University Libraries' Major Accomplishments, July 2005 – April 2006

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Overview

This is a listing of the major accomplishments achieved by the University Libraries' personnel – librarians, librarian faculty, paraprofessionals, and libraries' administrators – arranged by under 10 topics:

- 1. Expanded access to the University Libraries' collections and services
- 2. Enhanced student and faculty research and technology skills through instruction and training
- 3. Provided expanded opportunities for interaction and collaboration with faculty to increase students' academic experience
- 4. Expanded educational experience through support of new technologies and pedagogies
- 5. Provided a strong educational, social, and cultural environment through improved facilities and creative use of space

- 6. Promoted cultural education, outreach, community building, and collaboration with other programs
- 7. Developed funding opportunities to expand collections, services, and technology to meet the academic needs of students and faculty
- 8. Provided opportunities for student development using Libraries' resources
- 9. Developed resources to support the academic mission of Ball State University
- 10. Evaluated collections and services of the University Libraries to meet the needs of students and faculty

1. 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 April 30, 2006 the University Library's turnstiles have already recorded 1,151,432 persons, an increase of 13,917 visits than were recorded for the entire fiscal year 2004-2005 with two months left in this fiscal year. We anticipate a fiscal year turnstile count of 1,250,000 which shows that students and faculty increasingly view the University Libraries as the second best place for learning on campus outside of the classroom.
- Extended Bracken Library service hours for the current academic year to 120.5 hours per week to accommodate student study patterns.
- Circulated 302,115 items from the University Libraries' collections, representing a 15% increase over the same 9-month period in 2004-05.
- Initiated two pilot projects to study the use and feasibility of 5-day/week, 24-hour access to Bracken Library. The first pilot, in December, lasted a week; the second, from April 9 May 5, lasted four weeks, offering 143.5 service hours.

- Expanded access points and information conduits to the libraries collections and services through the addition of library-related blogs and the use of popular web services such as *MySpace*.
- Enhanced research and knowledge creation through increased use of Interlibrary Loan Services by borrowing 14,089 items for use by Ball State University students and faculty, an increase of 16% over the same 9-month period last year. Items loaned from our collection to other colleges/universities and institutions totaled 24,783 diverse items.
- Created, redesigned, and revised Web pages for a variety of library service areas and collections for improved ease of use as well as faster independent access by library users.
- Increased nearly 12% in combined reference, research, and directional questions compared to the same period for 2004-05.
- Improved global accessibility of archival materials through the digitization of specialized collections for students, faculty and specialized researchers.
- Enhanced online access to the University Archives by developing three new Web pages:
 - o Ball State e-Archive, a digital repository in excess of 1,200 digital objects of University electronic records, publications, and other resources
 - o University records management site that consists of guidelines, records schedules, forms, a records management manual, and a glossary of terms
 - o University Archives page that includes a list and descriptions of records groups and access to 82 PDF finding aids
- Provided assistance and acted as a resource for the original music scores from the John Graas Collection for a special concert dedicated to Graas' compositions performed by the Los Angeles Jazz Institute.
- Increased the research and knowledge creation potential for teaching and learning by initiating online access to 15 academic databases, 148 e-journals, and 223 e-books that allow for more educative collaboration and interactive learning.
- Empowered Library users by developing and implementing three new Media Finders (Fiction and Literature, Videorecordings (All), and World Music) that launch robust searches in CardCat for difficult-to-find materials in the collections.
- Expanded digital offerings provided through the Digital Media Repository, increasing by 100% adding 10 new collections and 20,283 new digital objects in various formats, bringing the total numbers to 20 collections and 30,563 objects.
- Provided access to an additional 17,992 architecture images, bringing the total number of items from the Architecture Image Collection to 22,496 in the Digital Media Repository.
- Cooperated with The HF Group (formerly Heckman Bindery) to offer a more interesting and informative appearance to potential researchers through implementing DigiCovers, a binding process that retains the book's original appearance using scanning and other technologies.
- Developed and significantly expanded the Digital Media Repository, which now consists of over 34,600 digital objects:
 - o 22,500 Architecture slides
 - o 8,000 photographs

- o 3,500 journal pages
- o 624 videos
- o 170 audio files
- o 200 posters
- o 90 architectural drawings
- o 75 works of art created by students
- Provided access to Archives and Special Collections' resources of 1,055 Ball State photographs from University Photographic Services.
- Provided access to the unique audio and transcript of Eleanor Roosevelt's 1959 speech at Ball State.
- Provided access to the unique video, audio, transcript, photos, and a publication on presidential candidate Robert Kennedy's 1968 visit to the University.
- Collaboration of Archives with the Educational Resources Center in order to provide access to photographs of the Works Project Administration's miniature furniture collection.
- Created a digital version of Ball State's exclusive *Steinbeck Quarterly* in order to provide global and universal access to the distinctively renowned scholarly journal for Steinbeck students, faculty and scholars.
- Planned, developed, and created a new, 30-second video on copyright and IT improving the Center's educative service in regards to empowering using someone else's intellectual property correctly.
- Expanded the viability and usefulness of the nationally-recognized 30-sec spot created by Dr. Terry Wiedmer by enhancing it with open-captioning allowing its use on the Bracken Plasma Unit in addition to the University Copyright Center's Homepage.
- Enhanced relevant educational links on the use of intellectual property issues and acquired permission from the copyright owner to distribute an editorial on blogging: "Copyright Ownership in Blogs," located on the main page of University Copyright Center.
- Provided updated intellectual property resources by adding a new resource to Copyright Rx at the University Copyright Center: Current Copyright Literature from the Tarlton Law Library: [http://web.austin.utexas.edu/law library/copyright].
- Provided a more developed and easily understandable, accessible royalty free
 resource at the University Copyright Center, the "Free Music Clips" under the
 Royalty Free gray banner was revised to: "Free Music Listening and Clips" in
 order to reflect four, new listening sources that were added at the same time of the
 renaming:
 - o CD Listening
 - o PartyEpitonic
 - o Merge Records
 - o MySpace: the Booth
- Facilitated the understanding of various licensing issues at the University Copyright Center by adding new licensing information for the BSU Community: the ASCAP FAQ on Internet Music Licensing

