

# Ball State University Libraries

A destination for research, learning, and friends

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[www.bsu.edu/library](http://www.bsu.edu/library)

May 11, 2007

## University Libraries' Academic Year Accomplishments, 2006-2007

### Core Mission Accomplishments

**I.** The University Libraries' professional and paraprofessional personnel provided a sophisticated range of library and information services to students, faculty, and other community members. With a focus on offering a welcoming and customer-friendly environment, the Libraries provided the following to our community:

- Professional librarians to help students with their research papers and assignments.
- High quality print and digital collections and academic databases for research and discovery.
- Hardware and software technology for students to use in completing their assignments.
- Developed a variety of spaces and deployed comfortable furniture to support students and faculty in the Libraries who are studying, researching, and collaborating on projects.
- Increased hours of service during the academic year to 120.5 hours per week, including until 3 a.m. five days a week to accommodate student study patterns.

**II.** The University Libraries' turnstile count recorded 1,020,247 visits since the beginning of the fiscal year, a 2% increase over the same period in the previous fiscal year. We anticipate 1,300,000 visitors for the calendar year, an all-time high for the Libraries.

**III.** The Libraries circulated 273,778 items to students and faculty since the beginning of the fiscal year, a decrease of 4.7% over the previous fiscal year. However, there has been a corresponding increase in the use of digital resources and downloading of full-text articles over this same period for an increase in overall circulation.

**IV.** The Libraries acquired new and relevant collections for increased student achievement, classroom instruction and instructional strategies, and research:

- Purchased, processed, and made available over 11,000 new books, DVDs, CDs, and other resources selected by faculty and librarians to support curriculum and research needs.
- Acquired access to 238 new digital journal titles that cover a broad range of disciplines.
- Provided access to nearly 525,000 public domain e-books through the Google Scholar Project and to 64 e-books purchased for the online reference collection.

V. In academic partnership with classroom faculty, librarians provided targeted library instruction to 13,801 students in 812 sessions with emphasis related to research and learning needs for their academic classes. The number of students rose by 14% and the number of sessions increased by 9% over the previous year.

VI. Professional development for the University Libraries' personnel included attending professional meetings to present 4 papers, engage in 2 panels/discussions, and publish 8 papers. We coordinated and hosted the nationally-attended Fourth Annual Copyright Conference, and provided 9 presentations to local Muncie organizations to promote Ball State's brand and resources. Additionally, 8 onsite and 3 online exhibits were created and staff wrote articles for 12 monthly issues of the *Library Insider* newsletter, which is distributed to BSU faculty and staff to communicate information about the University Libraries' programs, services, and collections.

### **University Libraries' 2006-2007 Additional Achievements Viewed by Ten Categories and by Performing Unit**

1. Expanded access to the University Libraries' collections and services
2. Enhance student and faculty research and technology skills through instruction and training
3. Provide expanded opportunities for interaction and collaboration with faculty to increase students' academic experience
4. Expanded education 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 to expand collections, services, and technology to meet the academic needs of students and faculty
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**

##### **Public Services**

- Turnstile counts for the nine-month reporting period indicate 1,020,247 visits to the University Libraries, a 2% increase over the same period the previous year.
- Interlibrary Loan Services provided 15,780 items from external sources (documents, books, and media) to BSU students and faculty, a 12% increase over the previous year.

- Course reserves services placed 5,102 print and media items and 3,548 online items on reserve, representing an 18% and 17% increase respectively over the previous year.
- Began circulating selected media titles in the Architecture and Science Health Science Libraries.
- Opening hours were expanded for holidays such as Martin Luther King Jr. Day, Memorial Day, Independence Day, and Labor Day to include regular service hours.
- Circulated 273,778 items from the University Libraries' collections. An additional 119,085 items were used in-house during the nine-month reporting period.
- ILLiad authentication was moved to a local server to increase end-user security and decrease login time.
- Visibility of ERC collections was expanded through monthly displays on selected themes.
- Visibility of the Architecture Library and VRC collections was enhanced through monthly displays on selected themes.
- The Architecture Library's website was redesigned to promote greater access and ease of independent use.
- Residents and affiliates including alumni were given limited circulation privileges for video materials in the ERC.
- Donations from a student and faculty member who participated in the CAPAsia study trip were donated and added to the Architecture Images collection.
- A donation by Elizabeth Hague of several hundred pieces of sheet music was evaluated and digitization efforts were begun.

