

Henry Whittemore Library

2010-2011 academic year

Part B: Contributions to Academic Excellence and Student Success:

The most important goals established for the Library during the 2009-2010 academic year, the indicators of progress, and the results achieved during the 2010-2011 academic year:

Goal 1: To provide improved access to Library resources and to ensure that seamless assistance with the application of combined information resources and technologies required to complete assignments are available to students in the Library building.

- **Measurements:** Progress will be made when survey results and other feedback from day and online distance education students and faculty indicate improved satisfaction levels with availability and quality of library resources and services; when usage statistics for electronic resources has increased, when there is more activity in the building for study and research, when direct feedback from library users indicate greater satisfaction with the Library as “place”, availability of research materials, and customer services, and when questions related to the use of technology for course assignments are answered.

- **Results:**
- Reference librarians answered research questions in a variety of ways. During this year there were 2536 questions answered in person, 248 by phone, 124 by email, 135 via the Meebo Instant Messaging service, and 32 by texting through the Google Voice service. The librarians continue to work towards providing individual consultations by appointment.
- In the Fall 2010 semester. The Library staff received positive student feedback on the Café and other building improvements that include the addition of electrical outlets in the study areas, improved lighting and seating, and the designated quiet study room. Prior to the renovation, the daily gate count of people entering the building was approximately 200. Since the upgrades, the gate count indicates that over 600 people enter the building on a daily basis. Phase 3 of the renovation plans are underway and by Fall 2011 an I.T. Helpdesk and group study area will be located in the lower mezzanine of the building to enhance the integration of research and technology services provided to students.
- The Library completed its internal assessment of the results from the second national LibQual online user-satisfaction survey conducted in March 2010. There were 360 respondents (versus 734 in 2007), most of whom were undergraduates (69%) and education majors. During the spring 2011 celebration of National Library Week, the results were mounted on a poster in the Library foyer. Included in the display was a brief description of how the concerns expressed in the survey were addressed, including building upgrades, providing

designated quiet space, enhancing customer service training, improving the library website, expanding Reference services, creating additional electronic research guides, and enhancing resources with additional databases, e-books, and e-book readers.

- The University grant writer, Jonathan Lee assisted with the application and receipt of \$17,930 in grant funding for library resources and equipment needs to support Environmental Science courses. Materials received included environmental law Reference books in print and in electronic format, an environmental database, two electronic journal packages, a portable projector and screen for instruction sessions, digital cameras for campus assignments, a flip video camera, a tablet pc for student use, and 2 e-book readers to loan students. The grant funding combined with feedback from the Geography and Biology faculty resulted in the building of a substantial collection of materials for students in this major. Librarian Laura Wilson created an Environmental Science LibGuide and provided 2 instruction sessions for 35 students on the use of new materials and librarians highlighted these materials at the spring semester Earth Day forum.
- The librarians are committed to extending and marketing resources through social media and make use of Flickr for pictures, YouTube and Vimeo for informational videos, Slideshare for online document sharing, Wordpress software for the Library BLOG, and Twitter. The Library's social media sites were viewed 5,500 times between 2010 and 2011.
- The smooth transition to a new Curriculum Librarian is reflected by the new initiatives that took place during the spring 2011 semester. The collection has been streamlined and updated with electronic resources and manipulative game-oriented tools. New Initiatives funding has allowed for the purchase and installation of a SMART board for use by both faculty and students, as well as hand-held video cameras, a document camera, a portable projector and screen, and several IPADs for pre-service teachers in their classrooms. Workshops will be provided to help students develop standards-based lessons using these technologies. New furniture will create a more flexible classroom environment and arrangements for the faculty advisory committee to meet annually will help inform the Curriculum librarian of ways to better serve the needs of students using the collection.
- * The Library's total circulation activity for the year was 28,970 books which includes 10,634 books from the Curriculum Library. Although there was an 8% decrease in circulation overall, there was a 9% increase of Curriculum materials loaned since last year. I expect this figure to continue to rise as the new Curriculum Librarian actively promotes the use of these materials.
- * This past year, print reserve materials circulated 1423 times. Electronic reserves continues to be offered as an option for faculty using Blackboard and this past year 519 articles were either scanned or linked to 44 courses. This is a 31% decrease in the number of faculty using this service for their courses and one explanation may have to do with the improved inter-library loan services due to the efforts of the newly hired staff member, Danielle Lamontagne. Danielle streamlined the process and arranged to receive and forward inter-library loan materials to faculty and students electronically. This year, she borrowed 6398 items for FSU faculty and students and lent 5334 items to patrons at other libraries. Feedback on the improved process, particularly from faculty, is very positive.

