

Ball State University Libraries

A destination for research, learning, and friends

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Major Accomplishments July 1, 2004 through April 20, 2005

I. Expanded access to the University Libraries' collections and services

The Libraries' professional and paraprofessional personnel provide a sophisticated range of library services to student, faculty, and other community members in a customer-friendly environment that includes access to high quality print and digital collections and academic databases, hardware and software technology for learning, space for independent and collaborative study, and ample hours for users. Since the beginning of the fiscal year and end of March, 2005 the University Library's turnstiles have recorded 875,866 persons, meaning that we need 124,134 visitors to achieve our goal of 1 Million visitors for the fiscal year. Since there are three months remaining in the fiscal year and because we are already 25% of our count for last year, we are optimistic of achieving our goal of demonstrating that the University Libraries are a destination for teaching, learning, and research.

Extended open hours from 95.5 to 106.5 hours and again in January 2005 increased weekly hours to 116.5. A total of 21 hours per week added to accommodate the increase in student study patterns.

Redesigned CardCat with more features facilitating easier searching, including reading lists, quick links, and many other library services, functions, and resources.

Initiated circulation of bound and current periodicals, increasing the research potential to hundreds of thousands of articles available for extended, off-site study.

Initiated scanning on demand of journal articles in remote storage facility, making articles easily available online to library users for research and study.

Developed and implemented two new Media Finders that empower customers to launch expert searches in CardCat for difficult-to-find materials in the collections.

Increased the research and knowledge creation potential for teaching and learning by initiating online access to 26 academic databases that allow for more educative collaboration and interactive learning. The success is measured by a 27.6% increase to 1,014,908 searches from 795,649 over the same period with 454,351 full-text downloads.

Increased the number of public access workstations in the University Libraries from 140 to 243 devices, in part by adding new components to older computers and repurposing them for use by faculty and students using Library workstations.

Identify new technologies to upgrade 50 workstations in the high-tech, high-touch electronic classrooms BL009 and BL104. Systems coming out-of-service from these classrooms will be repurposed as public access workstations.

Expanded the amount of workstations in the Educational Resources Center with 30 new Gateway computers for academic access, arranged the workstations to form a collaborative computing environment and enhanced access to current information technology for faculty and student use of Library workstations.

Added 10 Gateway laptop computers to the Educational Resources Center circulating equipment collection to increase the service and support for this very popular and highly used library technology service initiative.

Added the Adobe Creative Suite Premium and Macromedia Studio MX 2004 to 24 public access workstations in the Educational Resources Center to expand access to software packages not previously available on these Library workstations.

Installed eight Apple iMAC G5 computers in the Reference Learning Center to provide Library users access to the latest Apple computing resources through the following software: Photoshop 7, ImageReady 7, Final Cut Express 2, iMovie, iPhoto, and the Microsoft Productivity Suite.

Placed 7 new Gateway computers in the Science-Health Science Library to enhance and expand access to Library technology resources in that environment. Additional software packages configured on these workstations included AutoCAD 2005, Mathematica 5, and SPSS 12.

Established Internet access to the CONTENTdm Digital Collection Management System. Previously, the system was available only to on-campus workstations.

Upgraded 30 academic access computer monitors to the larger 17" LCD flat panel displays to enable a high-tech, high-touch collaborative computing environment.

Increased library collections through Interlibrary Loan Services, borrowing 7.7% more intellectual property: 12,076 items compared to 11,209 over the same period last year. Our loaned collections were increased by 0.5% to 23,652 items from 23,545 over the same period.

Secured videostreaming rights and permissions for the ten most used videos provided for teaching, class enhancement, and learning on campus.

Expanded digital offerings provided through the Ball State University Virtual Press and the Digital Library Initiative with new video, audio, and text digital objects.

Provided a special Sunday evening plotting service for the College of Architecture to handle overflow from CAP departmental plotters for a special project assignment. Enhanced the Mobile Online Public Access Catalog (MOPAC) application for access to the SIRSI CardCat system. This enhancement work is part of the mobile computing project.

II. Enhanced student and faculty research and technology skills through instruction and training

Provided 12,155 students with library literacy training in academic partnership with classroom faculty, an increase of 0.6% from 12,088 for the same period last year. This year there were 741 sessions, including customized group instruction and one-on-one, an increase of 19.5% from the 620 sessions for the same period last fiscal year.