- Promoting new digital content exploration and discovery for the BSU
 Community, a Podcast entry was added it the University Copyright Center's
 Royalty Free Materials: Selected Podcasting on the Web, and includes the
 following links for free podcasts:
 - o Digital Podcast
 - o Podcast Alley: Free the Airwaves
 - Podcast Directory
 - o Podcast.net: The Podcast Directory
 - Podcasting World
- Supported new technologies for educational purposes at the University Copyright Center by adding a new section to the main page: Video Podcasts which was embedded and conflated with the Podcast page.
- Enhanced greatly the educational prospects of our users by installing 40 new computers on Bracken 1 East that improves access to high end computer technology for customers in the University Libraries. These new systems include Pentium 4 3.20GHz processors with Intel Hyper-Threading Technology, 1GB RAM, 80GB hard drives, 17" LCD flat panel monitors, and CD-RW/DVD drives. The advanced Pentium 4 processors in these computers are particularly useful for customers desiring to use the Revit Building 8 3D modeling applications, Adobe Creative Suite 2 products, and AutoCAD. The Hyper-Threading Technology allows the processor to appear as two processors to the software applications and work more efficiently.
- Accommodated the demand for educative computing by implementing 17 additional public access workstations on the 2nd, 3rd, and 4th floors of Bracken Library.
- Provided technical support and direction for an LSTA Digitization Grant that allowed the University Libraries to build digital collections in subject areas that support classroom instruction in K-12 and Higher Education in Indiana.
- Upgraded student workstations in the University Libraries E-classrooms BL009 and BL104 with new Gateway E-4300 systems that support learning and research activities. This project provides state-of-the-art workstation technology for the library instruction program.
- Provided an information source about the University Libraries' services, programs and collections that support education and research through the mounting of a 50" Samsung plasma monitor in the northeast corner of the Bracken Library.
- Enhanced the success for academic achievement by increasing by 24 the number
 of public access workstations in the Reference Learning Center (Bracken 1 West).
 Collaborated with Facilities Planning and Management to core drill holes in the
 floor and install electrical and data outlets. This project allowed the University
 Libraries to add vital, new workstations in an area with easy access and which is
 popular with library users.
- Provided efficient printing for academic endeavors to the Ball State Community by expanding to 5 the number of public access printers in the Reference Learning Center.
- Adjusted the proxy service that provides access to academic databases off-campus in order that these resources can be used while connected to the Ball State Virtual

- Private Network (VPN). These changes allow broader, more secure access to online library resources from off-campus locations anywhere on the Internet.
- Received and installed the NetOp School classroom management software in the BL009 and BL104 electronic classrooms that enhance library instruction endeavors. NetOp School provides instructors with the opportunity to control access to student workstations and to showcase work on a particular student workstation on projector for the entire class to review.
- Networked a Canon Imagerunner C2620 that greatly enhances the learning and instructional strategies that Bracken provides. Color copying and printing was one of the most frequently requested services we receive through our online suggestion box, from student government, and from focus groups. Through funding from the Business Office, the Canon Imagerunner C2620 was acquired.

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

- Provided 12,427 students in 781 library instruction sessions relative to classroom needs in partnership with classroom faculty from academic disciplines across campus. These data parallel the same time period for the previous year.
- Focused on current research needs by publicly engaging and answering 26,745 reference and research questions in-person meetings, email requests, and online chat services, representing a decrease of 95 over the previous year, and provided answers to 54,344 directional questions, an increase of 35% over the same period in the previous year.
- Organized and administered workshops for the University Community on the use of *Find It*, the link-resolving service recently added to the Libraries' catalog which greatly facilitates finding journal articles in online databases.
- Increased specialized instructional sessions by 23% for classes using materials in the Archives.
- Provided focused research support and assistance to scholars from England's Oxford University, Japan's Soka University, and Georgia State University during their extended visits to the Archives.
- Provided two formal workshops and individual instruction for academic department library representatives on collection development and acquisition policies, including use of a newly created online order request form used by faculty, library selectors, and others who select library materials.
- Presented 15 copyright and intellectual property presentations to faculty and students that assisted both proper research protocols and technological skill in regards to using someone else's intellectual property.
- Provided technology training classes focusing on and developing productivity software applications including Microsoft Office products, instructional technology tools, Web development, and graphics packages.
 - o 480 classes
 - o 2,054 attendees of which 1,038 were unique individuals including 246 faculty and 355 staff members
 - o Attendance increased 16% over last year

- Assumed Blackboard training from OTLA on March 1, 2006 which includes customization, content management, creating and administering tests, and communication tools.
 - o seven sessions were offered to 27 faculty members
- Offered "Best Practices" training program for the Faculty Enhancement Series
 which focused on using software in the creation of websites, digital animated
 content, and multimedia.
 - o 24 faculty members attended the 6 available programs
- Provided technology training in face-to-face classrooms to students upon request from faculty with classes focusing on knowledge creation software, including FrontPage, PowerPoint, and iMovie, as well as technology tools such as iWeb and iLocker:
 - o 26 faculty requests for classes from 13 departments and 6 colleges
 - o 67 classes were held
- Managed Element-K online training programs for 2,757 learners:

	Faculty	Staff	Students
Total accounts	220	312	2,225
Attended training	42	70	610
Courses attended	92	205	1,959
Hours training completed	50:40	292:21	1,877:46

- Planned, developed and hosted the Third Annual Faculty Technology Showcase. Technology Training Support Services showcased 6 projects with 8 faculty members from 4 colleges in their use of information technology as a teaching tool. Projects highlighted the use of:
 - o Blackboard as a communication tool in a multidiscipline project for Telecommunications, Theater, English
 - o Creating hypertext documents
 - o Reusable learning objects (RLOs)
 - o Tablet PC as a tool for evaluating student drawings
 - o Using blogs to engage students in class discussion/preparation
 - The use of a commercial software program to highlight how different facets of society are intertwined in a multidiscipline project for Nursing, Criminal Justice, and Telecommunications

3. Provided expanded opportunities for interaction and collaboration with faculty to increase students' academic experience

 Expanded the Librarian Liaison program to include the academic departments of Journalism and Telecommunications, Art, Natural Resources and Environmental Management, and English. Liaison activities incorporate participating librarians creating newsletters, blogs, and meeting individually with faculty and in department meetings to promote the use of the Library's diverse electronic and hardcopy collections, programs to assist students and faculty, and our varied services.

- Collaborative engagements were accomplished with the faculty from English, Nursing, the Writing Program, Journalism, and Communication in developing assignments incorporating the best of the new and emerging resources and to create tutorials supporting the academic goals of instructional strategies and curriculum development.
- Prepared reports and supporting documentation for four departments to assist faculty with accreditation reviews in their disciplines. These departments were:
 - o Family and Consumer Sciences (self-study for the American Association of Family and Consumer Sciences)
 - Industry and Technology (Accreditation Board for Engineering and Technology)
 - o Physiology and Health Science (Society for Public Health Education and the American Association for Health Education)
 - Social Work (Commission on Accreditation of the Council on Social Work Education)
- Collaborated with the Department of Theatre and Dance and University
 Computing Services to develop the Digital Media Repository's Ball State Theatre
 Costume Collection.
- Collaborated with Video Information Systems to digitize historical World War II films and make them accessible through the Digital Media Repository.
- Cooperative arrangements made with faculty in the Department of Physiology and Health Science to develop a digital collection of anatomical models to expand accessibility to these teaching and instructional aids.
- Collaborative interactions with personnel in the Department of Art to develop the Digital Media Repository's Student Artwork Collection.
- Associative arrangements with the Center for Media Design and University Computing Services on the potential development of an Indiana Movie Location Collection and a Ball State Student Film Collection.
- Collaborated with the personnel in the Museum of Art and the College of Fine
 Arts in an ongoing project to make images from the Museum's collection
 available through the Digital Media Repository. This collaboration included
 testing digital image format and metadata and demonstrating that a sample of
 images could be viewed.
- Worked with faculty in the Department of Art and Department of Journalism on special projects, i.e., obtaining artwork for exhibition and to create a public relations campaign on a special project, respectively.
- Purchased two, new Toshiba digital black and white copy machines for the Interlibrary Loan area. These machines will help to provided greater efficiency and improved product from this highly active area.

4. Expanded educational experience through support of new technologies and pedagogies

• Participated in contributing to the Academic Libraries of Indiana Direct Request Pilot, a project designed to enhance resource sharing among institutions of higher learning in the state of Indiana.

- Identified the need for color copying resulting in its availability at public computers in Bracken Library.
- Participated in the selection and implementation of Ex Libris' SFX link resolver technology, a tool for navigation and discovery enabling researchers to move effortlessly from electronic citations to full-text or other pre-defined targets.
- Digitized 53,890 photographs, slides, and pages of text for the Digital Media Repository and the Ball State Virtual Press.
- Enhanced and expanded the University Libraries Digitization Center with additional flatbed and transparency scanning equipment and with a digital photography studio complete with cameras, lighting equipment, backdrops, and turntable for creating QT Virtual Reality 360-degree rotating images.
- Planned, developed and implemented a mobile scanning/digital photography unit to enable creation of digital images at remote locations on campus and across East Central Indiana.
- Produced first QTVR videos for inclusion in the Digital Media Repository, including anatomical models and miniature furniture from the Science Health Sciences Library and the Educational Resources Collection.
- Developed and implemented an online library materials request form (http://www.bsu.edu/library/article/0,,38980--,00.html) to facilitate the order request process for departmental faculty and library selectors.
- Implemented paperless workflow for order requests coming from Collections Development bibliographers for titles ordered through Blackwell's Book Services, the University Libraries' main approval book vendor.
- Implemented or enhanced websites for Acquisitions Services and Cataloging and Metadata Services (http://www.bsu.edu/library/acquisitions and http://www.bsu.edu/library/cams).
- Collaborated with University Communications in the promotion of the flash drive distribution as well as the management of Vignette Content Management System. Created FAQs and offered consultation opportunities for Vignette users.
- Collaborated with various IT units to promote services and provide information to faculty.
 - o GIS facilities in Bracken Library
 - o coordinating training for videoconferencing
 - o copyright issues in the use of digital media and Blackboard
- Participated in the UCS Distributed Technology Support team as team member and presenter.
- Planned, created, and implemented the Services Excellence Working Group, a
 group created by the Dean of Libraries, which conducted seven sessions of a
 workshop entitled, "Customer Service 101" for the University Libraries' student
 assistants. At the sessions, students received basic principles of customer service,
 focusing communications skills and the dynamics of employee/customer
 interaction.
- Expanded the circulating computer collection with 10 Gateway laptop systems to address the high, educational demand from students for this service. These new systems are equipped with wireless-G and DVD/CD-RW drives, and longer life