### **Archives and Special Collections & Geospatial Resources and Map Collection**

- Increased the number of reference, research, and directional uses of Archives and Special Collections resources to 2,220, a 21% increase compared to the same period in 2005-2006.
- Enhanced online access to archives and special collections research resources by developing and posting on the Web subject guides to the Muncie Labor Archives, National Socialism Collection, and Oral History Collections.
- Developed an Archives blog (<http://bsuarchives.blogspot.com>) on the Web to provide monthly updates on collections, exhibits, programs, and services.
- Provided new "Ask an Archivist" email service to improve availability and timeliness in providing answers to reference and research inquiries.
- Increased use of Geospatial Resources and Map Collection (GRMC) materials to 10,329 items, a 5% increase.
- Increased number of map reference questions to 1,494, an 18% increase.
- Increased GIS users to 235, representing a 36% increase for the same period last year and a 19% increase over the entire year of 2005-2006.
- Increased number of users of the large-format plotter in the GRMC to 1,009, a 47% increase compared to the same period last year and a 22% increase over the entire year of 2005-2006.
- Enhanced online access to the GRMC by creating, redesigning, and revising GRMC Web pages for the University Libraries Collections page and developing a GIS Web

page featuring geographic resources, data, and tutorials available on the University Libraries Digital Commons.

### **Library Information Technology Services (LITS)**

- Purchased and installed three 42” Sony Plasma monitors and DVD/VHS combo players in viewing rooms in the Educational Resources Collection to provide improved viewing of video material from the University Libraries’ video collections. These video monitors and playback units will provide a richer and deeper experience for library customers previewing video material from the libraries collections.
- Completed the following library web page updates and enhancements to expand access to the University Libraries collections and services:
  - Added a link to 2006 tax forms to the University Libraries’ homepage. The page can be viewed at: [www.bsu.edu/library/taxforms](http://www.bsu.edu/library/taxforms).
  - Added many digital photographs to the University Libraries’ online photo collection web page.
  - Created the Digital Commons web page  
[www.bsu.edu/libraries/viewpage.aspx?SRC=../Library Information Technology Services/commons/index.html](http://www.bsu.edu/libraries/viewpage.aspx?SRC=../Library%20Information%20Technology%20Services/commons/index.html).
  - Introduced the Web Resources Repository as part of the Digital Commons.
  - Added an “Ask a Librarian” link to an online form in Vignette. The button indicates whether or not a librarian is currently online. This form can be found at [www.bsu.edu/library/contacts/emailwebmanager](http://www.bsu.edu/library/contacts/emailwebmanager).
  - Made many changes to a Virtual Press web page for Dr. George Wolfe under the direction of Dr. Fritz Dolak. This page can be found at [www.bsu.edu/libraries/viewpage.aspx?src=../virtualpress/wolfe/index.html](http://www.bsu.edu/libraries/viewpage.aspx?src=../virtualpress/wolfe/index.html).
  - Made several additions and modifications to the Media Finders pages, including adding a blog link to the main page and the new Mega Media Finder. The page can be viewed at: [www.bsu.edu/library/librariycatalogs/mediafinders](http://www.bsu.edu/library/librariycatalogs/mediafinders).
  - Created a University Libraries’ Flash Video project web page at [www.bsu.edu/libraries/videoproject](http://www.bsu.edu/libraries/videoproject).
  - Made several modifications to the TILT information literacy project in cooperation with Information Services. The TILT page can be viewed at: [www.bsu.edu/libraries/tilt](http://www.bsu.edu/libraries/tilt).
  - Created an Architecture Library Journal title page at [www.bsu.edu/libraries/collections/archjournals/journals.aspx](http://www.bsu.edu/libraries/collections/archjournals/journals.aspx).
  - Put up new General Announcements, meeting minutes, Web News Stories, and Library Insider pages for Dean Hafner. General clean-up was performed on old pages. Some new Staff Photos were added to the Staff Directory intranet page, as well.
  - Provided data from a Vignette form for the 2007 Copyright Conference Registration for Hank Gerhart and Fritz Dolak.
  - Added a new Matinee Musicale page for the virtual press, which can be viewed at: [www.bsu.edu/library/article/0,,49979--,00.html](http://www.bsu.edu/library/article/0,,49979--,00.html).
  - Posted new Hardware Technology and Software documents on the Library Information Technology Services homepage:

### [www.bsu.edu/libraries/Library Information Technology Services](http://www.bsu.edu/libraries/Library%20Information%20Technology%20Services).