- Reference Librarians worked to transfer all static resource guides into the dynamic electronic subject guide format called Libguides. Libguides were viewed 19,059 times by members of the campus community. Librarians also created topical research guides such as Japan: the Tohoku Catastrophe; Haiti: resources; Gulf of Mexico Oil Spill; and Middle East and North Africa: current events. These guides were viewed over 1,000 times. Compared to last year, use of these electronic subject guides (at 13,126) has increased by 32% and seems to be the preferred place by students to begin research projects.
- The Library Website was upgraded and access to new databases such as ABI Inform Complete, AltPress Watch, Art and Architecture Complete, Mango Languages, and Proquest Research Library was added.
- The print journal collection was reviewed for usage, cost, and relevancy by Library staff and academic department Chairs. Chairs discussed these titles with their department colleagues and recommended what subscriptions could be dropped or changed to electronic format. This resulted in a cost savings of approximately \$14,000.

Goal 2: To expand the Library's instruction program by exposing all Freshmen to basic instruction in the use of Library resources, providing a variety of formal and informal instruction options, and partnering with faculty to ensure agreed upon learning objectives are being met.

- **Measurements:**

- **Results:**

- During the Fall semester, four librarians served as Freshmen seminar facilitators and shared best practices on ways to effectively engage first year students and help them adjust to college life.
- Millie Gonzalez and Laura Wilson developed video clips of a basic introduction to the Library and services for faculty and mounted them on the Library web page. In addition, they add information to the Library BLOG on a regular basis and they are exploring the use of social media to enhance connections to students. The BLOG has been viewed 3221 times which is a 15% increase over last year. New this year is the incorporation of FSU graduate students serving as "guest bloggers". See the Library BLOG entries on: <http://www.whittemorelibrary.wordpress.com>
- Embedded librarian services for DGCE online courses continued to be provided. This year 5 librarians were embedded in 12 classes. Discussions are ongoing on what the next steps should be to enhance this service. At the Massachusetts Colleges Online conference in 2010, Peg Snyder, Millie Gonzalez, and Robin Robinson presented on the use of the embedded librarian program at FSU. Included in this presentation was a video clip of Dr. Cynthia

Bechtel's comments on her experience with librarians in her Blackboard courses (posted on the Library BLOG).

- The Library Instruction members developed strategies for more flexible instruction offerings and they are reviewing best practices in assessment of library instruction sessions. This past year, Reference librarians and the Curriculum Librarian conducted a total of 154 instruction sessions (15% increase over last year) for 2765 students, which is a 22% increase over last year. Instructional Services Librarian, Sandra Rothenberg conducted information literacy assessments by having students in Expository Writing courses fill out pre and post tests before and after instruction sessions online using surveymonkey.com and results indicated significant improvement in answering research questions correctly after instruction. Sandra did receive negative comments regarding the amount of information "crammed" in to one session with no time to apply the skills learned. She responded by adding the number of instruction sessions per course and providing time for students to do hands-on research.
- Reference librarians introduce online resources and emerging technologies through monthly "Liblearn" sessions. This past year, the librarians held 6 workshops and over 30 faculty and staff attended to learn about topics such as Wikipedia, RSS feed, Zotero, LexisNexis database, Open Access, and QR codes.
- Electronic Resources Librarian, Millie Gonzalez and Reference Librarian, Laura Wilson presented at the Trejo Institute at Simmons College on "Diversity as a Strategic Approach Within Mass. Public Higher Ed. Libraries"; presented "Diversity at Academic Libraries" at the Mass. Library Association conference; and "Collaboration Across the Institution" at the Mass. Colleges Online Conference.
- Library staff collaborated with the Human Resources department to borrow book club kits from the Framingham Public Library for distribution to the university's book club participants and to host the campus book club discussion group.
- Library staff promoted events by creating displays, providing links to related online resources, and collaborating with other departments. These events included Constitution Day- September 17; Banned Books Week – beginning September 27; Open Access Week- beginning October 18; Money Smart Week –beginning April 4; National Library Week – beginning April 10; Mass Snapshot Day – April 13; Green Festival – April 21; and a College Readiness program with Professor Loretta Holloway and Millie Gonzalez at the Framingham Public Library – April 27. National Week events included a Faculty and Staff community Arts and Crafts display with 22 contributors, a musical performance in the café attended by 55 people, a Book Club discussion on "The Thirteenth Tale" by Diane Satterfield, a Poetry Slam in the café attended by 18 people, a craft hour for the Child Development children in the Curriculum Library, and a cake decoration contest which had 200 participants vote on the

