Southwest Minnesota State University

McFarland Library

Annual Report
Academic Year 2022-2023

Thomas Flynn, Access Services Librarian
Pam Gladis, University Librarian, Department Chair, ,.lSystems
        and Archives Librarian
Maria Kingsbury, Teaching and Learning Librarian
Māra Wiggins, Collection Management Librarian
Kate Borowske, Adjunct Reference Librarian

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Section I: Departmental Information

Māra Wiggins, 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

Thomas Flynn, Access Services Librarian
Pam Gladis, University Librarian (Department Chair/Systems and Archives Librarian)
Maria Kingsbury, Teaching and Learning Librarian (9 credits release time, IFO President)
Māra Wiggins, Collection Management Librarian
Kate Borowske, Adjunct Reference Librarian

Library Technicians

Peggy Anderson, Collection Management Technician (100% time)
Liz Fladhammer, Interlibrary Loan Technician (100% time)
Kristi Peterson, Collection Management Technician (100% time)
Caitlyn Sanow, Circulation Supervisor (100% time)
Carol DeSmet, Evening/Weekend Technician (36% time)

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, seventeen students were employed by the library. The library also relies on assistance from all library technicians and TRC students to cover the front desk services if we are short-staffed, over breaks, etc.

Budget

The library budgets remained static from FY22 with library acquisitions at $160,000 and $30,600 available for operations. 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 Collection Management report.

2022-2023 Summary

Overall, it was a successful year connecting with students and faculty across campus. The year ended with one retirement, Peggy Anderson (July 14, 2023).

What's Ahead

We have a few staffing changes on the horizon for 2023-24: with Peggy's retirement came the opportunity to realign technician responsibilities and job titles to reflect the new roles. Kristi's title changes from Cataloging Technician to Collection Management Technician; Caitlyn's title changes from Circulation Technician to Circulation Supervisor; Liz's title remains Interlibrary Loan Technician, and we will be joined by Shari Neal on August 16, 2023 in our newly created Archives and Acquisitions Technician position, vacated upon Peggy's retirement (formerly Acquisitions/History Center Technician). Maria has taken on the Faculty Association President role for 2023-25, so her time in the library will be reduced (approximately 9 credits release time) to working in COLT a few days per week. We are fortunate to have Kate Borowske coming back to join us as an Adjunct Librarian. Pam will be taking a well-earned sabbatical in Spring 2024, and in preparation, turns Chair duties over to Māra on July 1, 2023.

Section II: Current Year Activities

The following portion of the report is divided into the main functional areas of the library and highlights work done in those areas during the 2022-2023 academic year. Individuals write the reports, but it should be noted that much of our work is collaborative and supported by others in the department.

2022-2023 Access Services Annual Report

Caitlyn Sanow, Circulation Supervisor
Liz Fladhammer, Interlibrary Loan Technician
Thomas Flynn, Access Services Librarian

In an effort to help make Circulation and Interlibrary Loan services more cohesive for our staff, faculty, and library users, Access Services has become the over-arching term used to encompass these areas, as well as the area of Research Help. This significant change has allowed faculty librarians and library staff to work closely together to enhance these services and has increased opportunities for collaboration and cross-training in McFarland Library.

Circulation

Circulation Overview

In FY23, McFarland Library was pleased to welcome Caitlyn Sanow as a new staff member in the role of Circulation Supervisor. This is only one facet of operational changes that occurred under Access Services, and Caitlyn has greatly contributed to Circulation's continuation of excellent service for the library's users. She also has responsibility for managing the library's student workers, which entails direct supervision as well as efficiently mapping available work-study hours to circulation desk staff requirements.

In addition to this, Circulation played a large role in other new Access Services responsibilities, such as library display planning and library events planning, which will be detailed in a later section.

Overall, Circulation recorded marginal increases in the number of people visiting the library as well as the cumulative number of recorded checkouts when compared to FY22. When taken in consideration with the many changes that happened in Access Services areas this year, we are pleased with this data.

Circulation is addressed in the following ways in the library's strategic 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.

Objective 2: Continue to develop cross training of Library and Technology Resource Center staff to improve services for students, faculty, and staff.

Strategic Priority 4: Scholarship & Outreach

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

Student Workers

The library employed 17 student workers during FY23 utilizing $28,164 in work-study funds. In addition to this, we spent $588 of the library's Operational Budget for a student worker whose award ran out before the semester was finished. This resulted in a total expended amount of $28,752 for our student workers. Throughout the year, Caitlyn prioritized communication and organization for the scheduling and training of our student workers, which took place as regular check-in meetings each semester. These meetings were built around the developing needs of our student workers as they progressed throughout the year.

In keeping with previous years, the annual library student assistant scholarship was awarded, after eligible student worker applications were evaluated by library faculty and staff.

Circulation and Interlibrary Loan staff also worked together to plan and host several events throughout the year, which helped to celebrate our student workers and boost morale in the library.

Birthday Tuesday

Because it's difficult to celebrate each and every birthday of our student workers — especially for those with birthdays during summer or winter breaks — we've continued the tradition of hosting a "Birthday Tuesday" event in the fall and spring semesters. These events are planned and carried out by library faculty and staff, and are open to all library staff, as well as the TRC staff. Pictured: Birthday Tuesday signage and treats

Finals Treat Bags

In the fall and spring, the library staff prepared "Finals Treat Bags" for our student workers, to show our appreciation for their work throughout the semester, and to provide them with a little bit extra as they entered the rigors of finals week. Pictured: Finals Treat Bags from Spring 2023.

Graduation Gifts

In keeping with tradition, the library staff purchased small gifts for our graduating student workers. Many of our student workers return to the library for several years, which in many ways makes them the face recognized by students and staff when they visit the library's circulation desk. In recognition of this, and to thank them for their work, we're happy to send them off with small gifts arranged by the library staff. Pictured: a graduating student worker with a graduation gift.

2022-2023 Circulation Statistics

The gate count total for FY23 was 144,240, which reflects a marginal increase over FY22 (140,633). Though the increase is slight, the data continue to tell a story of increasing circulation statistics following the COVID-19 pandemic.

In September 2022, we replaced our old gate-count technology and placed the new hardware on the library's entrance doors. This was necessary to ensure a more accurate count of the people entering the library.
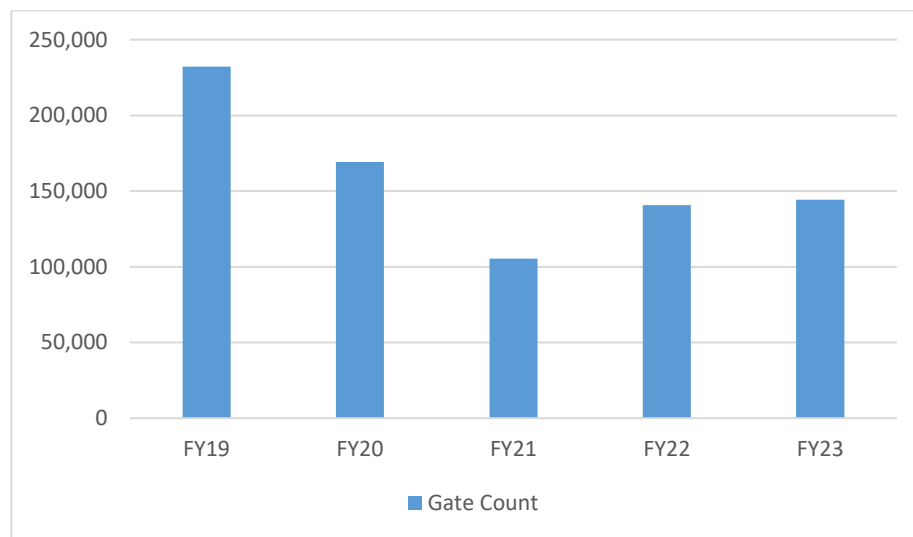

Figure 1: Gate count FY23

In FY23, Circulation recorded 2,620 checkouts that occurred at the main desk. Additionally, 281 checkouts were recorded at the Education Curriculum Library circulation desk, which resulted in a cumulative 3,001 checkouts during the year. This does not account for items checked out through Interlibrary Loan, which will be detailed below.

While the total number of checkouts through the main circulation desk saw a slight decrease, we recorded a significant increase in checkouts through the Education Curriculum Library, resulting in an overall higher number of cumulative checkouts when compared with FY22.
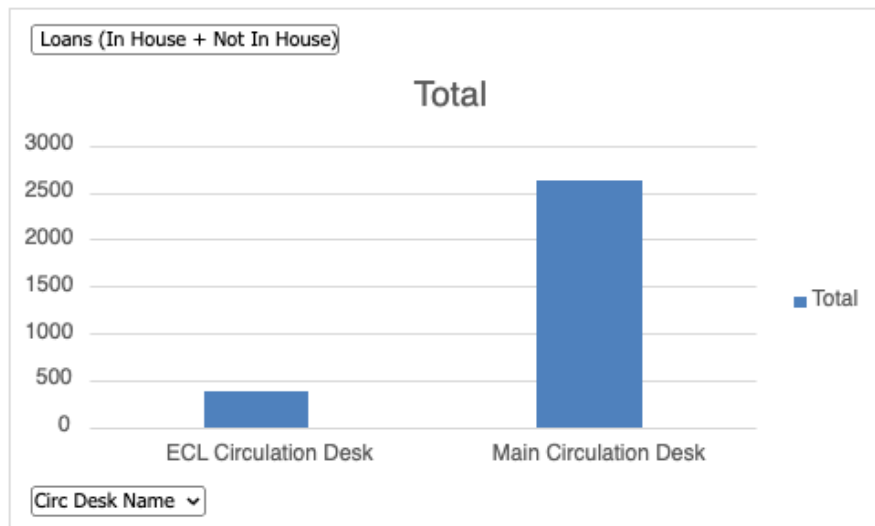
Library Use Audits

The library continued to conduct daily usage audits on all days that we were open and providing service. As in previous years, these audits were carried out with the combined efforts of faculty librarians, library staff, and also the library's student workers.