- Created a page for Fritz Dolak regarding the Indiana Teacher of the Year award, which can be found at:  
[www.bsu.edu/libraries/viewpage.aspx?src=./virtualpress/wiedmer/index.html](http://www.bsu.edu/libraries/viewpage.aspx?src=./virtualpress/wiedmer/index.html).
- Added Library News stories to the Library News web page available at:  
[www.bsu.edu/library/librarynews](http://www.bsu.edu/library/librarynews).
- Updated the left column link arrangement for the University Libraries' web pages.
- Added blogs and RSS feed links to the University Libraries web page to provide another channel to information about library services, programs and collections.
- Continued to provide technical support for the CONTENTdm system serving as the foundation for the Digital Media Repository (DMR). Eleven new digital collections were added to the DMR during this period.
- Coordinated the technical side of a pilot project to provide online access to digital music placed on course reserve by faculty. Testing included the delivery of course reserve audio segments to students and faculty from a University Libraries' web page and the Teleplex Windows Media Server.
- Continued to add entries to EZProxy to allow new electronic resources to be available to BSU community members for off-campus locations.
- Expanded access to electronic full text content available through the **Find It @ BSU** service by adding academic databases and full text resources to the SFX knowledgebase.
- Published new or updated collections to the Digital Media Repository (DMR) in April:
  - Muncie Public Library's Local History and Genealogy Center Collection.
  - Updated Otto Seller Photograph Collection.
  - Updated Spurgeon-Greene Photograph Collection.
  - Updated W. A. Swift Photograph Collection.

### **Collection Resources Management**

- Activated over 10,500 journal titles and portfolios in the SFX link resolver to facilitate seamless access to electronic full text for faculty and students.
- Expanded digital resources available through the Digital Media Repository, adding 7 new collections and 37,437 new digital objects in various formats, bringing the total numbers to 33 collections consisting of 78,437 objects.
- Provided access through the Digital Media Repository to an additional 13,600 architecture images, bring the total number of items in the Architecture Images collection to 41,416.
- Participated in development and implementation of the University Libraries' Digital Commons website to provide convenient centralized access to the multitude of electronic resources available to Ball State faculty and students, including thousands of free World Wide Web resources.
- Developed and implemented two new Media Finders (Chamber Music and Mega Media Finder) that empower customers to launch expert searches in CardCat for difficult-to-find materials in the collections; developed and maintained blog for Media Finder user.

- Provided access to 16 Digital Media Repository collections from the Databases web page.
- Provided records in CardCat and WorldCat for Archives and Special Collections' Chapbook Collection.

### **Technology Training Support Services**

- Implemented evening training sessions for faculty and provided 4 classes attended by 7 faculty members.

### **Administrative Services**

- Through funding from the Business Office, we acquired ten (10) new black and white copy machines for public use. These replaced the Xerox machines that were no longer being serviced by Xerox. The new copiers have a BinderMinder device installed to minimize the wear and tear of book bindings.
- Placed two new media display units next to the Main Circulation counter on first floor. These units hold displays for audio books and DVD's that are housed in the Educational Resources area. The displays bring these collections to an area where they can be more readily noticed.

## **2. Enhance student and faculty research and technology skills through instruction and training**

### **Public Services**

- Provided 13,801 students in 812 library instruction sessions with instruction related to research and learning needs for their academic classes. The number of students rose by 14% while the number of sessions increased by 9% over the previous year.
- Focused on current research needs by publicly engaging and answering reference and research questions (23,848), directional questions (46,258), and technical questions (9,405).
- Changed the *Live Chat* reference service software to incorporate several of the most popular instant messaging providers. This resulted in 1,498 live chat sessions, an increase of 280% over the same time period one year earlier.
- *Email A Librarian*, another one-on-one remote reference service handled 516 messages, an increase of 15% over the same period last year.
- Orientation sessions were held with over 70 international students at the start of the academic year with an emphasis placed on where students can ask for help.
- Presentations were held at the Graduate Student Development Conference at the start of the academic year.
- Special sessions entitled *Thesis Research in a Nutshell: Library Resources and Services for Graduate Students* were held to assist graduate students beginning thesis research. Special sessions were also conducted for non-course specific instruction on using *EndNote*, a bibliographic citation utility and *Web of Science*, a significant addition to the online database collection.
- Created webpages of notable resources and provided borrowing privileges to ARIA, students attending Ball State's summer music camp.

