services

Librarians providing reference services included full-time librarians Kate Borowske, Pam Gladis, and Māra Wiggins; part-time librarian Chelsea Wyman; adjunct JoAnn Robasse; and Prairielands Executive Director Shelly Grace (as part of a lease agreement, Prairielands (formerly SAMMIE) provides weekly reference services in lieu of rent). We continued utilizing Research Help Student Assistants (Emily Williamson, Holly Meyer, and Kaitlin Schmidt) approximately 10 hours per week.

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

The Research Help Desk was staffed these hours:

| | |
|---|---|
| Sunday | 12pm-7pm |
| Monday-Thursday | 10am-7pm |
| Friday | 10am-4pm |

On weekdays, librarians were either on-call or staffing the desk from 10am-11:45 and again from 1:15-end of shift. Research Help Student Assistants staffed the Desk Monday-Friday between 11:45am-1:15pm and Thursday evenings from 5:00pm-7:00pm.  Based on statistical data gathered during FY17, we eliminated librarian availability on Saturdays. Our new Evening/Weekend Library Technician was responsible for opening and closing on Saturdays this year rather than a librarian. This was a cost saving measure for the university with limited negative effects for students.

In addition to the Research Help Desk hours, librarians Kate Borowske, Pam Gladis, Māra Wiggins, and Chelsea Wyman were available between 15-22 hours a week for one-on-one research consultations. Students were able to book appointments for research consultations through the LibCal software available on the library homepage. In response to student inquiries, we did a better job articulating our availability to meet in an online environment.

As with any data collection, consistency (in both remembering to do it and in how data is entered!), is vital to the data output. We continue to refine the data we collect about Research Help using our LibAnalytics software. For example, late this year we added both Interlibrary Loan and Archives as options for Question Types. We also added a Consultation Appointment format option so we can distinguish how many appointments are done face-to-face vs. online. Having such data is useful as we plan for future services.

# Research Help Statistics

## Where were you?

**2017-18 Data (946 entries)**

| Option | Count | % of Total |
|---|---|---|
| Reference Desk | 312 | 32.98% |
| My office | 545 | 57.61% |
| Elsewhere in the library | 57 | 6.03% |
| Elsewhere on campus | 4 | 0.42% |
| Off campus | 28 | 2.96% |

**2016-17 Data (898 entries)**

| Option | Count | % of Total |
|---|---|---|
| Reference Desk | 342 | 38.08% |
| My office | 502 | 55.9% |
| Elsewhere in the library | 35 | 3.9% |
| Elsewhere on campus | 7 | 0.78% |
| Off campus | 12 | 1.34% |

As we compare this year's data to last year's data, we can see that the "My Office" option is the most frequent way students connect with a librarian.  This is important for our service model as we continue to offer a significant amount of Research Help services via an on-call or Research Consultation model. The nearly doubling of data in the "Elsewhere in the Library" category is interesting. Anecdotally it may be as students become more comfortable recognizing and reaching out to a specific librarian, they are comfortable asking them questions outside of a formal appointment.

## Point of first contact (946 entries)

| Option | Count | % of Total |
|---|---|---|
| Walk-up (at the Reference Desk) | 250 | 26.43% |
| Consultation appointment | 216 | 22.83% |
| Drop-in (in your office) | 158 | 16.7% |
| Telephone | 85 | 8.99% |
| IM/chat | 22 | 2.33% |
| Email | 142 | 15.01% |
| Solicited | 31 | 3.28% |
| Was on-call in office-student called to come to Desk | 13 | 1.37% |
| Referral from CIRC | 29 | 3.07% |

This year we added the "Was on-call in office-student called to come to Desk" and "Referral from CIRC" options as we made a concerted effort via signage and communication with the Circulation Desk student worker about librarian availability. Each librarian had a sign posted at both the main floor Circulation Desk and the Research Help desk with their name, picture, and contact information (if they were on call). This was purposefully designed to let students know we were available to help even if we weren't at the desk.

The 15% email inquiries is driven by our College Now population as that is their primary way of contacting a librarian.