Information was collected at specific times, beginning on the first day of the Fall 2022 semester and ending on the last day of the Spring 2023 semester:

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

Figure 2: Total in library building audit FY23
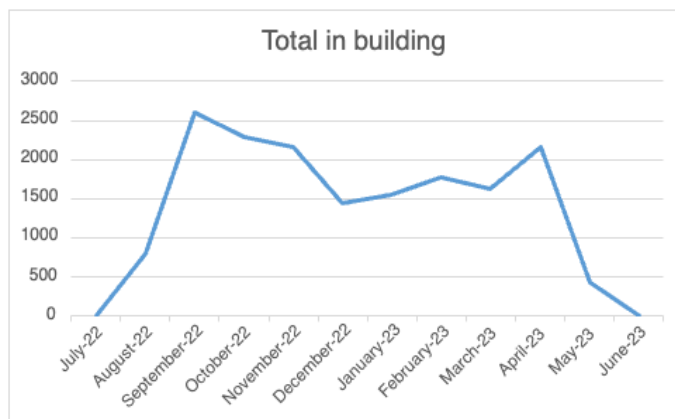
We collected the same information as in FY22, which was focused on usage of library spaces (computers, study spaces, soft seating, desks, etc.) as well as the number of people on each floor. These data help us to better understand use of the library, its spaces, and its technology throughout the year.

Each audit is recorded in the LibInsight platform, which allows us to track the data across the year. The data in Figure 2, for example, reveal a sharp increase in the total number of people present during library space audits during August, followed by a gradual evening out of usage until April, where another spike can be seen.

Comparing the data from our daily usage library audits with the data available from the date count, we're able to more accurately gauge how and when the library, as well as its spaces and services, are in highest demand.

Planning Ahead

With Access Services now comprising both Circulation and Interlibrary Loan, our priorities remain similar to FY23, with additional emphasis on more efficient channels of communication and productivity for our librarians, our staff, and our student workers. Our collaboration with TRC has been of paramount value, and we will be eager for new opportunities to enhance our respective services with continued close work.

Interlibrary Loan

Interlibrary Loan Overview

2022-23 was a year of staffing change for Interlibrary Loan — Liz Fladhammer moved into the position of Interlibrary Loan Technician, and Thomas Flynn was hired as the Access Services Librarian, which coincided with Interlibrary Loan being placed under the wider umbrella of Access Services, alongside Circulation. This meant that all staff involved with Interlibrary Loan operation were adjusting to new systems, while also maintaining excellent service.

Both our lending and borrowing numbers saw fluctuations this year. While the total number of lending requests we received from other libraries fell marginally, the number of requests we were able to fulfill increased. This is a reflection of the hard work by Liz Fladhammer and our student worker, McKenna.

Our borrowing numbers — the requests placed by SMSU students, faculty, and staff — saw a decrease overall from FY22. Our response to this data will be to work toward increasing awareness of Interlibrary Loan services.

The strategic priorities of Interlibrary Loan are as follows:

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 curriculum.

Strategic Priority 3: Collections & Access

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

> **Objective 9:** Improve efficiencies and workflows with ALMA (Library System).

Strategic Priority 4: Scholarship & Outreach

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

Staffing

Interlibrary Loan librarian: Thomas Flynn

Interlibrary Loan technician: Liz Fladhammer

Interlibrary Loan student worker: McKenna (a returning student worker)

Planning Ahead

Since Liz and Thomas were new to their respective roles of Interlibrary Loan Technician and Access Services Librarian, a major component of planning for FY24 merely increasing efficiency with the Alma Digital Delivery and OCLC WorldShare services — our primary means of serving ILL materials to SMSU patrons, as well as participating in external ILL services. As we're able to respond more quickly to

requests as they come in, the number of lending requests we're able to successfully fill month by month will increase.

We have also transitioned to a new form of digital article delivery that is built into our current library management system – Alma Digital Delivery. This will help to streamline Interlibrary Loan requests for our users and may help students to more comfortably and confidently place requests through the library.

To benefit all this ongoing work, we are planning to revisit and revamp many of the library's available Interlibrary Loan resources, to improve their accessibility and usability.

Year in Numbers — Lending

The table below shows a three-year trend of the total number of lending requests received and filled, as well as a breakdown of the types of requests (book or article):

LENDING REQUESTS — Received/Filled

	FY23	FY22	FY21
Total Requests Received	1,103	1,183	1,102
Total Requests Filled	817	785	683

LENDING REQUESTS — Books v. Article

	FY23	FY22	FY21
Book Requests Filled	716	652	587
Article Requests Filled	101	133	96

The following table shows the month-by-month breakdown of lending requests for the past 3 fiscal years:

Month	Requests Received			Requests Filled			Book Requests Filled			Article Requests Filled		
	FY23	FY22	FY21	FY23	FY22	FY21	FY23	FY22	FY21	FY23	FY22	FY21
Jul	61	89	63	53	59	36	48	53	29	5	6	7
Aug	106	95	91	64	70	65	57	64	54	7	6	11
Sept	113	97	93	78	60	56	66	48	43	12	12	9
Oct	98	113	97	78	77	54	61	61	46	17	16	12

Month												
Nov	101	95	82	75	60	50	66	54	50	9	6	0
Dec	80	86	83	57	57	52	57	41	46	0	16	6
Jan	101	102	96	70	58	68	61	51	62	9	7	6
Feb	87	124	98	70	69	57	63	55	46	7	14	11
Mar	126	123	125	94	83	80	78	66	66	16	17	14
Apr	72	99	101	57	71	60	50	55	50	7	16	10
May	77	82	83	58	66	54	53	56	48	5	10	6
Jun	81	78	90	63	55	51	56	48	47	7	7	4
TOTALS	**1,103**	**1,183**	**1,102**	**817**	**785**	**683**	**716**	**652**	**587**	**101**	**133**	**96**

Year in Numbers — Borrowing

This table shows the three-year trend of the total number of borrowing requests received and filled, as well as a breakdown of the types of requests (book or article):

BORROWING REQUESTS — Received/Filled	FY23	FY22	FY21	BORROWING REQUESTS — Books v. Articles	FY23	FY22	FY21
Total Requests Received	974	1,312	976	Book Requests Filled	196	325	279
Total Requests Filled	901	1,222	959	Article Requests Filled	705	897	680

The following table shows the month-by-month breakdown of borrowing requests for the past three fiscal years:

Month	Requests Received			Requests Filled			Book Requests Filled			Article Requests Filled		
	FY23	FY22	FY21	FY23	FY22	FY21	FY23	FY22	FY21	FY23	FY22	FY21
Jul	85	50	25	83	47	23	18	20	5	65	27	18
Aug	57	48	41	55	48	34	16	25	19	39	23	15
Sept	122	195	126	117	177	107	23	51	27	94	126	80
Oct	123	185	157	117	169	130	18	23	27	99	146	103
Nov	115	133	115	103	120	98	22	26	35	81	94	63

Dec	30	55	68	32	49	65	28	16	19	4	33	46
Jan	67	110	111	53	103	101	13	14	33	40	89	68
Feb	162	140	189	149	126	163	18	25	35	131	101	128
Mar	78	155	97	71	152	92	17	21	38	53	131	54
Apr	60	121	94	58	116	85	1	21	21	56	95	64
May	29	38	28	27	37	26	11	19	10	17	18	16
Jun	46	82	37	36	78	35	11	64	10	26	14	25
TOTALS	**974**	**1,312**	**1,088**	**901**	**1,222**	**959**	**196**	**325**	**279**	**705**	**897**	**680**

Social Media & Library Promotions

McFarland Library continued to maintain a social media presence on Facebook. Consideration for other social media platforms is ongoing, but due to the current volatility and unreliability of platforms such as Twitter and TikTok, commitments to maintain a presence outside of Facebook will be reviewed in FY24.

On Facebook, McFarland Library averages several new posts per week, with frequent promotion of special library activities, such as March Madness, as well as use of the #tbt (throwback Thursday) hashtag to share library and university history.

Bar Hop

In October, we hosted another "Bar Hop" event in the library, in which faculty and staff prepared a variety of desserts to share with the rest of SMSU's faculty, staff, and students. These were arranged on the 2nd, 3rd, and 5th floors of the library, to encourage visitors to visit the library spaces, linger, and chat while enjoying a treat in the middle of the semester.

The event was once again a success, and we received a wide variety of visitors from across SMSU.

Pictured: attendees and signage for the library's "Bar Hop":

March Madness

The library once again hosted a "March Madness — Tournament of Books" during the Spring Semester, and just as it did the previous year, this resulted in more interactions on the main floor of the library, and especially near the Circulation desk. A window display was created, and the books featured in the tournament were kept available for checkout through the duration of the event.

We required that votes be submitted in-person, to help bring people into the library, though the event was regularly featured on the library's Facebook page. This drew similar amounts of interest as the previous year, and so we will likely continue this tradition going into Spring 2024.