- Information Services librarians began using *Mediasite* in the Office of Teaching and Learning as a delivery vehicle for instruction with distance learners.
- Information Services librarians moderated scheduled chat sessions with nursing classes on resources and information technology related to their area of study.

### **Archives and Special Collections & Geospatial Resources and Map Collection**

- Increased specialized instructional sessions by 24% for classes using materials in Archives and Special Collections; increased number of students reached through instructional sessions to 779 in 52 classes, a 33% increase over last year.
- Increased specialized instructional sessions by 67% for classes using GRMC resources; increased number of students reached through instructional sessions to 351 students in 24 classes, representing a 62% increase.
- Focused on current GIS and map research needs by publicly engaging and answering 1,729 reference and research questions in-person meetings, through email, and by telephone, a 21% increase; increased number of directional questions answered to 115, representing a 13% increase.
- Organized and administered 2 GIS and map workshops for the University community:
  - *Introduction to GIS and Map Resources.*
  - *Finding GIS Data on the Web.*
  - Presented 7 tours of the GIS lab featuring the large-format plotter printer to the Technology Training Support Services conference poster class.

### **Library Information Technology Services (LITS)**

- Coordinated the technical side of a pilot project to stream course reserve audio. Testing included the delivery of course reserve audio segments to students and faculty using the Teleplex Windows Media Server.
- Installed and began customizing an open source information literacy tutorial for use at Ball State University. The TILT (Texas Information Literacy Tutorial) program is an open source PHP based web application developed to teach undergraduate students fundamental research skills in Texas. The open source license permits copying and changing the program to meet local institution requirements. Robert Seaton is working with Information Services librarians to deliver the program.
- LITS personnel checked and tested students' iBook WiFi configurations and installed the Symantec Antivirus software, provided free to students by the University, as part of the Teachers College Scavenger Hunt weekdays from August 24 through September 8. This activity requires students to visit various campus locations to learn more about services and resources available to them at six locations around campus. One of them was LITS on Bracken Library's third floor. During the hunt, more than 50 students visited LITS.

### **Collection Resources Management**

- Provided two formal workshops and individual instruction on collection development and acquisition policies, including use of the online order request form for faculty and library requestors, and the library liaison program.

- Demonstrated *Web of Science* and facilitated vendor-provided training in its use for faculty and librarians.

### **Technology Training Support Services**

- Provided technology training classes focusing on and developing productivity software applications, instructional technology tools, Web development and graphics packages. Provided 586 classes with 1,929 attendees of which 953 were unique individuals including 249 faculty and 334 staff members.
- Offered "Best Practices" training program for the Faculty Enhancement Series which focused on creation of online course materials using Blackboard (19 faculty attended three Best of Blackboard sessions), Energized PowerPoint (7 faculty attended 2 sessions), and Become a Digital Producer (8 participants in 2-2 week long sessions).
- Offered "Get Ready for the New Semester" classes in instructional technology tools in the beginning of fall and spring semesters. There were 28 classes with 67 faculty attendees.
- Planned, developed and hosted the Fourth Annual Faculty Technology Showcase. Technology Training Support Services showcased 5 projects with 7 faculty members from 4 colleges in their use of information technology as a teaching tool. Projects highlighted the use of:
  - Wikis for collaborative writing in Economics.
  - Tablet PC to demonstrate the Kana alphabet to students of Japanese.
  - GIS in Journalism.
  - Distributed Podcasting in Secondary Education.
  - rGrade rubric based assessment tool.

### **Administrative Services**

- Provided writing session to 16 libraries' personnel during Staff College.

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

#### **Public Services**

- The Library Liaison program was extended to include the departments of Natural Resources, Nursing, and Anthropology.
- In collaboration with personnel from the Career Center, workshops entitled *Gear Up for the Hunt: Finding Career Resources and Research* were conducted to assist students preparing to enter the job market.
- Librarians met with Brian Tomlinson (Residence Hall director) and Gayle Hartleroad (College of Business) to discuss resources for the Freshman Connections pre-business cluster. Links were created to web resources and the library homepage that appeared on residence hall computer lab workstations, and resulted in regular meetings with the pre-business cluster.
- Presented sessions on library services for distance education faculty at a Technology Enhanced Teaching Conference on campus, sponsored by Ball State' Department of Extended Education.