Answered 29,919 questions via in-person meetings, email requests, and newly-instituted online chat services, an increase of 8% over last year's 27,694 questions for the same period. Expanded reference service with professional librarians to cover late-evening hours.

Initiated LiveChat! Service, a virtual reference desk product that provides real-time online reference service to the Ball State community.

Created Instructional Services' Web-based video tutorials available 24/7 on basic research skills to assist library users to search and locate items in the collection, evaluate scholarly versus popular sources, evaluate websites, interpret citation information, and recognize scholarly value of PDF versus HTML displays.

Provided technology training sessions to 1,819 faculty and staff with classes focusing on productivity software, including Microsoft Office products, instructional technology tools, Web development and graphics packages.

Provided technology training in face-to-face classrooms to students in knowledge creation software, including FrontPage, PowerPoint, and iMovie. Academic Departments included Natural Resources, Physiology and Health Science, Family and Consumer Sciences, English, Wellness, and Physical Education departments.

Provided technology training walk-in assistance through the Information Technology Assistance Center (ITAC) located in Bracken Library for software and hardware questions.

Presented Element-K online teaching programs with coaching help made available through ITAC. Since the beginning of July, there have been 1,285 new student accounts

and several academic departments have incorporated Element-K training modules into their curricula. A total of 1,758 students have completed 1,139 courses for 2,681 hours of training.

Hosted the Second Annual Faculty Technology Showcase. Technology Training Support Services showcased eight faculty members from four colleges in their use of information technology as a teaching tool.

Offered technology training in a “Best Practices” program called the Faculty Enhancement Series, which focused on using different software and techniques to accomplish faculty teaching and research goals.

III. Provided expanded opportunities for interaction and collaboration with faculty to increase students’ academic experience

Initiated a collaborative project between the Archives and Special Collections Research Center and the College of Architecture and Planning (CAP) for the Libraries’ Assistant Archivist to manage CAP’s Drawings and Documents Archive during Professor Andy Seager’s sabbatical.

Collaborated with the New Steinbeck Society of America and Archives and Special Collections as a founding supporter of the Steinbeck Review by supplying research materials and assistance.

Collaborated with the Center for Middletown Studies and Professor Frank Felsenstein on the “What Middletown Read” project.

Collaborated with Mr. Koki Nagata from the Department of Modern Languages and Classics to accomplish a special cataloging project, providing information for the Japanese materials in the Graeffe Collection.

Collaborated and cooperated with the University’s Facilities Planning and Management unit to digitize historical drawings and plans of campus buildings in order to make them accessible via the Web.

Participated in the Small Cities Conference held at Minnetrista Cultural Center and Bracken Library, and sponsored by the Center for Middletown Studies.

Revised the University Copyright Center’s homepage to facilitate student and faculty use in finding copyright and intellectual property information relevant for classroom instruction, knowledge creation, instructional objectives, classroom enhancement, and learning.

Increased the Librarian Liaison Programs to academic departments from 4 to 6 librarian participants in order to support collaborative efforts with classroom faculty. The activity continues to identify important new Library services.

Analyzed locations, made recommendations, and monitored the installation of 50 easy access power outlets to support our faculty and students using laptop computer technology in Bracken Library.

IV. Enhanced educational experience through support of new technologies and pedagogies

Improved and expanded the new technology available to students by adding 10 additional laptops, additional eBooks, digital cameras, and data projectors for circulation through the Educational Resources Center. Since July, there have been over 9,300 circulations.

Increased Geographic Information Systems supported by adding computer workstations with GIS software and the technical assistance from a GIS specialist for use by students and faculty across a wide range of disciplines, including business, nursing, and other applications. This software is one of several digital media tools that students can use for creative projects, classroom enhancements, term papers, supplemental learning, and research.

Revised the University Libraries' Webpage to provide an information architecture that allows our students and faculty to intuitively navigate the site to find the information they need and to access our increased resources and services. For July through April 20, there were 3,547,934 Vignette hits and an additional 1,395,692 Library Web server hits (on the Library's local server).

Implemented a database for the Multicultural Center Library to publicize and promote the Center's collection.

Designed and implemented the SIRSI Unicorn 2003 interface for CardCat, the web based public interface to the SIRSI Unicorn Integrated Library System. This interface provides ADA 508 compliant web pages and a more aesthetic interface.

Increased educational access to the University Libraries with continued work on the Mobile Computing Project funded by a \$15,000 Library Services and Technology Act (LSTA) mini-grant through the Indiana State Library (2004-2005).