Pictured: March Madness window display, March Madness Winner

Blind Date with a Book

Through February and March, we hosted a "Blind Date with a Book" event in the library. For this, we selected a broad number of books from several genres, wrapped them in paper, and pasted simple but

non-identifying descriptions on each to entice readers' interest. Despite the name of the event, the titles we selected were not in any way linked to Valentine's Day or romance — instead, we hoped to draw interest to book selection processes, and encourage readers to potentially try a title outside of their usual selections.

This event was successful, and many of the books were checked out. It did require quite a lot of preparation from staff and student workers, so if it happens again in the coming year, we will prepare accordingly.

Pictured: Blind Date with a Book Display

Library Displays

This year, Access Services gained the responsibility of planning and managing the library's displays. These have traditionally been placed at two locations on the 2nd floor — a smaller display shelf near the library's entrance, and a larger display island past the circulation desk. After some planning, the Access Services staff decided on a rotation schedule for these displays, and also began coordinating with other areas of SMSU for possible display events and themes. One prominent partner was New Horizons Crisis Center, which we collaborated with for our National Day of Racial Healing display.

Pictured: Displays for Women's History Month, National Day of Racial Healing

Technology & Initiatives

Zotero Citation Management Software

After fielding a handful of disparate requests from other faculty at SMSU, we decided to put our instruction design and access services priorities behind the creation of a new resource — a guide for setting up and using a chosen citation management software. The software we selected is Zotero, based on its availability across multiple hardware platforms that students use, and also because it's an open source software with a strong history and use-case among college and professional researchers.

This project was led by Access Services, and Thomas Flynn created the video and website materials for the project. We currently plan to update and distribute the guide to interested faculty during FY24 and offer instruction upon request for the SMSU community. Going forward, this initiative will allow for a common use of citation management software between departments and will give students new avenues for collaboration and research organization. The LibGuide can be found at https://libguides.smsu.edu/zotero.

Microsoft Teams

In FY23, Access Services began preparing to utilize Microsoft Teams for department-wide faculty and staff communication more regularly. This began simply with the use of a single chat thread within the software, and it has thus far helped to streamline day-to-day communications between members of the department.

In FY24, we will be broadening this initiative by using Teams to host numerous files and folders that are frequently needed by many of our staff and faculty librarians. This will also include Teams-specific

resources for our student workers, with an over-arching goal of making access to McFarland Library resources more efficient internally.

ALMA Digital Delivery

At the end of FY23, McFarland Library joined many other academic libraries in the state of Minnesota by switching our Interlibrary Loan digital delivery methods to Alma Digital Delivery.

While this only required a minimal amount of new software and web learning for Access Services, it will ideally result in a more efficient method of delivering digital article requests to library users.

What's Next in Access Services?

This is the first year that Access Services has encompassed the areas of Circulation, Interlibrary Loan, and Research Help. Going forward, the library faculty and staff working in these areas will have increased opportunities to collaborate, cross-train, and improve library services together. While the data reveal that these areas maintained excellent service in FY23, it was in many ways merely a beginning, and served to reveal areas where services can improve.

FY24 will also feature opportunities to present and promote the library's embrace of Zotero as a citation management software available to students. Improving knowledge of this software's use and iterative improvements to our Zotero resources available in the library will give SMSU researchers — both faculty and students — new ways of benefitting their important work in and out of the classroom.

Access Services will also be continuing to lead the charge in the library's use of Microsoft Teams. We currently have plans to build out staff use of this platform and will be incorporating its use more confidently in Circulation and Interlibrary Loan work. This will eventually benefit student workers as well once we are able to compile the necessary student worker resources in a cohesive and accessible location within Teams.

2022-2023 Archives Annual Report

Pam Gladis, Systems & Archives Librarian

Staffing

Our staffing for the Archives and History Center remained minimal this year as I continue to oversee this archival work in addition to my instruction, research help, technical services/systems, and department chair duties. Library technicians Peggy Anderson and Carol DeSmet provide project support for these collections under my direction. Long-time History Center Director, Jan Louwagie, continues to volunteer for the History Center a few times a month.

With Peggy's July 2023 retirement, we took the opportunity to revamp that technician position and added more duties for the archival collections. This redesigned position with a focus on archives, along with my planned Spring 2024 sabbatical, will greatly improve the amount of work that can be done with these collections in future years.

Striegel Archives (print collection)

- With the move out of the Social Science Building during Spring/Summer 2023, donations from faculty moving offices were provided to the Stiegel Archives.
- The Education Department donated 4 file drawers full of historical materials in Summer 2023.
- Ongoing, but very minimal, clean-up work on the archives backlog continued.

SMSU Digital Archives

- We continued adding the FOCUS magazine to the digital archives.
- We added to the Undergraduate Research Collection:
  - 2023 edition of *Discovery: The SMSU Journal of Undergraduate Research*
- 21,246 scans are in the digital archives
- The Islandora software is being upgraded to Islandora 8, but PALS is much further behind in this work than originally expected. We had anticipated being upgraded by now, so have put several projects on hold until the migration to Islandora 8 happens. The best guess for migration will be later Fall 2023/early Spring 2024.

History Center

The History Center continues to be a great addition to library services. This collection is primarily used by regional public patrons. Jan Louwagie, former History Center Director, continues to volunteer and assist with cleaning up the backlog of materials. Peggy Anderson continued to clip newspaper articles from regional papers and assists patrons with newspaper requests.

Equipment

After attending ACRL in March and having the opportunity to see some new microfilm readers in action, we decided to upgrade the microfilm reader using Fuhr Funds this year. This will be a welcome upgrade as the older unit was utilizing way outdated software and was inconsistent in its usability.

Statistics

Thirty-eight questions were logged in LibAnalytics as being answered by the physical Archives and History Center collections this year. While this is not an extensive number of questions, the amount of time it takes to find materials (due to the lack of an archival software system for either collection) and the time needed with patrons can be extensive. It is also likely that some questions were not logged into LibAnalytics.

There were 2,573 visits to the Digital Archives site this fiscal year. Ongoing efforts are needed to raise awareness of the University Digital Archives as well as the print archives.

Funding

Dedicated University funding for the various aspect of the archive collections is lacking. This is an ongoing concern for maintaining this collection. This year we were paid for the Islandora (Digital Archives) service out of the Operations budget. Funding for an archival software system is needed as the collection(s) continue to grow. The current system relies on Excel and/or printed catalog cards. This is inefficient and relies heavily on institutional knowledge which isn't sustainable or good for long-range planning.

Strategic Priority 3: Collections & Access

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

2022-2023 Collection Management Annual Report

Māra Wiggins, Collection Management Librarian

Collection Management is the over-arching term used for several areas of library work that were previously more independent of each other. Over time, due to changes in the field at large, like technological advancements, and changes specific to our library, like the change in integrated library system (ILS) from Aleph to Alma, Collection Management has become a good term to group functions that now have more cross-over than their previously more siloed functions. Collection Management is comprised of Acquisitions, Technical Services, and many aspects of managing the physical collection, to include content, layout, labeling, and grouping of specific sets or collections (e.g. Children's Collection or Media).

Staffing

Technicians Kristi Petersen and Peggy Anderson along with librarians Pam Gladis and Māra Wiggins work with Technical Services. Technical services includes ordering items, 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, Cataloging, and Systems work. With the retirement of long-time technician Peggy Anderson in July 2023, we took the opportunity to redefine job responsibilities and rename Cataloging and Acquisitions Technicians to Collection Management Technicians. Kristi, Collection Management Technician (formerly Cataloging Technician), handles the day-to-day cataloging of items and running of reports while Peggy, Collection Management Technician (formerly Acquisitions Technician), assists with paying of bills and processing items.

Technical Services
Integrated Library System (ILS) Maintenance & Updates
We have been using the ILS, Alma, for about four and a half years, and we continue to try learn more about features to improve the efficiency of our workflows. How the back-end processes affect the way things display for the patron is always a concern, and the staff at MnPALS is knowledgeable and willing to help us figure out different features if we run into difficulty. We attend training days and work groups, as well as subscribe to email lists, to keep abreast of changes or enhancements in the software.

Cataloging
As we no longer have a full-time cataloging librarian, items that cannot be copy-cataloged are sent to Minitex for original cataloging. This is a pay-by-the-item service Minitex provides. In FY23, we did not send any items to Minitex for cataloging.

Since Government Documents are no longer in their own separate collection, we add a local note in each bib record so we can easily pull a list and get a count of how many titles we have in our collection. As of June 30, 2023, there are 1,360 physical titles and 28,057electronic titles (34,435 portfolios). Kristi pulls monthly lists to add new electronic titles of government documents to our catalog.

Kristi works continually with several of the electronic subscriptions. Films on Demand adds new videos regularly, so once a month Kristi imports the new streaming video records into Alma. Likewise, twice a year Films on Demand sends a list of videos that have been removed from the subscription, so Kristi runs that job, and then checks to make sure the videos that were on the list for deletion were successfully removed from the catalog. This same process occurs with the EBSCO Nursing eBook database, requiring Kristi to update our catalog accordingly. Kristi and Māra work together each year to add and remove streaming videos from the Swank subscription. These are manually added and removed from Alma and OCLC. Kanopy is another streaming video service we use, but the only videos we catalog are titles that have been purchased.