- Librarians met with instructors from many areas to discuss content for instruction sessions. Examples of departments reached include English, ISOM, Nursing, Women's Studies, Criminal Justice, Journalism, Music, Architecture, and Chemistry.
- Library Liaisons met with faculty from selected departments to provide information on relevant resources and services. They also distributed newsletters and maintained blogs as additional ways to distribute information and gain feedback.
- Collaborations with faculty from Physiology & Health Science resulted in the placement of anatomical models from the Anatomy Study Room to the Science-Health Science Library for extended access to students.

### **Archives and Special Collections & Geospatial Resources and Map Collection**

- Collaborated with Reed D. Voran Honors Distinguished Professor Frank Felsenstein in teaching two book history classes in Special Collections and acquiring new resources to support the class.
- Partnered with History faculty and University Teleplex personnel to plan a collaborative project for establishing the archives of the 376<sup>th</sup> Bombers Group of the 15<sup>th</sup> Air Force and conducting video histories to make available in the Digital Media Repository for instruction and research.
- Collaborated with the faculty from the College of Architecture and Planning, English, Creative Writing, Geography, Biology, Political Science, Education, Geology, and Journalism in developing assignments incorporating geographic resources, maps, and GIS data, and to create lessons and projects supporting academic goals and instructional strategies.
- Interacted with the Directors of the London Center and Australia Center to acquire maps and other resources for classroom activities during the semester-abroad programs.
- Collaborated with the Department of Psychological Science, Anthropology, the Ball State University football coaches, and the Virginia B. Ball Center for Creative Inquiry to use GIS software, to create maps, and to convert data for specialized research projects.
- Interacted with the personnel in the University International Advancement office, Graphics Production in the Teleplex, the Rinker Center for International Programs, University Marketing and Communications, the Indiana Academy, the Fisher Institute for Wellness and Gerontology, and the College of Architecture and Planning to acquire and present maps, atlases, and other geographic resources in various University projects, presentations, and electronic field-trips and in preparation for University-sponsored travel and business.
- Collaborated with the Department of Journalism to present information about GIS in Journalism for the Technology Training Support Services Faculty Technology Showcase.
- Collaborated with the College of Architecture and Planning to provide maps, aerial photography, and GIS data for students submitting site designs for the *National Day of Mourning* monument national competition.

### **Library Information Technology Services (LITS)**

- Developed a flash based web application, code named “BSU-Tube,” to provide improved and easier access to video assets highlighting programs, services and collections in the University Libraries. The project mixes a combination of Flash, ASP and AJAX technologies. A prototype is available at: [www.bsu.edu/libraries/videoProject](http://www.bsu.edu/libraries/videoProject). This project involves converting video assets from Windows Media and QuickTime formats to Flash.

### **Collection Resources Management**

- Prepared reports and supporting documentation for the Department of Family and Consumer Sciences faculty with an accreditation review.
- Collaborated with WIPB, Teleplex, and the Department of Telecommunications to plan for the forthcoming WIPB-3 Education Video Collection that will be accessible through the Digital Media Repository.
- Collaborated with Teleplex, Center for Media Design, and the Department of Telecommunications to create the Student Filmmakers Collection.
- Collaborated with the Commencement Office and Teleplex to create the Ball State Commencement Collection of streaming videos available through the DMR.
- Collaborated with the College of Architecture and Planning to create over 250 distinct sub-collections within the existing Architecture Images Collection.
- Collaborated with Teachers College to plan for the “Teacher’s Bookshelf” collection so that Spring 2007 students, as part of their class work, could begin producing materials for a pilot collection.
- Collaborated with Museum of Art to establish the metadata schema for the Museum of Art Collection currently under development for the Digital Media Repository, to adopt CONTENTdm as the Museum’s internal database, and to enable University Libraries’ mobile photography personnel to document selected Museum of Art exhibitions for the DMR.
- Collaborated with the Atrium Gallery and the Department of Art to create an ongoing and sustainable process for growth of the Ball State Student Artwork Collection.
- Collaborated with the Department of Theatre and Dance to grow the Theatre Costume Collection, including the training of Theatre personnel to assist with metadata creation and digital photography for the collection.
- Collaborated with Science faculty and Science—Health Science Library and Educational Resources personnel to create the Anatomical Model Collection, which expands access to these materials and provides fully annotated study guides (PDFs) through the Digital Media Repository.
- Collaborated with the Center for Middletown Studies to plan for the upcoming “What Middletown Read” project and (unsuccessful) NEH grant application.
- Prepared a report on publishing companies Bookmasters and Dorrance at the request of the University’s Publications and Intellectual Properties Committee.
- Prepared a guide of online resources for Speech Pathology for use in distance education courses at the request of a faculty member.
- Collaborated with College of Architecture to establish separate materials budget allocations for CAP’s three departments and with College of Applied Sciences and Technology to establish a materials budget pool for the College.