Collaboratively expanded Technology Training Support Services, in partnership with University Teleplex for advancing faculty technology fluency in the use of e-classrooms. Participated with the 2004 Summer Academy sponsored by the Office of Teaching and Learning Advancement (OTLA) for training faculty in technology fluency.

Collaboratively developed with classroom faculty and the Archives and Special Collections Research Center two instructional videos about the Archives and Special Collections' resources. These videostreamed learning aids are available 24/7 on the Webpage.

Upgraded software for Interlibrary Loan Services that allows students and faculty to submit requests online and to track the status of their requests. Responses are favorable.

Implemented the Digital Library Initiative (DLI), using a digital content management system, to provide a centralized, user-focused resource to serve the teaching, learning, knowledge creation, instructional objectives, and research needs of students, faculty, and researchers. The DLI continues to add digital objects and currently provides access to over 6,000 photographs, 1,500 slides, 200 posters, and 20 videos.

Expanded the University Libraries' circulating equipment collection by adding 18 USB flash drives to these workstation's services.

Identified and purchased a mini-DV digital video camera, a digital camera and DVD-R writer for the Technology Training Support Services unit in order for this Library service to build online training materials.

Ongoing updating and expansion of the University Libraries' web systems and services.

V. Provided a strong educational, social, and cultural environment through improved facilities and creative use of space

Increased the number of public computer workstations in Bracken Library to 240 from 180, or 33%, by repurposing and upgrading equipment. Increased the iMACS workstation availability by 75% to 14 from 8 units. This and other technology is available for students to access and edit audio, video, and still images and to facilitate analysis, digital manipulation, and visualization enhancements and production of data.

Deployed small clusters of computers throughout Bracken on appropriate furniture with desktop space for collaboration or individual study. These mini-technology stations contain productivity processing tools to allow students to find, manipulate, and create new information.

Re-designed and re-purposed space in Bracken Library in order to increase the type and variety of seating to support various student learning styles. This comfortable and inviting seating has visibly and dramatically increased Library turnstile counts as is seen in the record numbers of students using the new learning spaces. Bracken turnstile counts from July through March is 786,516, which is an increase of 20.8% for the same period last year when the count was 632,662.

Facilitated easy access to the Reference/Information Desk to a site adjacent to the lobby and to provide for easier viewing of the area to help students at workstations.

Enhanced the Architecture Library by re-designing and refurbishing it through the installation of additional lighting, a balanced collection between journals and books, and increasing the number of public workstations for greater access to electronic resources. These changes have resulted in an impressive 34% attendance increase of 64,934 through the end of March over last year's count of 48,472 for the same period.

Enhanced the Science-Health Science Library by re-designing and refurbishing the area by balancing the collection between journals and books, increasing technology equipment, and adding more seating. These changes, along with expanded hours, have resulted in a notable 30% attendance increase of 24,416 visits through the end of March compared to last year's turnstile count of 19,722 for the same period.

Re-designed and updated the Educational Resources Center by refurbishing the facility, painting, relocating and changing some furniture, adding workstations equipped with a rich suite of productivity processing tools. Refreshed the collection of juvenile books, DVDs, and CDs. The result is a heavily trafficked space that supports teacher education and pedagogy across all colleges.

Added AutoCAD 2005 and Mathematica 5 to 8 public workstations in the Geospatial Center and Map Collection and 7 workstations in the Science-Health Science Library to expand the opportunity for students in multiple disciplines to access software necessary to complete course work.

VI. Promoted cultural education, outreach, community building, and collaboration with other programs

Published 10 issues of the Library Insider newsletter and two issues of the University Libraries Faculty Newsletter. These two publications, which focus on programs, services, and collections for students and faculty, are Web-distributed. News stories are also published on the Libraries' Website.

Created 4 major in-house exhibits and 4 virtual exhibits by Archives and Special Collections personnel for the Libraries' Web site, one of which was exhibited in the Minnetrista Cultural Center and another at the Mitchell Place Art Gallery in Muncie. These exhibits are highly educative in that they expose, make aware, and sensitize students to larger historical, sociological, and cultural issues about which they may not otherwise learn.

Collaborative partnering between Archives and Special Collections with the Muncie Public Library, Delaware County Historical Society, Minnetrista Cultural Center, and other local organizations to bring nationally-recognized genealogists and historians to Muncie.