Comparison of Item Count by Collection from July 2022 to July 2023

Collection	Item Count July 2023	Item Count July 2022		Difference
Archived Media 16mm	90	90		0
Archived Media Filmstrips	6	6		0
Archived Media Slides	347	347		0
Archived Media Cassettes	265	661	up	396
Archived Media Sound Filmstrips	65	65		0
Archived Media Vinyl	3,515	3,475	up	40
Atlases and Maps	40	41	down	1
Beginning Readers [new]	290	194	up	96
Book (General) Collection	163,512	165,673	down	2,161
Children's Collection	253	267	down	14
Circulation Desk	768	760	up	8
Indexes	1,934	1,931	up	3
Journals (Print Periodicals)	87,918	87,538	up	380
Journals (Microfilm)	12,445	12,445		0
Juvenile Collection	2,703	2,547	up	156
Media Collection	3,088	3,779	down	691

Minnesota State Documents	505	505		0
Music Collection [new]	1,826	1,566	up	260
Newspapers	5	6	down	1
Newspapers (microfilm)	5,760	5,760		0
Picture Books	2,123	2,124	down	1
Reference	3,183	3,181	up	2
Reserves (Circulation Desk)	341	364	down	23
Teacher Resources	335	323	up	12
University Archives	940	928	up	12
University Archives-Rare Books	2,371	2,371		0

Acquisitions

McFarland Library Acquisitions Budget: $160,000 The acquisitions budget was static from FY22 (though it was up $16,000 from FY21, where it had been static for ten+ years), with no carry-forward requests. Note: this budget needs to be increased annually to support additions of new programs, development of online courses and programs, and compensate for an average of 4-8% price increases in subscriptions.

Ongoing subscriptions for databases, journals, newspapers, and streaming videos encumber the bulk of our budget at **$185,167.86.** It must be noted that the Acquisitions budget is $160,000 (previously $144,000). The balance is being covered by Minitex subsidies and McFarland gift funds. Gift accounts have given us the funds not only to purchase standing orders (encumbered databases and journals) but also to purchase items that are requested by students and faculty.

In comparison to other state universities, we are working within the smallest budget. Bemidji has the next smallest acquisitions budget, and at similar FTE, has three times our acquisitions budget.

Databases
Cancellations:
- **Gale Virtual Reference Library**

Additions:
- January: **Kanopy** changed from patron driven purchase (any title watched over two minutes more than four times triggered a purchase) to an all inclusive model where we have access to all videos in a preset catalog.
- June: **SWANK**-moved from 41 titles (5,000) to a newly available option: SWANK Top 1000. 1000 Hollywood movies for $16,000/yr.

- June: **Policy Map** was added
- June: **CINAHL** upgraded from Complete to Ultimate

Science Direct: This is the second year of a five-year contract. The first year allowed for no price increase. Continued annual increases ($500/yr 2, $1,000/yr 3) during this contract have become problematic, as it causes a domino effect in the acquisitions budget, requiring us to cut purchases or subscriptions each year in order to accommodate the increase and stay within our base budget. It should be noted that because we receive a $20,000 subsidy from Minitex, and continue with a funding formula that began with the McFarland gift funds in FY13 which has Science Direct paid with 50% McFarland Science gift fund, 25% McFarland Business gift fund, and 25% Acquisitions budget, is why we can continue with the subscription.

CINAHL: CINAHL is the primary database for nursing research and supports program accreditation. This database is paid for with a fund line from Nursing (212003) $3,750. In past years, Minitex subsidized our subscription by $5,000 in addition to the cost savings we reaped due to consortium pricing (additional $17,559 savings). In June, Minitex was able to negotiate CINAHL Complete into the freely available ELM databases. They offered a flat rate increase of $2,000 to upgrade to CINAHL Ultimate. We accepted this offer and now have a much more robust database while saving $1,750/yr. This was a tremendous opportunity that will benefit our Nursing Program immensely.

Journals

McFarland Library continues to use EBSCO Subscription Services as our jobber. They carry all but one of our periodical subscriptions. The invoice we received from them (EDI invoice) totaled $34,896.57.

eBooks

Our ebook vendors (usage stats in parenthesis) are:
- CREDO-online reference materials (691)
- EBSCO (13,046)
- EBSCO Nursing ebooks (11,982)

Streaming

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 to these vendors:
- Swank hosts 41 Hollywood films (all films have been requested by faculty who are using the films for classes). In June, we moved from this model to a newly available package called SWANK Top 1000—1000 Hollywood films for $16,000. I requested a budget increase to help purchase this package, and carry-forward the $5,000 renewal of the 41 titles to put toward it as well. I see it being useful to every program across campus, as well as being a great offering to students looking for a leisure viewing option.
- Films on Demand is contains the largest content with 38,359 titles and 279,507 segments across 27 subject areas
- Kanopy is a streaming video vendor that offers mostly documentaries, foreign films, and some Hollywood movies. It was offered on a patron driven acquisition model (PDA). Any film in the

Kanopy catalog may be watched at any time. A film was triggered for purchase if it had been viewed (a 'view' is two minutes of continuous play) four times. An initial budget of $4,500 was set three years ago and was encumbered until it was expended last March. In January we moved to a set catalog, where every title shown can be played entirely.

Books/Media

A total of $11,588.53 was spent for faculty/student requests for books and media. This budget varies as affected by other subscription increases or cancellations and is down about $8,000 from last year (funds held here were also carried forward to cover expenses for a database that invoices every three years). Purchases are made on a 'first-come, first-served' basis. This budget is for faculty and student research requests. Books are purchased 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 another library will not loan. We then purchase the item in lieu of borrowing it from other libraries. Our turnaround time is typically quite fast (3-4 days) as we make most of our purchases through Amazon.

Government Documents

32 tangible documents were received, 15 were withdrawn, and 3 were superseded. Nine Government Resources journals were added to the journal collection. 2,403 items were selected, making SMSU a 23.51% depository.

Physical displays included Constitution Day and Aviation History Month.

Donations

McFarland Library is the fortunate recipient of many donations and gifts, primarily from faculty, both current and retiring. During FY23, we added 335 books and 290 media from donations. We received a massive donation of over 3,500 books from Jim Hubley's estate, the bulk of which are awaiting sorting, assessment, and processing.

The following journals are also donated by faculty:
- American Journal of Agricultural Economics (Gerry Toland)
- American Journal of Nursing (Laure Jo Johansen)
- American Journal of Physics (Ken Murphy)
- American Nurse (Laurie Jo Johansen)
- Art in America (Bill Mulso)
- Nurse Educator (Laurie Jo Johansen)
- Nursing Education Perspectives (Laurie Jo Johansen)
- Nursing Research (Laurie Jo Johansen)
- Physics Teacher (Ken Murphy)
- Physics Today (Ken Murphy)
- Yellow Medicine Review (Judy Wilson)

Additional Funding

Gift Funds:

McFarland funds are gift funds donated by the McFarland family and designated for library purchases in the following areas: Science (divided between Biology, Chemistry, and Physics) and Business (shared by

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 program faculty to coordinate purchases for books, media, and databases. The following information details McFarland fund income and expenditures.

McFarland Science: $24,244.59
This fund came in $777.17 higher than last FY. Science programs continued with commitment to pay one-half the cost for Science Direct, $16,463.99. The remaining funds are divided between the Biology, Chemistry, and Physics programs.

McFarland Business: $24,244.59
Business programs continued with commitment to pay one-fourth the cost for Science Direct, $8,231.99. These gift accounts pay for subscriptions to AICPA, Mergent, Morningstar, Value Line, and contribute to subscriptions for Communication and Mass Media Complete, Films on Demand, and Statista.

Walter Mann funds: $1,435.94
This fund came in $10.94 up from last FY. This gift fund originates from a bequest from a former faculty member of this department. Titles purchased can be books or media, and cover philosophy, religion, and poetry. These funds are spent at the discretion of the Philosophy department and Poetry section of the English department.

Sandra Fuhr funds: $5,040.28
This fund came in $5.28 more than last FY. This gift fund originates from a bequest from SMSU University Librarian Sandra Fuhr, who died suddenly in 2007. 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 a new microfilm reader that scans and prints.

Minitex Subsidies
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, saving us approximately $48,000 off list price, as well as providing subsidies to us for Science Direct ($20,000), CINAHL ($5,000), and Project Muse ($970).

We would be unable to offer the databases and journal subscriptions we currently hold without the gift funds and Minitex subsidies we receive.

Usage Statistics

Summon Discovery, branded One Search, is the default search on the McFarland Library homepage. Usage statistics are reported by COUNTER standards, with the current standard COUNTER 5.

Usage typically fluctuates for many reasons: adding or canceling databases causing students to change their research defaults; faculty sabbaticals; courses offered every other year or semester; research consultations directing students to specific databases.

Note: our ILS, Alma, is provided by Ex Libris. Alma integrates linking to some vendors, like Proquest, better than others, **specifically EBSCO**. There is a downward trend in usage statistics for EBSCO that could well be explained by this technical issue, as other databases show increased usage.