The number of "Walk-up (at the Reference Desk)" questions declined this year. This is a trend we anticipated, and is part of the reasoning of why we've moved more towards appointments and on-call coverage.  We'll continue to closely monitor this trend and continue adjusting our Research Help Desk model as needed.

## Question type (928 entries)

| Option | Count | % of Total |
|---|---|---|
| Research (e.g. topic selection, source selection, citation deciphering) | 345 | 37.18% |
| Database (e.g. finding full-text, logging into database from off-campus) | 139 | 14.98% |
| Other | 149 | 16.06% |
| Locating physical items/places in library | 92 | 9.91% |
| Catalog (e.g. accessing electronic books, locating call number) | 70 | 7.54% |
| Printer/copier/scanner/microfilm assistance | 41 | 4.42% |
| General library information (e.g. hours) | 29 | 3.13% |
| Website (e.g. finding research guides, finding databases) | 21 | 2.26% |
| Software (e.g. D2L, Word, Adobe) | 17 | 1.83% |
| Directions/referrals to other entities on campus | 15 | 1.62% |
| Archives | 6 | 0.65% |
| Interlibrary Loan | 3 | 0.32% |
| Reserves request | 1 | 0.11% |

As noted earlier, the Archives and Interlibrary Loan options were added late this academic year. We'll need to look closely at the high number of "Other" questions and discuss if we need to further breakdown our options or if the current options aren't clear/descriptive enough to meet our needs.

## Monthly Distribution Table

| Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 69 | 129 | 104 | 146 | 13 | 21 | 5 | 48 | 141 | 138 | 102 | 30 |
| 7.3% | 13.6% | 11% | 15.4% | 1.4% | 2.2% | 0.5% | 5.1% | 14.9% | 14.6% | 10.8% | 3.2% |

The demand for reference services follows the ebb and flow of the academic calendar: we saw the most questions recorded in September, October, November, February, and April. These are times when students' initial assignments are coming due, and they are (re)acclimating to using library resources.

## Daily Distribution Table

| Mon | Tue | Wed | Thu | Fri | Sat | Sun |
|---|---|---|---|---|---|---|
| 222 | 189 | 194 | 135 | 139 | 7 | 60 |
| 23.5% | 20% | 20.5% | 14.3% | 14.7% | 0.7% | 6.3% |

Most questions recorded occurred Monday-Friday, with only 7% of interactions taking place during our weekend hours. This is a 3% decline from last year, but we had a different staffing model this year without having a librarian on duty on Saturdays, virtually eliminating Research Help interactions.

## Hourly Distribution Table

| 7am | 8am | 9am | 10am | 11am | 12am | 1pm | 2pm | 3pm | 4pm | 5pm | 6pm | 7pm | 8pm | 9pm | 10pm |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2 | 33 | 71 | 130 | 95 | 97 | 119 | 96 | 127 | 67 | 46 | 39 | 8 | 4 | 0 | 1 |
| 0.2% | 3.5% | 7.5% | 13.7% | 10% | 10.3% | 12.6% | 10.1% | 13.4% | 7.1% | 4.9% | 4.1% | 0.8% | 0.4% | 0% | 0.1% |

The bulk of the questions occur between 10:00am-3:00pm, with the 9:00am and 4:00pm hours also well-utilized. Evening hours show less usage; librarians leave at 7:00pm.

# Reference Collection

Evaluation of the reference collection was suspended while Maria was on sabbatical; this will resume and be completed in the 2018-19 academic year.

A total of $3,961.54 was spent on reference materials, with $1,617.54 on 13 books. The majority of these books were updates in the health and biology areas. $2,344 was spent on Oxford Music Online, a database that replaces a print encyclopedia formerly purchased for reference.

The print collection was moved from the second floor to the third floor last summer (2017). Some of the longer runs of titles did not fit in the reduced amount of shelving available, so was temporarily shelved on a range on the fourth floor. Once government documents were weeded from their third floor location near the reference collection, a range of shelving was available for the titles to be moved and interfiled (from fourth) on the third floor. Peggy Anderson and Kristi Petersen conducted this move and shift in December 2017.