Collaborated with the Office of Information Technology in implementing a thoroughly revised University Libraries' web site interface in order to enable our users to view a viable and consistent web experience throughout the Office of Information Technology unit web sites.

Increased the Friends of the Alexander M. Bracken Library's membership by 3.8% to 2,700 members and sponsored 4 entertaining and educational programs that attracted campus and community persons. Fundraising exceeded \$100,000 because of one large donation. The Friends' annual dinner attracted over 70 members.

Hosted a variety of musical, theatrical, and poetry readings in Bracken as part of the Library's social and cultural programs for engaging students in the enjoyment of the humanities. One of the music concerts was audio-streamed live and transmitted over Indiana Public Radio.

Hosted two academic conferences, the University Libraries 2005 Copyright Conference and Successful Marketing for Public and Academic Libraries. Both drew persons from in-state and out-of-state. These conferences contributed to the dissemination of knowledge and promoted the visibility of the University both in state and nationally.

Participation on panels and contributions of papers for presentations at local, regional, and national conferences by Libraries' personnel and serving in leadership roles for professional organizations. Several persons published book reviews and others had papers published in scholarly journals.

VII. Developed funding opportunities to expand collections, services, and technology to meet the academic needs of student and faculty

Received an LSTA grant (\$2,800) for a technological upgrade of a projector in one of Bracken's two e-classrooms for library instruction.

Submitted an application for an LSTA Digitization Grant (\$50,000) to fund creation of a digital repository of Civil War materials in East Central Indiana. Partnerships were formed with the Muncie Public Library, Delaware County Historical Society, Henry County Historical Society, Dan Quayle Center and Vice Presidents' Museum, Indiana Academy for Science, Mathematics, and Humanities, and the University Teleplex. Researched, drafted, applied for, and was granted a Digitization Mini-Grant of \$28,000 from the Indiana State Library to assist with the digitization of collaborative collections of Civil War material.

Received an LSTA grant (\$13,142) for providing document delivery services.

Received a LSTA grant (\$11,987) to develop a Mobile Computing Technology Project for small screen devices in the Libraries' wireless environment.

Received two \$10,000 grants through the Community Foundation for projects in the University Libraries' Archives and Special Collections Research Center.

Received an iCOM grant (\$10,000) and other funding (\$10,000) to acquire the rights to hundreds of film outtakes of the Middletown Film Series. These outtakes will be digitized for preservation and access by students, scholars, and researchers.

Received founding funds (\$1,000 initial) from benefactors to start the C. William Barnett Memorial Fund.

VIII. Provided opportunities for student development using Libraries' resources

Developed, produced, and implemented a Bracken Library video newsmagazine featuring Bracken Library by encouraging interested and knowledgeable students. The 4 student-produced newsmagazine videos are available 24/7 on the Libraries' Website.

Initiated training to the 180 students employed part-time by the Libraries. All students receive training in aspects of the Libraries' programs, services, and collections. These students increase their proficiency in library and information services through their specialized training. Training in information technology is provided to those who participate in peer education as part of their assignment.

IX. Developed resources to support the academic mission of Ball State University

Installed the CONTENTdm Digital Collection Management system release 3.7 on a University Libraries' server. CONTENTdm is the foundation and core storage and retrieval system of the Digital Library Initiative that enables the Library to be in the forefront of providing digital objects for classroom enhancement, instructional objectives, discovery and creation of new intellectual property, and research. Library Information Technology Services personnel continue to provide ongoing technical support for this highly valuable Library resource.

Implemented a Live Chat! service with LivePerson Pro, a virtual reference desk product, to provide a real-time, online reference service to Library users.

Planned and implemented the Odyssey document delivery module which is integrated with the ILLiad Interlibrary Loan system in order to enhance state-of-the-art document delivery of electronic journal articles to faculty and students. The Odyssey module is a powerful and useful system that permits the online delivery of a requested document from an authenticated and trusted sender directly to the requestor without intervention from the local Interlibrary Loan office.

Consulted with Technology Training Support Services in order to specify and order specialized 28 Gateway laptops, two mobile carts, and two data projectors to support faculty, staff and student technology training initiatives.

Added a list of over 10,500 print and electronic journal titles to the University Libraries' web site in order to provide and facilitate easier searching access to journal information in both formats.

Plan for support and maintenance of the Mobile Computing Project funded by the LSTA Mini-Grant of 15,000 dollars beyond the end of June when the grant expires.

Received several major gifts of collections of books and other resources that benefit students and faculty. Gifts exceed 9,700 items on medicine, military history, World War II, architecture, information technology, history, general interest books, and music scores.