- Provided electronic newsletter for the Departments of English and Philosophy and Religion.

### **Technology Training Support Services**

- Provided technology training in face-to-face classrooms to students upon request from faculty with classes focusing on knowledge creation software, including Excel, Front Page, Publisher Brochures, elementk, PDF Forms, PowerPoint Presentations, Smartboard, Visualizing Statistics with Word, PowerPoint Conference Posters, iWeb and iLocker, Vignette, Word, Microsoft Movie Maker, Microsoft Picture Manager, Dreamweaver, Flash, and Producer.
  - 16 faculty requests from 18 departments and 7 colleges.
  - 30 classes were held.

### **Administrative Services**

- Worked with faculty in the Department of Art to obtain artwork for exhibits.

## **4. Expanded education through support of new technologies and pedagogies**

### **Public Services**

- Audio streaming of music excerpts was made available for music course reserves.
- Logitech webcams were installed in both ERC classrooms to support web conferencing.
- An interactive white board was made available for use by the public.
- A scanning station enabling students to save directly to BSU iLocker accounts was added to the Reference area on 1W.
- New, higher performance photocopiers were added to the University Libraries public areas.
- Digital cameras, MacBooks and portable DVD players were added to the circulating equipment collection.
- A virtual tour was created to illustrate services for distance learners.
- Silverfast calibration software was added to the scanner in the Architecture Library/VRC to insure the integrity of image colors during the transfer process.

### **Archives and Special Collections & Geospatial Resources and Map Collection**

- Supported new technologies for educational purposes in the GRMC by updating to ArcGIS 9.2 software and providing links to the Indiana Spatial Data Portal on the GIS laboratory computers.
- Enhanced and expanded the technological resources of the GRMC with the addition of a flatbed scanner.
- Enhanced and expanded the GIS data resources of the GRMC by acquiring the most current complete Delaware County GIS datasets.
- Facilitated library users' abilities to locate resources by creating several specific online finding aids to augment the resources available in GRMC.

- Implemented blog technology for the creation of a specialized GRMC blog ([www.bsumaps.blogspot.com](http://www.bsumaps.blogspot.com)) to inform students, faculty, and others both on-campus and off-campus about the GRMC programs, services, and collections.
- Installed digital projector in Archives and Special Collections reference/classroom area to enhance instructional sessions and class presentations.
- Acquired video digitizing equipment to provide digital copies of archival tapes upon request by students, faculty, and researchers for instruction, study, productions, and presentations.
- Expanded educational and research opportunities for students, faculty, and researchers through a collaborative project with the Center for Middletown Studies to develop an online teaching archive on Muncie as “Middletown” during the Depression years.

### **Library Information Technology Services (LITS)**

- Continued to work with SirsiDynix to test the new LDAP feature that will allow CardCat “My Account” users to access circulation information using their BSU computer username instead of less well-known system specific credentials.
- Assisted Information Services with the replacement of the commercial LiveChat service with a program that supports the major messaging platforms and includes many of the same features. The virtual reference service is available to chat with librarians via AOL Instant Messenger, YAHOO! Messenger, and MSN Messenger. The screen name to communicate with librarians is **bsulibrarian**.
- Continued to add entries to EZProxy to allow new electronic resources to be available to BSU community members for off-campus locations.
- Applied additional security to web pages containing large numbers of CardCat record keys to prevent internet robots from scraping the information and overwhelming the CardCat system with multiple, rapid search requests.