- batteries. These new laptop computers increase the educative availability of these popular devices for library users.
- Upgraded the EZProxy remote access control program used to provide Ball State students and faculty with better off campus access to licensed academic databases for classroom learning and research.
- Expanded support for student academic success in creativity, education, and research through the installation of software suites on public workstation in the University Libraries:
 - o Autodesk Revit Building 8
 - o EndNote
 - Autodesk AutoCAD 2006
 - o Adobe Creative Suite CS2
 - o Canon color print drivers
 - o SPSS 14
 - o Minitab 14
 - FireFox web Browser
 - o Updated Messenger Clients (AIM, MSN Messenger, YAHOO! Messenger)
- Updated the disk image on the circulating iBooks and added new software to provide easier access of these titles for educational endeavors.
- Supporting faculty and student academic achievement, applied updated disk
 images to public access computers to apply maintenance updates and distribute
 additional software to lessen any downtime.
- Providing students with the best starting point for research and academic achievement, revised the browser start page on public PCs in the University Libraries to the Student Virtual Library page.
- Providing better access and service, installed Firefox and MacShield iBook G3 computers on the circulating notebook computers. Also upgraded security patches, and MAC OS 9 (Classic) Support to iMACs and iBook G4 notebooks.
- Enhancing wider distribution of software, installed the KeyServer client agent on library workstations.
- Implemented RSS and blog technology on the University Libraries' Homepage under the heading "News Gallery" [http://www.bsu.edu/library] to provide students, faculty, and others both on-campus and off-campus about the University Libraries' programs, services, and collections.
- Implemented a Toolbar on the University Libraries' Homepage under the heading "News Gallery" [http://www.bsu.edu/library] to facilitate easy access to the Libraries' resources and services. This toolbar is available for both Internet Explorer and Firefox in versions 1.5 and above.

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

• Facilitated the accommodation for ease of use by disabled library users by the renovation of viewing booths in the Educational Resources Center. This renovation also creates easy access for small-group use. Decorum was improved and an inviting, friendly atmosphere created with the inclusion of artwork on the

- walls in the Educational Resources Center to further increase the attractiveness of the space to learning and research.
- Augmented the Architecture Library with consultation tables and additional seating to facilitate student learning and research.
- Developed the visual attractiveness of the Science-Health Science Library in the Cooper Science Complex through the selective use of science related, information resource posters.
- Renamed the Architecture Slide Collection to the Visual Resources Center to reflect the thousands of online images recently added to the collection and the focus of providing online curriculum development resources for new instructional strategies.
- Improved the environment of Bracken Library 1-E by adding bright fabric panels to make the area more inviting for individual study while also promoting the New Books and Bestsellers collections.
- Facilitating the library users' ability to locate resources, a significant shifting project was completed in Bracken Library on 3W, 2W, and the Music Collection to accommodate changes in the collection.
- Transferred the microfilm and fiche collections from the Architecture Library to Periodical/Reserves/Microfilms in Bracken Library in order to consolidate the collections in these formats and to provide convenient access to high-quality reader/printers.
- Proposed and submitted combining state-of-the-art instructional technologies, library assets, and enhancement for educational experiences through upgrading the classrooms in the Educational Resources Center.
- Enhancing the performing and liberal arts programs and providing new opportunities for student creativity, the University Copyright Center, in conjunction with the Libraries' Dean's Office, continued Bracken Matinee Musicales featuring student performances. For each Musicale: a photo shoot with the artist/group for promotions; created individual web page promos; arranged for DVD recordings for each performer and faculty instructor or coach; photos taken of each performance with the stills from the promo shoot and the performance collected on a CD-ROM for each artist or member of the group, coach or instructor. Performances of public domain music and those compositions that the Center has obtained videostreaming permission for are all located at the Bracken Matinee Musicale Page at the Virtual Press. The Musicales consisted of the following Ball State student performers or student groups:
 - October 18th, Saxophone Quartet
 - o November 8th, Harp Ensemble
 - o November 21st, Sneak Preview of the ballet, Coppélia
 - o December 5th, Woodwind Quintet
 - o December 9th, Phi Mu Alpha Sinfonia Jazz Sextet
 - o March 28th, Sneak Preview of "Top Girls"
 - o March 30th, Sneak Preview of "Cabaret"
 - o April 19th, Sneak Preview of "Festival of Dance"
- Collaborated with the Writing Center, a program of the Department of English, to provide and create a learning space with the opportunities for free, one-on-one

- tutoring to the Ball State community by installing two computers with flat panel monitors in Bracken Library room BL302 to support Writing Center's activities.
- Managed a successful student services information fair in September with 13 organizations.
- Coordinated several art displays which helps to position the University Libraries as being a community-focused partner.
- Assisted the University Copyright Center on promoting the Bracken Matinee Musicales and assisted with various performance details.
- Collaborated with the International Programs for an exhibit of art-oriented items from around the world, which will be mounted this Fall 2006.
- Acquired 49 new computer tables for both individual and group use. These were deployed in public areas and PC's were installed. Computer tables and PC workstations have been arranged throughout the facility.
- Modified the Music Listening Center service counter to make the service more
 welcoming and transactions easier. Both ends of counter were raised and stools
 were placed at each end so that users can view the staff working at the counter.
 New flat-screen monitors were installed on a swivel monitor arm and customers
 now have the ability to view transactions on the screen.
- Arranged to have the custodial crew clean the upholstery of 275 oversized, blue chairs in the facility in September. In October, they cleaned the carpet throughout the building using a new carpet cleaning machine. Both of these projects have made the library a more inviting place in which to study and meet friends.
- Secured the Periodical/Reserve/Microform area by installing two doors in the doorways behind the Periodical/Reserve/Microform service counter. The installation of lockable doors allows the area to be secured when the service counter is not staffed thus allowing extending hours of the library without staffing this one service point.
- Remodeled four smaller video viewing booths located in Educational Resources
 Center into two larger viewing booths. This renovation allows for larger group
 viewing and the booths now meet ADA requirements for access to the booths and
 the equipment inside.