Paid Databases – Usage Statistics

E-Resource title	FY23 searches	FY22 searches	FY21 searches
Databases			
Agricultural Science Collection	4976	4792	3912
CINAHL Complete	24553	37982	41370
Communications and Mass Media Complete	12610	14929	16464
Criminal Justice Abstracts with Full Text	12054	14196	15891
Ed. Research Complete	19334	20899	20615
JSTOR	2752	5742	4132
Mergent	Non counter	Non counter	Non counter
MorningStar	200	182	179
Music Index with Full Text	11410	12855	14806
NYT Con Svc (Historical)	5811	4007	3469
Philosopher's Index	3641	3621	3076
Psychology Database	5779	6463	6025
Project Muse	166	101	105
PsycINFO	5643	6035	4780
Science Direct	5528	14485	16968
Sociological Abstracts	3510	3503	3054
SportDiscus	13365	15833	18635
Statista		1934	2436
ValueLine Elite	Non counter	Non counter	Non counter
ebooks			
Credo	691	954	1312
Ebsco ebook Nursing Collection	11982	13998	15861
streaming video			
Films on Demand	3995 searches	1112 searches	1945 searches
Kanopy	249 plays (new package 1/1/23)	639 plays of 246 movies	853 plays of 125 movies
Swank	955 (new package 6/1/23)	902	1631

ELM – Free Databases Usage

	FY23	**FY22**	**FY21**

free or part of ELM resources	searches	searches	searches
EBSCO			
Academic Search Premier	29416	34978	39,606
Alt Health Watch	11699	13216	15257
American Antiquarian Society Historical Periodicals Series 1	10842	12840	14805
American Antiquarian Society Historical Periodicals Series 2	10840	12835	14809
American Antiquarian Society Historical Periodicals Series 3	10845	12825	14786
American Antiquarian Society Historical Periodicals Series 4	10842		
American Antiquarian Society Historical Periodicals Series 5	10851		
Business Source Premier	12977	14786	17471
Consumer Health Complete	254	266	367
Consumer Health Complete EBSCOhost	10955	12948	14956
EBSCO e-books	13046	15773	17580
EBSCO MegaFILE	15079	18223	21384
ERIC	16553	17924	21063
European Views of the Americas: 1493 to 1750	10674	12844	14731
Funk & Wagnalls New World Ency./EBSCO	10828	12850	14793
GreenFILE	12516	13534	15682
Health Source-Consumer Edition	12038	13393	15584
Health Source-Nursing/Academic	12547	13592	15829
Library, Info Sci & Tech Abstracts	11597	13001	14916
MAS Complete	11589	12912	14788
MasterFILE Complete	12061	13530	15406
Middle Search Plus	11586	11764	14781
Points of View Reference Center	18603	21063	23509
Primary Search	11697	12934	14856
Professional Development Collection	11819	13139	15002
Regional Business News	11452	12934	14395
Science Reference Center	11628	13077	15133
Teacher Reference Center	12079	13583	15370
EBSCO Totals	**334834**	**407825**	**456966**
ProQuest			
Dissertations & Theses - SMSU	3822	3639	3366
Newsstream	7334	7770	7552
ProQuest Totals	**11156**	**11409**	**10918**

Total searches - free/ELM Resources	345,990	419,234	467,884

Projects

Deselection (commonly referred to as "weeding")

Pam Gladis and Māra Wiggins have been working through the main collection, preparing for the GreenGlass project (detailed in Collection Assessment Projects). T-TL's, QA's and LB's were weeded with 2,550 items withdrawn.

Additional weeding was conducted in Media, focusing on deselection of VHS. This project will continue into FY24.

Audiocassettes were weeded in January 2023, with 396 items withdrawn.

Collection Management Assessment Projects

CALD Cooperative Collection Management Project

As we continue efforts to refine and focus our print collections to meet the needs of SMSU students and faculty, we are also cognizant of our wider role of providing materials in the state. To that end, in May of 2021, we joined the Council of Academic Library Directors Cooperative Collection Management Project. This project bore out of a shared print retention pilot that six libraries in the state undertook over the past few years. They established a model libraries can use in an effort to retain the scholarly record in the state. This work has continued to evolve since 2020-21, and this year 19 libraries were able to begin the process of a cooperative collection management project.

Minitex provided funding for these libraries to utilize the OCLC GreenGlass tool to analyze collections. We received our data in June 2023. Now the work of the group is to establish guidelines for retention. Currently a Memorandum of Understanding is drafted and being run by general counsel of various participants. The aim is to have the MOU completed late summer 2023 and the policies and procedures for retention to be agreed upon during Fall 2023.

In the meantime, we have our data in GreenGlass that we can begin to analyze. Below is a snapshot of information on the 159,799 items we have in the tool for analyzation. This gives us a glimpse at our records compared to an aggregate of data that is in the GreenGlass tool. As we get further into the data analysis, we will be able to make comparisons to sister institutions and other libraries in Minnesota.

METRIC	FILTERED ITEMS	% OF YOUR FILTERED ITEMS	GREENGLASS AVERAGE
Zero recorded uses	65,551	41% •	43% ▪
Greater than 3 recorded uses	35,749	22% •	25% ▪
Publications more than 10 years old	156,746	98% •	90% ▪
More than 100 US holdings - same edition	130,555	82% •	72% ▪
Fewer than five US holdings - any edition	812	1% •	2% ▪
Unique in Minnesota - any edition	6,869	4%	N/A

This is a long-term project with an anticipated retention of 20-years. While this is a commitment for the university, the maintenance of the scholarly record is for the greater good. At this time, it is too early to know the direct impact on our local collection. Details about items for retention and associated processes should be available for the next academic year.

Diversity Audit

The evaluative work of a diversity audit of the picture book collection in the Education Curriculum Library has been completed. More than 2030 books were included in the evaluation efforts. From that evaluative data, Caitlyn created graphical views:

This chart shows the racial and sex identifiers that could identified for each author:
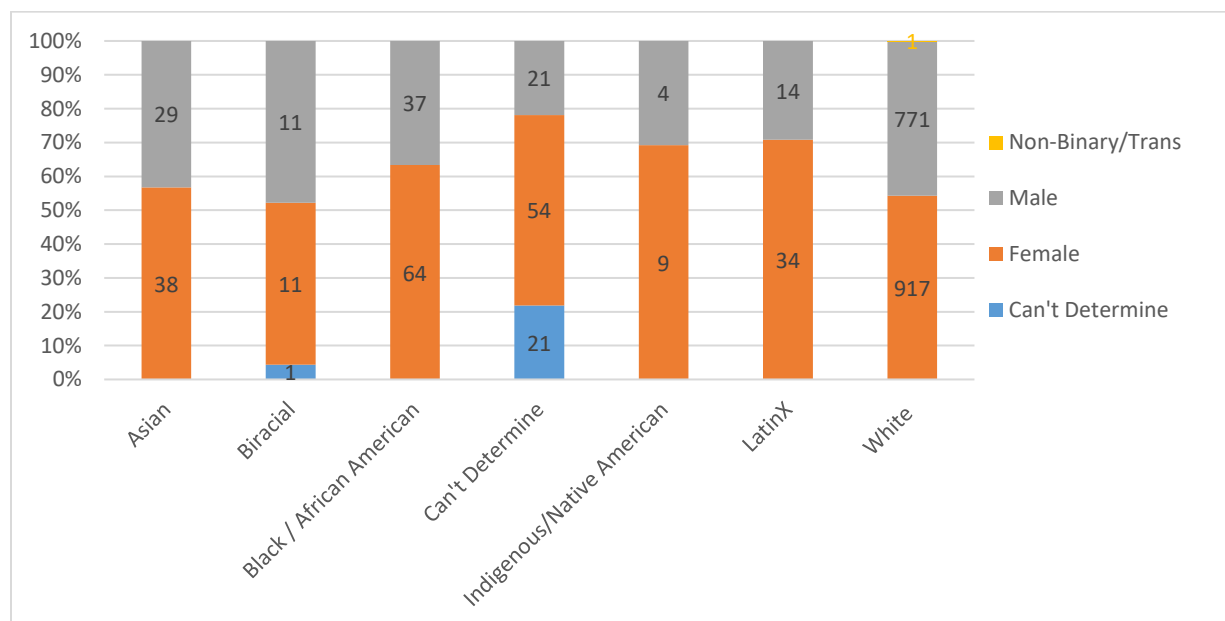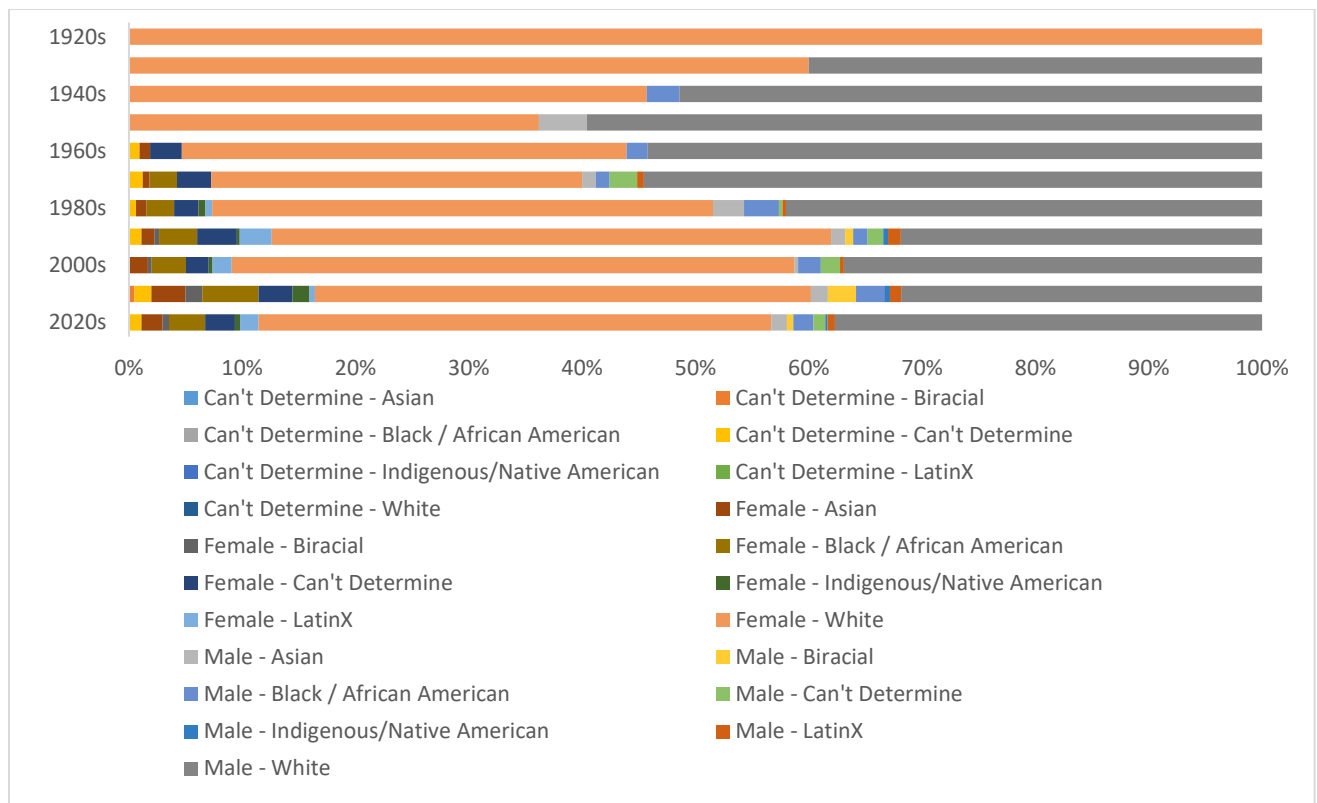
This data clearly demonstrates our collection is primarily represented by white authors, but various other groups have representation. Seeing this data can help us more consciously select materials from underrepresented authors.