Completed digitization of Ball State dissertations and theses from 1995 through 2004 all of which are accessible online through the Ball State Virtual Press. The database now contains almost 6,200 digital theses, one of which is accompanied by the first digitized sound files.

Purchased, processed, and made available 9,005 new books, DVDs, CDs, and other resources selected by faculty and librarians to support the curriculum.

Acquired 99 cubic feet of manuscript collections, 65 cubic feet of university records, and a large number of personal papers and records by Archives and Special Collection. These collections will be digitized and made available for new knowledge creation, classroom enhancement, research, and learning.

Developed a web presence for the Library Information Technology Services unit at www.bsu.edu/library/lits to share important project and Library technology information with Library personnel and others.

Implemented a theft deterrent program to discourage unauthorized removal of public access technology. Using security cables, workstation monitors and other devices were secured to tables to prevent theft.

Managed and upgraded the ILLiad Interlibrary Resource Sharing Management System to release 6.0 and 7.0.

X. Evaluated collections and services of the University Libraries to meet the needs of students and faculty

Participated in a national data collection survey, LibQUAL+ (Library Quality Plus). This survey allows the University Libraries to gauge effectiveness of recent changes and compare service quality to peer institutions.

Study, analyze and identify computer, scanning and photographic equipment for use with the \$28,000 Digitization Mini-Grant from the Indiana State Library.

Investigated options, identified and purchased two high end, HP LaserJet 8150dn printers to improve the reliability of the public printing project in the University Libraries.

Surveyed faculty and student participants to elicit information on ways to improve program effectiveness.

Assigned a Microcomputer Systems Network Analyst position to provide technical support and Information Technology Assistance Center services during evening and late night library hours.

Developed a system to collect and report relevant and important usage information of searches and full text downloads for academic e-databases licensed by the University Libraries. Search and full-text download statistics are available on demand through the E-Resource Statistics System.

Developed a Material Locator Program to assist Library customers with item and service location information and to aid in the inventory of Library materials.

Implement a technical problem reporting system to improve documentation and notification to Library personnel of technical issues and difficulties with University Libraries' technology services and devices.

Completed an upgrade project to install Windows XP and the Microsoft Office 2003 Suite on 150 computers used by Library personnel. The automatic update component in Windows XP was configured on each workstation in order to permit critical system updates to be applied automatically with the result of providing a more stable computing environment for University Libraries' operations.

Increased the number of weekly updates to the SIRSI Unicorn Integrated Library System user database in order to provide useful and more current customer information for circulation service, particularly during periods when student registration activity at the University results in frequent changes.

Added an authentication mechanism to public access computers in the University Libraries to improve usage accountability and to discourage disruptive use of these highly used workstations.

Completed an analysis and provided a report documenting the reasons why the Virage software would not be the best option for a digital collection management solution for the University Libraries' and Ball State University's educational mission.

Upgraded the SIRSI Unicorn Integrated Library System to version 2003.1.4.3.

Improved the VendPrint for the faculty, student and public access printing service by defining up to 4 alternative print destinations for each public access workstation.

Configured the SIRSI Unicorn Integrated Library System to produce custom checkout slips for six Library service points. The slips contain unit contact information and the University Libraries' web site address.

Configured the SIRSI Unicorn Integrated Library System to support the new policy of circulating bound periodicals for 7 days and current periodicals for 1 day.

Provided system rack space in the University Libraries' Sun Microsystems v880 system rack for a V440 server operated by University Computing Services.

Investigated, identified, purchased and implemented a Keyboard Macro application for the Interlibrary Loan area to improve efficiencies in the Interlibrary Loan request service for faculty and students.

Upgraded 40 Library staff workstations to include the new OCLC Connexion 1.3 client for access to the OCLC online services in order to support cataloging and Interlibrary Loan Service.

Completed a major data network infrastructure upgrade in Bracken Library by installing Cisco switches and Cat6 Ethernet cables for wired network connections.

Migrate the University Libraries' file sharing activities from the Novell NetWare file servers to the Microsoft Windows Server environment. This project is 90% complete.

Combine the web-based e-journal and Print Journal title lists, currently available at two locations in the University Libraries' web site, into one list by combining data mined from the SIRSI Unicorn system and the e-Journal Tracker into one web list.

Integrate the Material Locator Program with SIRSI CardCat and the University Libraries' web services.

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