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

- Data analysis showed that the University Libraries are the second highest volume lender in the State of Indiana and, in that capacity, promoted collaboration and resources sharing through interlibrary lending with other Indiana libraries.
- Promoted outreach and community building through library instruction sessions targeted for high school students from a variety of area institutions including Jay County, Cowan, Delta, the Indiana Academy, Burris Laboratory, and homeschooled students.
- Collaborated with the Center for Middletown Studies on the "What Middletown Read" project digitizing 3,282 ledger pages of the Muncie Public Library records.
- Partnered with the Indiana Academy for Science, Mathematics, and Humanities in a Public Broadcasting Corporation grant proposal to use Middletown resources

- and Digital Media Repository collections for an interactive teaching Web site in American History and Civics.
- The University Libraries publishes a monthly e-newsletter, *The Library Insider*, a publication in PDF format that averages 10 pages. The newsletter's purpose is to foster community on campus through improved communication with our constituencies about news, events, trends, developments, and topics of interest happening in the University Libraries, and in academic libraries in general. All stories are prepared by University Libraries' personnel. The newsletter is distributed to faculty and staff on campus and to a readership off campus.
- Promoted use and supported awareness of the diverse collections and developed donor relations:
 - o Created five major educative, in-house exhibits and two virtual exhibits on the Web site (www.bsu.edu/library/collections/archives/exhibits)
 - "Ladies of the Club: Women's Organizations in Muncie and Delaware County, 1876-2000," April - August, 2005. Available online at http://www.bsu.edu/libraries/viewpage.aspx?src=./collections/archives/exhibits/ladies/index.html
 - "Alexander M. Bracken Library: Celebrating 30 Years of Service, 1974-2005," August October, 2005. Available online at http://www.bsu.edu/libraries/viewpage.aspx?src=./collections/archives/exhibits/bracken30/index.html
 - "Weather, Wit, & Wisdom: The American Almanac Collection," November,
 2005 January, 2006
 - "From Abolition to Black Power: African American History Resources in Special Collections," February March, 2006
 - "Dedication to Steinbeck: The 1976 Exhibit Revisited," March May, 2006
 Presentations to the Muncie Kiwanis Club and the Friday Forum at the E. B. and Bertha C. Ball Center:
 - "Signs of Service: A History of Service Organizations," Muncie Kiwanis Club, November 16, 2005
 - "By the Bend in the River: The E. B. and Bertha C. Ball House," Friday Forum, E. B. and Bertha C. Ball Center, February 10, 2006
 - o Personnel in the Archives and Special Collections Research Center prepared 17 articles in the online newsletter *Library Insider*, 2 articles for the Ball State Alumnus magazine, and wrote articles for several other publications
- Completed transfer of Delaware County records to Muncie Public Library as part of a multi-year project to consolidate all historical county records in one location for digitization, storage, and access.
- Presented "Building Digital Partnerships" at the CONTENTdm: Practical to Tactical Conference, Ball State University Libraries, Alumni Center, Muncie, Indiana, November 9, 2005 (PowerPoint presentation available at http://www.bsu.edu/library/conference/contentdm).
- Contributed to the planning and programs for the 2005 "CONTENTdm: Tactical to Practical" conference held at Ball State, November 2005.
- Participated with Delaware County Historical Society, Muncie Public Library, Henry County Historical Society, the Dan Quayle Center and Vice-Presidential

Museum, and University Libraries' Archives and Special Collections in the planning and successful implementation of an LSTA grant-funded project to make selected East Central Indiana Civil War materials available through the Web for the benefit of educators and researches.

- Partnered with the Center for Media Design, Museum of Art, Family and Consumer Sciences, Physiology and Health Sciences, and other academic departments on projects to make various databases and digital objects available in the near future.
- Collaborated with the Department of Theatre and Dance to provide digital access to photographs of their costume collection, including scans of original drawings of costume designs.
- Created collections and provided access to:
 - o broadcasts of Indiana Public Radio's *Indiana Artsdesk*
 - o streaming video of *NewsLink Indiana* newscasts
 - o videos of WIPB-TV documentaries
- Planned, organized, and hosted a conference on CONTENTdm at the Alumni Center that attracted over 60 librarians, archivists, information technology specialists, and other information professionals from around the state which highlighted Ball State's unique accomplishments in creating digital resources and included sessions on the University Libraries' singular approach in using the Digital Media Repository.
- Presented luncheon session on DMR at Copyright Conference sponsored by the University Libraries.
- Applied LSTA grant-funded mobile scanning unit to digitize a DMR partner's Civil War materials on location at the Delaware County Historical Society.
- Presented a program on the Digital Civil War resources to the annual meeting of the Henry County Historical Society, Henry County Historical Society, Muncie Public Library, and U. S. Vice Presidential Museum at the Dan Quayle Center in Huntington, Indiana.
- The University Copyright Center greatly enhanced the visibility of the University Libraries and the Libraries' newsletter, *The Library Insider*, by facilitating that both be featured in a poster session about library outreach publications at the 12th National Conference of the Association of College and Research Libraries (ACRL) in Minneapolis.
- Partnered with various faculty from the Department of Telecommunications, for activities during Freedom of Speech Week, October 2005. Among other distinguished guests, Muncie's Mayor Canan participated in the event.
- Consulted with University Teleplex personnel and James Mitchell, J.D. from DeFur Voran to advance BSU Digital Media Project.
- Partnering and collaborating with the music fraternity, Phi Mu Alpha Sinfonia, Lambda Delta Chapter, the University Copyright Center arranged to have "The Ball State University Alma Mater" and "The Star Spangled Banner" performed and recorded in Sursa Hall. The recordings are of the fraternity's male acapella choir. The resulting WMA format files were converted into MP3 files and made available for free use to the BSU Community for downloading for educational uses as well as for enjoyment.