In addition to examining the authors and illustrators of the books in the Picture Book collection, attempts were made to examine character make-up. This evaluation can add value as we work to ensure all readers can find representation in the collection.

This chart shows character sex and associated race. There is a large number of "Can't Determine" for the sex – we used this category when animals were involved and not clearly representing a sex. Again, at a glance, we can see that white characters make up the majority of characters regardless of sex. Part of this may also have to do with the age of the collection. A closer analysis looking about books published in the last 10 years might be useful to see if we have been adding characters that are more representative.
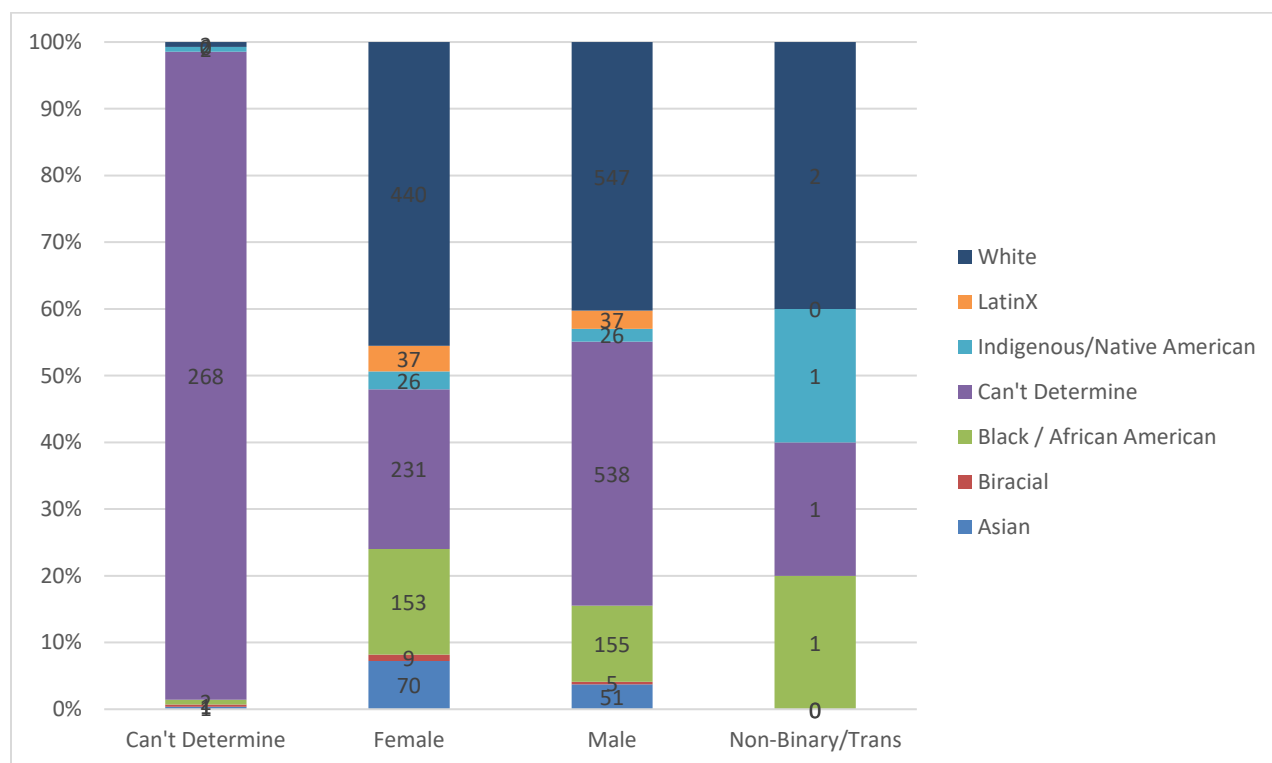
We do have analysis showing data by year published and author information. There is an extensive amount of data in this chart, so it is difficult to see all of the breakdowns, but we can see increases in variation as the collection gets newer.

Chart: Stacked horizontal bar chart by decade (1920s–2020s)

X-axis: 0% to 100%

Y-axis labels: 1920s, 1940s, 1960s, 1980s, 2000s, 2020s

Legend:
- Can't Determine - Asian
- Can't Determine - Biracial
- Can't Determine - Black / African American
- Can't Determine - Can't Determine
- Can't Determine - Indigenous/Native American
- Can't Determine - LatinX
- Can't Determine - White
- Female - Asian
- Female - Biracial
- Female - Black / African American
- Female - Can't Determine
- Female - Indigenous/Native American
- Female - LatinX
- Female - White
- Male - Asian
- Male - Biracial
- Male - Black / African American
- Male - Can't Determine
- Male - Indigenous/Native American
- Male - LatinX
- Male - White

Strategic Priority 3: Collections & Access

Objective 8: Continue evaluating print and digital collections.

Objective 9: Improve efficiencies and workflows with ALMA (Library System).

2022-2023 COLT Annual Report
Submitted by Maria Kingsbury

Overview

This was a year of transition for COLT; I took on the role of Teaching and Learning Librarian, and Ben Nwachukwu moved up to the 5th floor of the library in the COLT space. I had only 3 credits of time assigned per semester to COLT duties, because of my work as SmSUFA President, and so I wasn't able to do quite as much as I would have liked to continue with the trajectory Kate Borowske had set. That said, we managed to have a productive and engaging year hosting workshops and providing support for academic technology use.

Activities & Initiatives

During academic year 2022-2023, COLT hosted the following topics for workshops and discussions, open to all members of the SMSU community, but focused on faculty and staff. Most were offered twice during the course of a week at different times, and some were offered three times during a given week. All workshops/discussions were presented both in-person and online, for a hy-flex experience.

In the spring semester, we began offering opportunities for faculty to present in their areas of expertise as well. Those presentations were well-attended and broadened the scope of what COLT can present. All other presentations were offered by COLT staff Ben Nwachukwu and Maria Kingsbury and supported by graduate assistant Julia Ugorji, with Ben leading the majority.

- D2L Intelligent Agent
- D2L Gradebook
- Microsoft FindTime
- D2L Quizzes and Respondus
- D2L Course Template
- D2L Groups
- Microsoft Forms
- Hypothesis
- Microsoft Teams
- ChatGPT
- D2L Content/Manage Dates Tool
- Respondus (presented by Respondus representative)
- Using Culturally Responsive Teaching (CRT) to Create Connections in Online, Asynchronous Classrooms (presented by Teresa Henning)
- How Accounting Can Change the World (presented by Will Thomas)
- Creating Accessible Documents
- Microsoft Bookings
- OneDrive
- Secure File Share/MoveItSecurely

Over the course of the year, we decided to create a separate Microsoft Teams space for SMSU staff, who were making up a considerable number of our workshop attendees. This was launched in the late spring of 2023, and we will work on building that out and targeting additional staff over the coming year.

Anticipating FY2023-2024

One of our challenges is the reach of our publicity for our services, and that will be a focus in the coming year. I'm regretful that I'm not able to spend more than three credits again this next year with COLT, but now that I have a better sense of the rhythm of COLT's work and where it fits into broader university initiatives, I'm hoping to better focus my efforts.

We will continue offering timely topical workshops on tools and trends in higher education, and coordinate with other areas across campus to prepare instructors and staff for what we hope will be an influx of online students in the future.

2022-2023 Instructional Services Annual Report

Pam Gladis, Systems & Archives Librarian

Strategic Priority 2: Space & Services
Objective 2: Continue to offer excellent direct user interactions at service points in the Library.

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 curriculum.

Information Literacy Instruction Staffing

This academic year librarians taught 106 library instruction sessions. All full-time librarians teach information literacy sessions. This year Maria was serving in the IFO President role, so needed to step back from instruction efforts; Thomas covered the majority of Maria's instruction in ENG and COMM.