best book-themed cake decorations. The Monday gate count for that week was 728 which is almost 100 over the average daily count.

- The Library is an active participant in the University Diversity Committee. Within its staff the library formed a committee to conduct a literature review on diversity in libraries. The Committee presented its results during a session titled “Diversity in Academic Libraries” at the Mass Library Association conference and the presentation was posted on Slideshare. To date, it has been viewed 95 times. The Committee submitted a proposal to form a library diversity committee and will begin its work this Fall 2011 on projects such as drafting a diversity statement for the library and creating a diversity plan with goals and activities for the upcoming year. Other potential projects include recommending upgrades to the collection with by adding more culturally diverse materials, hosting events that focus on specific cultures, creating additional exhibits, providing training on accessibility and cultural sensitivity for staff, conducting research on related topics for presentations, and supporting minority student internships.
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- Librarians have participated in campus –wide committees such as the Technology Council, Learning Management Systems review, Diversity Committee, Budget and Resources Committee, Core Values Committee, and the Web Site Committee.
- The Curriculum Librarian, Kim Cochrane has taken the lead in collaborating with the McAuliffe Challenger Center and the Educational Technology Office to create a NASA Educational Resource Center at FSU. This will benefit the pre-service teachers as well as teachers throughout Massachusetts by providing them with access to NASA’s collection of digital learning resources and hands-on workshops on how to use these materials in classroom settings. This will allow the university to partner with the Governor’s STEM advisory council and other state-wide STEM projects.
- In addition, the Curriculum Librarian has been working closely with the Educational Technology staff to support training of Education department students and faculty in the use of SMART technology. This semester they presented to 5 classes and conducted a special session for Education department faculty.
- The Curriculum Librarian is working with Professor Evelyn Perry to support the FSU Children’s Literature Festival planned for November 2011.
- The Curriculum Librarian is also taking the lead in developing a video about the new I.T. helpdesk being installed in the Library’s lower mezzanine over the summer. The committee is made up of representatives from the Library, I.T. and Educational Technology departments.
- During this year, the IT and Library departments continued our move towards a more collaborative model of providing library and technology services to students and faculty. We plan to further expand the working relationship between the Library and IT staff by collaborating on the installation of a new IT helpdesk in the Library which will assist

students in incorporating technology in to their course assignments. We are currently planning a summer retreat of all IT and Library staff to develop action items for the coming academic year. Incorporated in to the plan will be feedback from students, received during a recent focus group attended by student assistants from I.T., E.T.O., and the Library, on services they would like to see provided at the new Helpdesk. This past semester we hosted two presentations on an Institutional Repository for faculty and student research and plan to pursue this service in the Fall. Other ongoing and proposed Library/IT collaborations include developing an IPAD pilot project with Professor Aline Davis's Biology class, creating regular professional development workshops open to all library and IT staff, creating cross functional subject teams to meet with academic departments to inform them of combined resources and services, identifying unmet technology needs of students via surveys and focus groups, providing copyright and intellectual property workshops, and producing instructional and promotional videos. Members of the Library staff serve with IT staff on the campus Technology Council and will assist in the planning of other collaborative projects, as needed.

- Archivist, Colleen Previte provided opportunities for two Simmons College graduate students in the Library and Information Science program to work on archival projects under her supervision. In addition, she provided direct consultation to 84 researchers and worked collaboratively with the Education department faculty in providing students with hands-on experience using primary resources. Colleen received a Digital Commonwealth grant for \$1500 to scan archival images, upload them to a database, and provide them to researchers electronically.
- .Archivist Colleen Previte received the Digital Commonwealth Small Institution Grant for \$1500 and is working on scanning archival images and uploading them in to a database to increase online access.