- Monthly collaborations with the Digital Policy Institute [DPI] about issues involving intellectual property concerns.
- Collaborated with the Office of Teaching Advancement (OTLA) in the writing of two proposals to consolidate efforts of the two units in order to efficiently provide comprehensive faculty development services.
- Provided leadership and coordination for the distribution of the flash drives to incoming students at the start of the new academic year and the University Libraries information fair.
- Initiated a newsletter, called TechLinks, for faculty. The newsletter features technology tips from keyboard shortcuts to security issues and promotional items such as new technology offerings and faculty accomplishments.
- Revised and promoted the Technology Training Support Services (TTSS) website (http://www.bsu.edu/techtrain), which continues to be a reliable and respected resource for clients. Information on technology issues that are available for the campus community and beyond include:
 - o over 240 FAQs
 - o 68 tutorials

The TTSS website has had over 351,000 hits in the last 10 months.

- Personnel participated in the University Governance system
 - o The University Senate
 - o University Council
 - o Extended Education Committee
 - Instructional Media Committees
 - o University Libraries' Professional Personnel Association
- Expanding access to academic databases in the University Libraries' collections, convened and chaired a working group to identify an OpenURL link resolver product. The work of this group resulted in the University Libraries purchasing the SFX link server from Ex Libris in August and implementing it as the "Find It @ BSU" service in September 2005. The "Find It @ BSU" service links journal article full text to search results in the major academic databases available from the University Libraries.
- Supporting educative welcome week activities in Bracken Library, participated in the following:
 - Served as a destination on the Teacher's College Scavenger Hunt to help familiarize new teacher education students with virus protection and Wi-Fi network
 - Provided a PC clinic in the Bracken Library lobby to help Ball State matriculates' connect personal laptop computers to the Wi-Fi network and install Symantec AntiVirus
 - o Distributed USB flash drives as part of an Office of Information Technology initiative to help students learn and use new data storage options
 - o Staffed a booth at the "Thumbs Up for Bracken" information fair to prompt library technology services to new and returning students
- Sharing unique digital object creation, storage, utilities, and customization, chaired, programmed, arranged, and hosted a one day conference around the CONTENTdm system and the Digital Media Repository project of the University

- Libraries. This conference was attended by over 60 librarians, archivists and museum professionals from around the state and was highly rated by attendees.
- Partnered with Drake University and Indiana University-Purdue University at Indianapolis (IUPUI) by provided CONTENTdm technical assistance to them.
 Some of these contacts were established at the CONTENTdm: Tactical to Practical Conference held at Ball State in November.
- Maintained the Friends of the Alexander M. Bracken Library organization's membership at over 2,700 persons who reside in most of the fifty states and forty other countries.
- The Friends donated approximately \$25,000 to Foundation accounts supporting the University Libraries.
- The Friends collaborated with the Center for Middletown Studies to sponsor a "Books on Trial" program by Dr. Wayne Wiegand, Professor of Library and Information Studies at Florida State University, funded in part by an Enhanced Provost Initiative grant for the "What Middletown Read" project.
- The Friends sponsored an appearance and presentation by John Carlson, newspaper feature writer and humor columnist, that attracted an extensive audience of university and community members.
- Planned, developed, promoted, and implemented a successful Friend's of the Alexander M. Bracken Library annual dinner and meeting featuring University trustee and well-known Civil War expert Mr. Frank A. Bracken who delivered the Kirkham Lecture on "Civil War Battlefield Preservation" to 66 Friends in attendance.
- The Friends Awarded staff scholarships to two University Libraries' employees, Kevin Smith and Michael Twigg, in support of their graduate education in library science.
- The Friends sponsored Student Recognition Awards and checks for \$100 to library student assistants Lindsay Bacurin, Amanda Pollard, Jeffrey Rukes, and Kallay Swihart to honor their academic achievements as well as their work for the University Libraries.
- The Friends recognized outgoing Board of Governors members Mr. Jack Carmichael and faculty member Dr. Frank Felsenstein for their three years of service on the Board of Governors.
- The Friends welcomed Dr. Nicole Etcheson and Mr. Joseph Duncan to three-year terms on the Board of Governors.
- Presented Friends lapel pins to Ball State President Jo Ann Gora and Board of Trustees Vice President Frank Bracken at the annual dinner.
- Maintained an inventory of artwork on the walls which contributes to the destination theme and makes the environment more inviting.
- Worked with several campus organizations for outreach and/or collaborative efforts, such as:
 - o University Communications to place news in the *Update*
 - o *The Daily News* to place bullets about library programs, services, and collections on page 2 bi-monthly
 - o Housing & Residence to post "Quick Reads" in dormitory halls every month

- o Admissions to place thousands of brochures in mailings to BSU's accepted students and for students at orientation
- o Student Services to encourage and arrange for several organizations to participate in the Info Fair hosted in Bracken Library in fall semester
- Human Resources for Bracken Library to serve as one of the sites for distributing new ID cards
- Graduate School to place an article about the University Libraries in their magazine
- o Academic Advising to provide them with a piece about the University Libraries place in students' folders upon their first meeting
- Worked with librarians to create an attractive publication channel for online news (blogger.com).
- Managed a successful one millionth visitor media relations effort which drew attention to the University Libraries and which was covered by the Muncie press.