Māra, Maria, and I continued teaching sections of LEP 101 and supporting the information literacy efforts in our cohorts. Thomas will join these efforts beginning in the 2023-2024 academic year. We refined our information literacy instruction, and collaborated with our cohort instructors to include information literacy instruction and assessments. We conducted pre- and post-tests and shared those results with our cohort instructors (details in Assessment section). We are working to reinforce the idea that all faculty play a role in information literacy instruction.

Library Instruction Statistics

The total number of instruction requests for the 2022-2023 academic year continued the upward swing to levels closer to pre-pandemic.

The following chart depicts a snapshot of the instruction sessions this academic year:

	Total # of Sessions	LEP Courses (excluding FYS)	# of FYS Information Literacy Sessions
Fall 2022	66	18	25
Spring 2023	40	16	14
Totals	**106**	**34**	**39**

Instruction Statistics Fall 2019-Spring 2023

	Total number of Classes	Number of LEP Sessions (excluding FYS)	Number of FYS Sessions	Number of Students Present

	Requesting Instruction			
Fall 2019	75	14	23	1483
Spring 2020	45	9	8	753
Totals	**120**	**23**	**31**	**2236**
Fall 2020	46	11	9	776
Spring 2021	46	16	13	821
Totals	**92**	**27**	**22**	**1597**
Fall 2021	78	14	36	2032**
Spring 2022	41	14	4	706
Totals	**92**	**27**	**22**	**1597**
Fall 2022	66	18	25	1640
Spring 2023	40	16	14	593
Totals	**106**	**34**	**39**	**2233**

*Numbers of students present were not recorded for six classes during Spring 2019.
** Numbers of students present were not recorded for seven classes during Fall 2021.

Librarians are always willing to meet with classes in a variety of modes. This year, we saw a significant return to in person instruction, but continued to offer in the format faculty requested.

	Face-to-Face	F2F + Zoom	Zoom only	Online only
Fall 2022	45	14	5	2
Spring 2023	32	3	3	2

Instruction Tools
Research Guides

The following table shows research guides that were viewed at least 100 times this year. The total number of views for all published guides was 35,447. The Research Guides are a valuable 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. Librarians update Research Guides as they prepare to utilize them in instruction sessions.

Guide Name	Views
SIFT: Evaluating Sources Online	9232
Management Program	4732

Nursing Program	3956
ENG 151: Academic Writing	2190
ED 622: Research in Education	2140
NURS 400: Community Assessment Assignment	1598
Research Help	1351
McFarland Library Student Worker Circulation Guide	961
ED 312: Human Relations for Teachers	857
JUAD 144: Introduction to Justice & Society	801
ENG 251: Writing in Professions	703
Sociology	641
Interlibrary Loan	555
THTR 100: Plays and Playwrights (S. Tabaka)	479
Bridge Program	460
BIOL 306: Anatomy & Physiology	332
PE 602: Research Foundation in Sport	296
Faculty Information	274
Education Program - Distance Students	265
ED 102: Technology: Classroom Applications and Portfolio Development	248
MSN Program	215
College Now & the SMSU Library	211
Zotero Setup and Use	189
COMM 110 Essentials of Speaking and Listening	184
K-12 Databases	146
Creative Commons	143
Psychology	124
Exercise Science	114
Public Relations	107

Research Help Services & Staffing

Research Help Overview

Research Help continues to be a core service that McFarland Library provides to the university community, and in FY22-23, it has once again maintained an inextricable connection to our instruction efforts.

Statistics of Note:

- Librarians recorded a total of **690 Research Help interactions**.
- Students scheduled and completed appointments for **191 Research Consultations**.

McFarland Library's IM/chat Research Help service led to **299 interactions** recorded with SMSU library users.

Research Help is basically one-on-one instruction. We meet students more at their point of need; students need to initiate this assistance. Research Help was provided on an on-call basis, either in person, via Zoom, via telephone, via email, and via IM chat with LibAnswers through the AskMN Co-op.

Thomas staffed the required hour of global chat coverage we are required to do as part of the AskMN Cooperative.

Research Help was offered during the following hours:

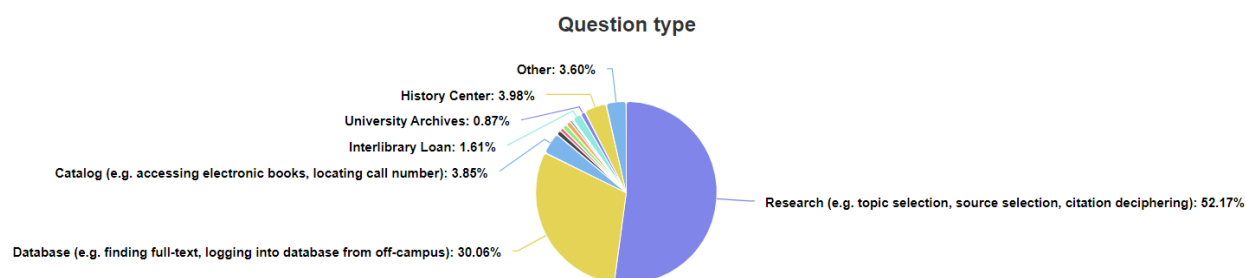|	
Sunday	12pm-6pm
Monday-Wednesday	9:30am-6pm
Thursday-Friday	9:30am-4pm
Saturday	*No Research Help staffing*

We were fortunate to be able to bring back Kate Borowske as an adjunct this fall after her retirement last spring. Due to contract requirements, she wasn't able to begin her duties until November, so the four full-time librarians had extra Research Help hours until Kate began her appointment. Due to her role as IFO President, Maria's Research Help hours were greatly reduced this academic year.

In addition to these on-call hours, librarians Pam Gladis, Māra Wiggins, and Thomas Flynn were available between 12-15 hours a week for one-on-one research consultations. These appointments had general requirements:

- Students made online appointments, which are available on the McFarland Library website.
- Research Consultations provided up to 45 minutes of scheduled one-on-one interaction with a librarian.
- Specific information was required when making the appointment to help make better use of appointments (assignment information, research questions, research methods, etc.)
- Students were provided with opportunities for follow-up questions, appointments, and contact information.

Data Collected

Librarians recorded a total of **690** reference interactions from July 1, 2022 until June 30, 2023. This number is likely higher as there are likely times when research help transactions don't get entered.

Question type

Other: 3.60%
History Center: 3.98%
University Archives: 0.87%
Interlibrary Loan: 1.61%
Catalog (e.g. accessing electronic books, locating call number): 3.85%
Database (e.g. finding full-text, logging into database from off-campus): 30.06%
Research (e.g. topic selection, source selection, citation deciphering): 52.17%

This chart demonstrates the categories of questions that were asked. As with previous years, the majority of questions are under the broad Research category with the second most common category as Database. This category is most frequently used when patrons can't access the full-text of an article or are having trouble logging in from off-campus. Over a quarter of the Database questions came from our College Now population.

As part of our data collection efforts, we track the status of the patron asking questions. This can assist us in targeting instruction efforts and/or in communicating with faculty in a program or course if we are seeing common problems. Thomas made significant improvements to the chat form patrons complete to initiate a chat with a librarian; one of those improvements requires patrons to select from the following statuses: College Now/PSEO, Undergraduate, Graduate, Faculty/Staff. As one would expect, the majority of our questions stem from our undergraduate population as shown in this line chart:
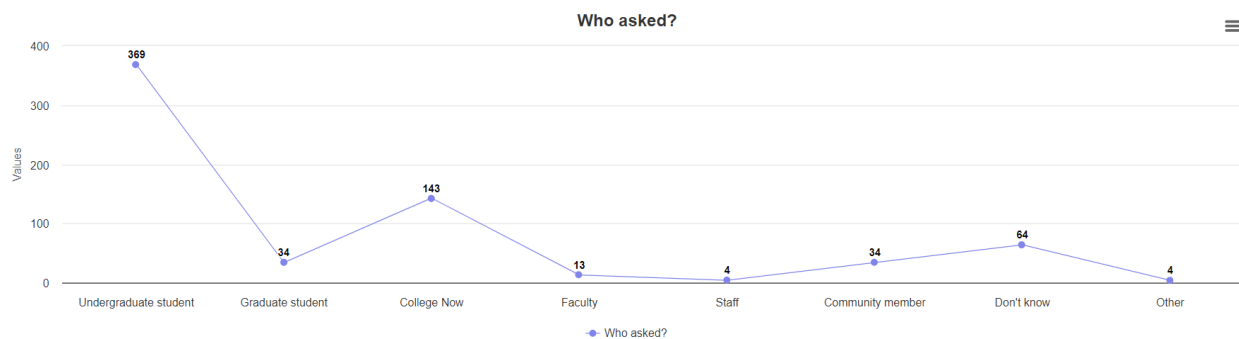