Furniture—tables, chairs, soft seating, and computer stations—were rearranged with the intent of creating better study areas for students. Two sets of computer stations were arranged in sets of two, having previously been in a long line of linked computer stations. Soft seating was moved to separate long rows of tables. Tables were placed against the walls, taking advantage of tall shelving that helped create quiet study spaces. The change in lighting on the third floor with the removal of 9 out of the 10 tall ranges is remarkable.

# Research Help in 2018-19

Our most significant change regarding Research Help in 2018-19 will be staffing. JoAnn Robasse, long-time adjunct librarian, retired in February 2018, so we will have a void of knowledge with her leaving as she worked the Reference Desk for 23 years, and Maria will be back as Reference Coordinator.

We were able to hire for the adjunct position and Emily Sovell, a former library student worker who has completed her MLS, will be joining the staff this fall. We aim to have a more streamlined schedule for the adjunct: Sundays, Mondays, and Tuesdays. Again, this will result in cost savings for the university as full-time librarians will have fewer duty days as we transition to covering Sundays primarily with the adjunct position.

# 2017-18 Technical Services Annual Report

Pam Gladis, University Librarian
Kristi Petersen, Cataloging Technician

## Staffing

Librarians Pam Gladis and Māra Wiggins work with Technical Services. Technical services includes cataloging items (print and electronic), running the analytics/reports, providing off-campus access to resources via the proxy server, and managing electronic resources.

There is much cross-over with Acquisitions and Cataloging and Systems work. Cataloging Technician, Kristi Petersen, handles the day-to-day cataloging of items and running of reports while Peggy Anderson, Acquisitions Technician, assists with processing items.

As we no longer have a full-time cataloging librarian, items that cannot be copy-cataloged are sent to Minitex for processing. This is a pay-by-the item service Minitex provides.  In FY18, we sent 20 titles to Minitex for cataloging at a cost of $557.00

## Integrated Library System

As anticipated, this year was spent doing enormous amounts of clean-up in preparation for our migration to a new integrated library system (ALMA).  Also, numerous hours were spent watching training videos and listening to web conferencing sessions about the new system. As part of the training process this year, Pam completed certification for both ALMA (staff interface) and PRMO VE (public interface).  Māra also completed ALMA certification. Having these certifications allows us access to the full ALMA and PRIMO VE settings so we can make adjustments to processes, views, etc. internally to meet our local needs.

## 2017-18 Projects

As the librarians completed weeding projects in both print journals and government documents, Kristi made necessary changes in both the current local online system (ALEPH) and the international database (OCLC).  Examples include moving Reference items into the General Collection, withdrawing paper items and replacing them with electronic versions, and withdrawing VHS format and replacing them with DVD records.

- Reference – This collection evaluation project was on hold this year while Reference Coordinator, Maria Kingsbury, was on sabbatical.

- Journals – Under Māra's leadership, the librarians completed evaluating the print journal collection. This is the first time in the college's 50-year history that a complete A-Z review of the print journals (1333 titles) was completed.

- Government Documents – Government Documents Librarian, JoAnn Robasse, lead the evaluation of this collection and completed the project prior to her retirement in February 2018. Kristi's work continues in moving items to an electronic format and into the General Collection. The goal is to have this fully completed prior to the migration to ALMA.

The following chart highlights the changes made to the various collections this fiscal year:

## Comparison of Number of Items by Collection from July 2017 to July 2018

| Collection | Number of Items July 2017 | Number of Items July 2018 | Difference |
|---|---|---|---|
| General Collection | 169607 | 172417 | +2810 |
| Reference | 3656 | 3284 | -372 |
| Indexes | 1911 | 1914 | +3 |
| Children's Collection | 4064 | 4094 | +30 |
| Rare Books | 2669 | 2675 | +6 |
| University Archives | 737 | 802 | +65 |
| Reserves | 235 | 220 | -15 |
| Circulation Desk | 121 | 87 | -34 |
| Government Documents Print | 15223 | 1505 | -13718 |
| Government Docs (microfiche) | 361 | 0 | -361 |
| Government Docs (Maps | 104 | 76 | -28 |
| Government Docs (Internet) | 20101 | 24363 | +4262 |
| Minnesota State Documents | 685 | 383 | -302 |
| Periodicals (636 print titles) | 112414 | 86682 | -25732 |
| Microfilm | 13301 | 12444 | -857 |
| Newspapers | 6 | 6 | 0 |
| Newspapers (microfilm) | 5640 | 5687 | +47 |
| Maps & Atlases | 88 | 54 | -34 |
| Media Collection | 6181 | 4921 | -1260 |
| Archived Media (Vinyl) | 3473 | 3476 | +3 |
| Archived Media (16mm) | 489 | 90 | -399 |
| Archived Media (Cassettes) | 664 | 662 | -2 |
| Archived Media (Filmstrips) | 334 | 356 | +22 |
| Archived Media (Sounds Filmstrips) | 67 | 66 | -1 |
| Archived Media (Slides) | 347 | 347 | -0 |
| eBooks | 11190 | 11394 | +204 |
| eJournals | 269 | 269 | 0 |
| Internet Resources | 58 | 58 | 0 |
| Streaming Video | 6 | 36 | +30 |

## OF NOTE

- The significant General Collection growth is primarily due to the addition of the print government documents collection.
- The significant reduction in Government Documents Print and the growth of Government Documents Internet is due to the withdrawal of print copies while adding an electronic access point.
- Weeding of Archived Media Cassettes and Filmstrips still needs to be completed.
- The majority of the remaining Archives Media Slides are waiting for faculty review for potential withdrawal.

# Section III:  Planning

## Assessment Summary

As noted throughout the report, individual service areas are utilizing data to make decisions. For example, in the Reference report, data shows how Research Consultations are increasing, so we are working to adjust service models to meet that rising need. In acquisitions, we utilize statistics in conjunction with budgets to help gauge database use and viability.  In instruction, we continued the annotated bibliography assessment of information literacy concepts about evaluating sources.  Data from the FY18 bibliographies will be presented in the Assessment Report due Fall 2018.

## What's Ahead

Our vision as the library as a place where students can attain both research and technological help and find study and collaboration spaces is coming to fruition.  We continue to strive for a place where faculty can come for research, technology, and instructional design support.  We will continue to work to meet the Library's Strategic Priorities and Objectives.

# SMSU McFarland Library Strategic Priorities Plan

**University Mission:**

Southwest Minnesota State University prepares students to meet the complex challenges of this century as engaged citizens in their local and global communities. Our comprehensive degree programs, taught in the liberal arts tradition, are dedicated to connecting students' academic and practical professional development experiences in southwestern Minnesota to the wider world.

**Library Mission:**

The McFarland Library promotes the success of the SMSU community by providing access to quality resources, instruction, services, and spaces to support research, teaching, and learning in an inviting, inclusive environment.  - Adopted October 2017

## Strategic Priority 1: Space & Services

(Aligns with University Strategic Plan, Institutional Capacity & Effectiveness 1.5.2, and Facilities Plan 1.2.2B & 1.2.3A)

**Objective 1:** Evaluate and propose or implement improvements to the mix of study, technology, group, individual, and quiet spaces in the library.

**Objective 2:** Continue to offer excellent direct user interactions at service points in the Library.

**Objective 3:** Explore ways to partner with Information Technology to improve services for students, faculty, and staff.

## Strategic Priority 2: Teaching & Learning

**Objective 4:** Promote and support faculty efforts to incorporate information literacy learning outcomes, library resources, and technology into curricula.

**Objective 5:** Continue development and assessment of information literacy components in the LEP 100 curriculum.

**Objective 6:** Revisit our Information Literacy Rubric.

## Strategic Priority 3: Collections & Access

**Objective 7:** Improve the usability of the Library's virtual presence.

**Objective 8:** Continue evaluating print and digital collections.

**Objective 9:** Migrate to a new Integrated Library System.

**Objective 10:** Continue expanding and marketing the University Digital Archives collection.

## Strategic Priority 4: Scholarship & Outreach

**Objective 11:** Explore how the library can support Open Educational Resource (OER) development at SMSU.

**Objective 12:** Continue to engage in the Undergraduate Research Conference.

**Objective 13:** Collaborate with libraries, educational institutions, or campus departments to meet student needs, promote scholarship, or raise awareness.