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

- Received an LSTA grant (\$25,125) to fund creation of a digital repository of oral history collections of African-American, Jewish, and Catholic population of Muncie. The project is called *The Middletown Digital Oral History Collection*.
- Received an LSTA grant (\$2,000) for the acquisition of a SmartBoard for the use of students, faculty, and others in Bracken Library's group study rooms.
- Received an LSTA grant (\$11,790) to support resource sharing through document delivery for the University Community (supplies, freight, copyright fees).
- Organized and developed a project funded by a \$10,000 Muncie Community Grant from Martin Schwartz to translate from German and digitize letters written during World War II and the Holocaust from the Felsenstein Family Papers; Archives personnel scanned 5,941 pages of correspondence.
- Initiated digitization project using \$28,000 received from a Library Technology Services Act digitization grant to create Digital Repository of U. S. Civil War Resources in East Central Indiana.
- Sought and was successful in obtaining sponsors from the Muncie community for the University Libraries' Third Annual Copyright Conference, which addressed intellectual property and copyright issues. These sponsors contributed nearly \$2,000.
- Providing students with a more comprehensive library instruction experience in the use of the powerful electronic resources available from the University Libraries, installed and configured dual data projectors in E-Classroom BL104. Funded in part by an LSTA grant.
- Providing statewide direction and exemplifying a highly unique digital object resource, received a development license for the CONTENTdm digital collection management system from DiMeMa. This license will allow the University Libraries to perform development work for the Digital Media Repository project without disrupting the public access CONTENTdm implementation.

8. Provided opportunities for student development using Libraries' resources

- Created and updated online tutorials and resources guides for numerous topics, thereby further enhancing students' abilities for 24/7 independent learning.
- Created and implemented the Ball State Virtual Art Gallery as a collection in the Digital Media Repository for the online exhibition of student and faculty art work.
- Created and implemented a new University Libraries' page devoted exclusively to copyright issues for students: www.bsu.edu/library/collections/copyright/students.
- Partnered with Delta High School to provide a senior student with a workplace emersion opportunity in Library Information Technology Services and Public Services' Access Services during the Fall and Spring semesters.
- Tasked two, employed Graduate Assistants to work on educative technology projects in the Library Information Technology Services unit.

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

- Supported educational enrichment for students by adding selected anatomical models to the Science Health Science Library in a wide variety of programs including science, health science, education, and art.
- Acquired 67 cubic feet of manuscript collections and 32 cubic feet of University records for the Archives and Special Collections Research Center. Significant donations include:
 - o 3-volume boxed set of Folio Society edition of Leslie Stephen's *Hours in the Library*
 - o Unique satin commemorative edition of an 1895 issue of the *Muncie Times*
 - o Muncie Exploring Company minutes, 1886
 - o Sarah Heinsohn Hartley memoirs
 - o Tom Ryan diary
 - o UniverCity audiotapes, videotapes, and documents
 - o Vernon Freeman Papers and Farmington/Farmington Meadows records
 - o St. Mary Catholic Church records
 - o Comprehensive Mental Health Services records
 - o Hillcroft Services records
 - Former Indiana Governor Otis Bowen's papers related to his tenure as U.S.
 Secretary of Health and Welfare in the Reagan administration and his gubernatorial campaign materials
 - o A bust of Dr. Bowen was also donated to Special Collections by the sculptress
 - Provided increased access to 93 cubic feet of manuscripts and University records through archival processing
- Provided increased access to 93 cubic feet of manuscripts and University records through archival processing.
- Supported the curriculum and research needs of the academic mission by purchasing, processing, and making available 12,036 new books, DVDs, CDs, and other resources selected by faculty and librarians.
- Expanded leased book plan for current fiction and non-fiction best sellers, including a leased audio-book component, to enhance and supplement University Libraries' permanent collection of current literature.

- Augmented University Libraries' collection of state-adopted textbooks with over 330 texts for years 2003-2005 (Mathematics, Science, Health, Art, Music, Business, Technology and Consumer Sciences) to support Teachers College programs.
- Oversaw global adjustments to all Blackwell approval plan selection profiles and individually adjusted profiles for Music, English, Finance, Sociology, and Social Work to best reflect the curricular and research needs of the Ball State community.
- Planned, developed and implemented a Ball State Virtual Art Gallery that includes art work created by students and faculty.
- Provided access to student architectural photographs taken on the College of Architecture and Planning's PolyArk/World Tour.
- Collaborated with Facilities Planning and Management to include architectural plans for campus buildings for use by historic preservation students and other researchers.
- Hosted the University Libraries' 2006 Copyright Conference: "Copyright Challenges and Opportunities: Practical advice for the digital age," on April 12, with an attendance of over 125 including intellectual property lawyers, administrators, technical and media specialists, and librarians from 8 states.
- Coordinated the Digital Doctoral Dissertation Project to obtain digital rights permission for the dissertations to be available electronically through the Ball State Virtual Press Page.
- Developed and implemented a web application to permit library material requests from department faculty and library representatives to be submitted online that greatly enhances the availability of materials for classroom learning and curriculum enhancement.
- Enhancing educative distributed computing, developed and implemented browser toolbars with links to University Libraries resources to use on library public stations and for installation on personal computers. Toolbars were developed for both Internet Explorer and FireFox to provide easier access to web-based resources from the University Libraries.
- Securing the University Libraries' educative e-resources, upgraded the SIRSI Unicorn system to version GL3.0 and provided support for the new SIRSI Java WorkFlows client, GL3.0 includes a LDAP module to support authentication against non-Unicorn credentials.
- Accommodating and enhancing Library user information, completed a major revision of the SIRSI Unicorn user record load and update process to accommodate additional demographic data and academic program information, as well as the BSU computer username.

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

 Completed inventories of the Educational Resources Center textbook, curriculum guides, and 3-D collections.