This column chart demonstrates the point of first contact for Research Help questions. The questions coming in through chat are significantly higher than all other options with Research Consultations the next most used service point.
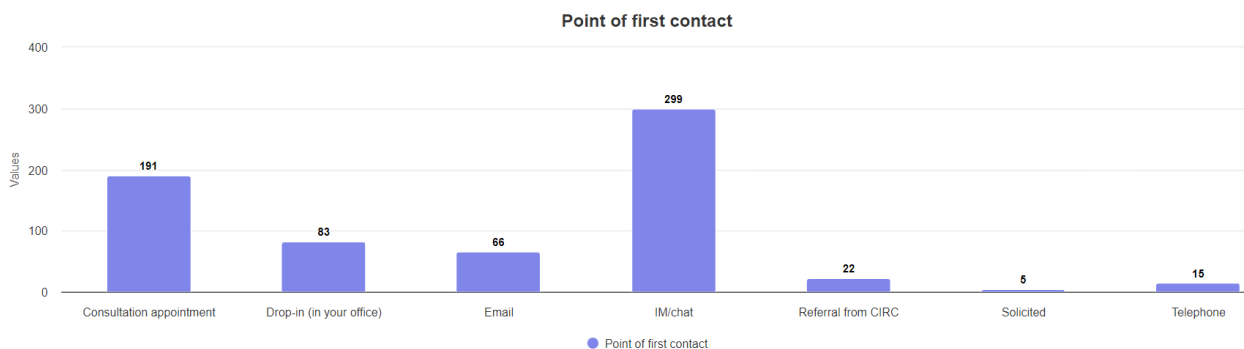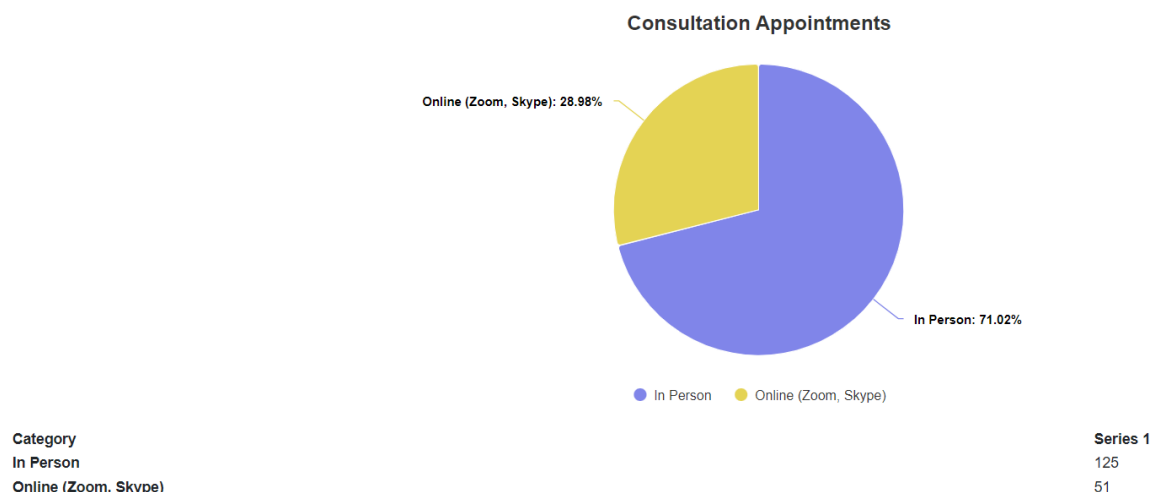

Research Consultations

We continued offering research consultations to students as part of our instructional 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 use for other library applications, to schedule the appointments. Many sessions were held via Zoom this year, but most librarians maintained an in-person option to meet with us in our offices. 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. Our data shows 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. This academic year we had a total of 191 research consultations documented.
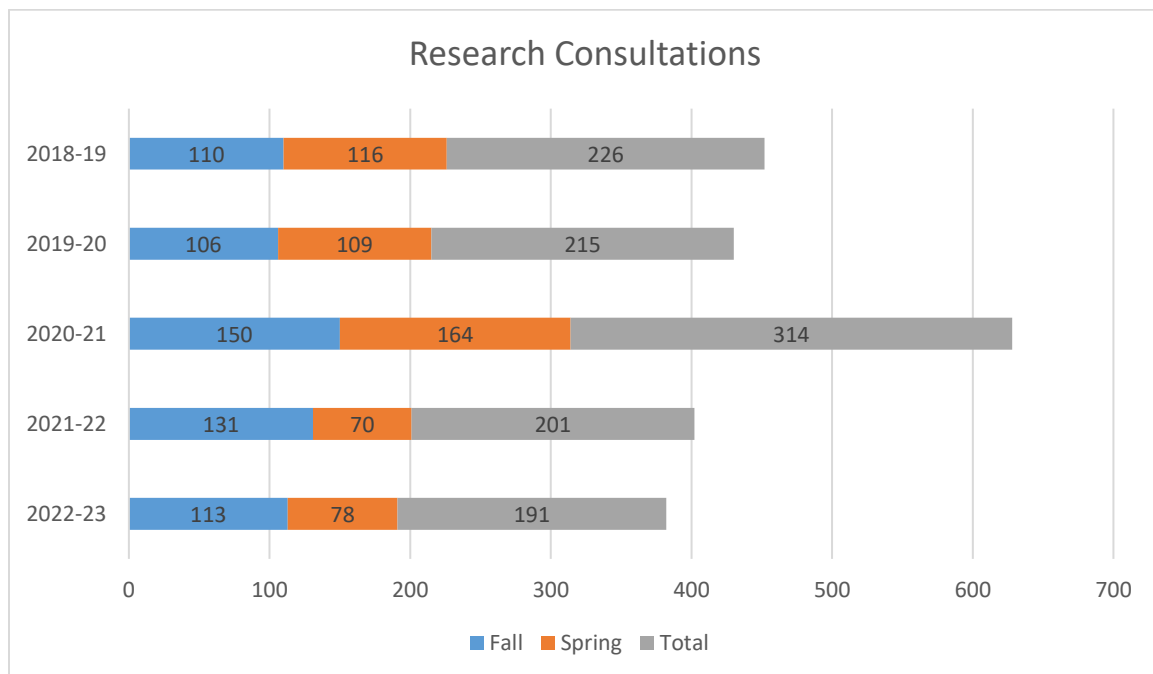
Consultation Format

Librarians provide options for research consultations to take place: in person in our offices, online via Zoom/Skype, or via telephone. This pie chart visually represents that the majority of our consultations this academic year were done in person:

Consultation Appointments

Online (Zoom, Skype): 28.98%

In Person: 71.02%

● In Person ● Online (Zoom, Skype)

Category	Series 1
In Person	125
Online (Zoom, Skype)	51

Assessment

While we haven't qualitatively measured student satisfaction with the Research Consultation service, the librarians value this one-on-one time with the students where we can more easily assess the students' level of information literacy and adjust our consultation instruction accordingly. In addition, many students who have established a relationship with a librarian use this method of inquiry for continued help.

In addition to the student learning outcomes (SLOs) established for LEP 101, Thomas continued using the SLOs for ENG 151, ENG251, and COMM110 this year. The SLOS are posted on the library website (https://www.smsu.edu/library/slos.html).

We utilized a Pre- Post-test in LEP 101 again this year to get a baseline of data. The assessment covers a variety of topics including library spaces, services, and information literacy concepts. Librarians developed a rubric to aid in assessment. We used the following categories and assigned numbers to be able to create averages:

Novice/Unaware (1)	Novice/Aware (2)	Able/Knowledgeable (3)

Our goal is to have students minimally at the Novice/Aware level (2) and the closer we are to the Able/Knowledgeable level (3), the better. In the data, we recognize we are the below the mark in a few areas. Based on this data and other observations, the librarians discuss adjustments to the information literacy portion of the course.

A few notes – we asked 13 questions this year; in the past we asked 16. Based on assessment data, we eliminated a question about StarID and also determined that questions we had with an example Tweet and another social media example were not being addressed in our instruction or quite fit into our learning outcomes. We also adjusted the question that had been "What is plagiarism?" to an "Academic Honesty" question as we were finding too much repetition with the "Importance of Not Plagiarizing" question…plus we hoped to make a more concerted effort to focus on Academic Honesty since that is one of the LEP101 course learning outcomes.

This is the Fall 2022 breakdown of the aggregate results for the 13 areas covered in the Pre/Post test. This fall, all 15 sections participated in the Pre- and Post- tests. These are the average scores for all participating sections:

All Sections - Test (# of responses)	Library Materials	Library Services	Interlibrary Loan	OneSearch & Google	Academic Honesty	Importance of Not Plagiarizing
Pre (280)	1.62	2.11	2.36	1.23	1.29	1.38
Post (236)	2.02	2.40	2.67	1.97	1.45	1.59

Physical Sources	Journal Title	Citation Help in Databases	Contacting Librarian
2.38	1.48	2.79	2.70
2.49	1.75	2.78	2.78

Believable Source	Fukushima	Research Help
1.76	1.84	2.87
2.46	2.21	2.94

This aggregate information as well as the data for the individual section was shared with each faculty member teaching LEP101.

This year, based on feedback from Dean Bell from the previous years' data, we also did a student-to-student comparison of data from many of the sections; i.e., we only included scores from students who took both the pre and the post test. Below is that data from the students (these came from 11 sections). There does not appear to be statistical differences between this data and the aggregate data in many areas.

Library Materials	Library Services	Interlibrary Loan	OneSearch & Google	Academic Honesty	Importance of Not Plagiarizing
1.61	2.51	2.55	1.28	1.30	1.50
2.03	2.58	2.68	2.13	1.45	1.62

Physical Sources	Journal Title	Citation Help in Databases	Contacting Librarian
2.48	1.53	2.89	2.75
2.51	1.71	2.86	2.77

Believable Source	Fukushima	Research Help
1.69	1.96	2.92
2.48	2.28	2.97

After completing the Fall 2022 assessment, the librarians agreed we could again make slight modifications to the pre/post test for next year to better align with what we are teaching and what we have outlined in our SLOs. We also recognized we need to spend more time on citations to help students decipher what aspects to evaluate.