- Introduced and presented customer service workshops for full-time library personnel and student employees to build upon an already strong customer service orientation.
- Performed collection reviews to assure currency and quality of resources in the collections of Psychology, Sports and Leisure, Drawing and Design, Youth Collection, and Bound Periodicals.
- Advanced the ongoing and timely addition of CardCat records for items in University Libraries' Government Documents Collection by absorbing the creation and processing of GovDoc reports for federal depository documents into Acquisitions Services' procedures and workflow.
- Refined and facilitated the searching in the online catalog through the elimination of inconsistent headings and blind cross references by reviewing 21,251 authority records and revising 23,577 bibliographic access points in CardCat as part of an ongoing, and newly implemented procedures.
- Reviewed 10,764 authority records in the process of converting the paper authority file to online for greater ease and efficiency in standardizing CardCat access points to maximize discovery for researchers.
- Reviewed or revised 10,376 local holdings records for classified serials and periodicals to bring them into compliance with MARC21 and NISO national standards for recording holdings data to provide researchers with a more informative display of the Libraries' serial collections.
- Increased access to informational resources for students and faculty by providing content, information, and easy access to several royalty-free RingTones in MP3 format:
 - o RingTones with background music created from the University Libraries' video, "Why I Like the Library"
 - o Three RingTones created from the BSU Alma Mater performed by Sinfonia
 - Three RingTones created from The Star Spangled Banner performed by Sinfonia
- Provided digital content for various productions through the Digital Media Repository:
 - Created an online page featuring the artistic creativity of faculty member
 Marilynn Derwenskus for paintings made during her sabbatical
 - o Converted WMA format files of the National Anthem and BSU Alma Mater into MP3 files for BSU Community downloading
 - Provided an additional 51 titles from the WWII Historical Collection for University Teleplex's VIS to digitize. These are used by BSU faculty and teachers at various high schools
 - Worked collaboratively with Dr. Terry Wiedmer in order that the BSUproduced Teacher of the Year for 1999 was made available for the Libraries' Digital Media Repository
 - Partnered with the Journalism Department's J-IDEAS, enabling the DVD produced by them, "Our Living History: A Celebration of the Constitution," to be added to the Digital Media Repository
- Enhanced the educational opportunities for students and faculty using Bracken by installing four new iMAC G5 workstations in the Reference Learning Center to

- further support the academic programs using Apple technology. These workstations include the iSight webcam, Adobe Creative Suite software, Apple iLife bundle, and Final Cut Express.
- Provided faster service, downloading and access to the public access computers by installing 512MB RAM in the PCs located in Educational Resources Center, Reference Learning Center, Science-Health Science Library, and Architecture Library.
- Enhanced greatly the Digital Media Repository by adding several new, digital
 object collections which expands the capabilities of faculty instructional
 objectives and student discovery.
- Provided increased online and software suite access for Bracken users by installing 15 repurposed workstations on the second and fourth floors.
- Assisted faculty instructional objectives and student learning outcomes through the completion of the beta testing of the CONTENTdm PowerPoint plug-in for CDM version 4 which provides a mechanism to easily import CDM objects into a PowerPoint presentation for classroom enhancement.
- Provided classroom enhancement and furtherance of instructional objectives by linking the production CONTENTdm 4.1 PowerPoint Plug-in program to the Digital Media Repository web page for faculty use.
- Improved public access to the CardCat system by installing 4 workstations dedicated to serve as proprietary "Lookup stations" that allow customers to quickly search the CardCat system while in Bracken Library or the Architecture Library.
- Provided much needed improvement to the workstations with the driver support
 for printing with the Canon color copier/printer on Bracken 1 East. Updated the
 disk image on the public access workstations on the Bracken Lower Level and
 First Floor. Adjustments were also made that include OS updates, application
 updates, new software, and the new version of DeepFreeze.
- Adjusted and reconfigured the SIRSIDynix Unicorn system and other library information systems to operate and function more efficiently in the 24-Access pilot project during fall semester finals week.
- Improved the configuration of the VendPrint Release stations by standardizing names and properties and simplifying the naming of output queues.
- Improved the public printing service in the University Libraries by assigning PCL print drivers to the public printers.
- Improved reality and performance of the public printer by upgraded the VendPrint public printer on Bracken 1 East from HP LaserJet 4300n to the more robust HP LaserJet 8150dn printer.
- Collaborated and developed with Public Services personnel a plan to use Unicorn to manage the distribution and tracking of carrel keys available at the Main Circulation service point.
- Improved the Circulation Service checkout system by installing new Epson thermal printers that streamline the return slip printing at major circulation service points which now provides faster, better receipt options for Library users.

- Improved and expanded the printing service by adding a high capacity paper tray to the HP LaserJet 4300 VendPrint public printer in the Architecture Library which has lessened staff time required to load paper in the printer.
- Upgraded the disk image on 24 computers in the Reference Learning Center to include EndNote, AutoCAD, Adobe Creative Suite CS2, and print drivers to support printing on the Canon color copier.
- Assisted the Digital Media Repository by upgrading the CONTENTdm Digital Collection Management system to release 4.0 which included a number of public interface and collection management functions.
- Upgraded the CONTENTdm system by installing the latest, enhanced functions and CONTENTdm features allowing better usability of this resource for faculty research and classroom instruction.
- Anticipated CD-ROM tower failure and retired from service two CD-ROM based information resources that are now Internet subscriptions: the Indianapolis Star database and PowerFinder directory information service.
- Moved 360 boxes of Delaware County probate records from the Archives and Special Collections Research Center and 2,930 Delaware County non-court record ledgers from storage in the North Quad Stack 9 area to the Muncie Public Library.

University Libraries