### **Collection Resources Management**

- Expanded and enhanced University Libraries’ digital/physical processing capabilities with the addition of an audio digitization studio complete with separate stations for analog to digital capture/conversion and for audio enhancement and versioning.
- Digitized 32,000 photographs, slides, and pages of text and produced 14,400 digital photographs for the Digital Media Repository and the Ball State Virtual Press.
- Worked with Blackwell Book Services to replace paper book notifications with electronic alerts, thereby expediting the process of ordering new materials.
- Developed and implemented a “Current Subscriptions for Departments and Library Units” webpage that allows departmental faculty and staff to review current subscriptions and standing orders paid from their department’s library allocation (accessible from [www.bsu.edu/library/acquisitions](http://www.bsu.edu/library/acquisitions)).
- Implemented JAVA WorkFlows for library materials acquisition functions.

### **Technology Training Support Services**

- Provided training in newer technologies to enhance pedagogy, such as Podcasting, blogging, Tablet PC, relational presentations, Smartboard.

### **Administrative Services**

- Provided Fair Use Video on Demand secure server service to 25 faculty.
- The Services Excellence Working Group conducted four sessions of a workshop entitled, “Customer Service 101” for newly employed library student assistants. At the sessions, students received basic principles of customer service. Typical student assistant training focuses on specific job duties, library policies and guidelines, and library procedures. This workshop focused on communications skills and the dynamics of employee/customer interaction.

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

### **Public Services**

- The classrooms in the Educational Resources Collection were updated to provide high-tech facilities for classroom instruction.
- Renovations to the Architecture Library resulted in an improved space for research and study and included new wooden flooring and carpeting and a new circulation counter.
- A portion of the Reference print collection was removed and study tables added to accommodate group study and individual laptop use.
- The current newspaper area on 1E was renovated to include wooden display racks and accommodate lounge-style reading clusters.
- A U.S. mail/campus mail drop box was added to Bracken Library for public use.
- High-demand office supplies were made available for public use in the Reference Area and Educational Resources Collection.
- Shelving was added to Bracken 2W to accommodate overcrowding of bound periodicals and increase accessibility of resources.
- An additional public printing unit was added to Bracken Library’s first floor area (west side) to accommodate increased printing demands from students and faculty using computers on the upper floors.
- Created a number of rotating displays for the Library Instruction Classrooms to promote services and resources.

### **Archives and Special Collections & Geospatial Resources and Map Collection**

- Improved and enhanced the research environment of the Geospatial Resources and Map Collection (GRMC) by creating specialized classroom learning and activity areas for English, Geography, Journalism, and Biology classes organized with geographic resources to facilitate student learning and research.
- Facilitated library users’ abilities to locate resources by completing a significant shifting, indexing, and reorganizing project in the GRMC to accommodate the large collection of government documents and nautical and bathymetric charts.
- Improved the organization of the GRMC collection by acquiring map cabinets from the Geography Department to accommodate the storage of several large wall maps and reorganizing the circulation and counter reference area of the GRMC.

### **Library Information Technology Services (LITS)**

- Installed *SciFinder Scholar 2006* on the computers in electronic classrooms BL009 and BL104 for training purposes.
- Received 16 Gateway M465E laptop computers to enhance the circulating equipment collection. Began preparing these systems for circulation out of the Educational Resources Collection.

### **Collection Resources Management**

- Reconfigured workspace in BL023 to create a larger and more consolidated area for the newly created Metadata and Digital Initiatives Unit and in BL035 to accommodate a new audio digitization studio complete with separate stations for analog to digital capture/conversion and for audio enhancement and versioning.

### **Administrative Services**

- The Bookmark Café is a new addition to the Bracken Library facility. They held their grand opening March 7. While the café is a great new addition, the library continues to offer vending options to customers. There are beverages, sweet and salty snacks, a microwave, comfortable seating, and a television in the new vending area located on the lower level.
- Additional card-swipe locks have been installed in Bracken Library. These additions bring the total number of card-swipe locks to six. These locks improve security, are cost-efficient, and reduce record keeping involved with lost or stolen keys.
- In mid-November 2006, six sets of new doors were installed at the north and south entrances of Bracken Library. Last fiscal year, our turnstiles counted 1,150,000 persons passing through our doors. This amount of traffic had taken a toll on our exterior doors.
- Managed a successful student services information fair during fall semester with 11 campus organizations participating.
- Coordinated several art displays and three receptions.
- Assisted University Copyright Office on details of several Bracken Matinee Musicales.

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

### **Public Services**

- The Architecture Librarian participated in the CAP Summer Workshop introducing and exploring resources with high school students.
- Library personnel served as book discussion group leaders for the Freshman Connections Common Reader forging connections with new students.
- Participated in a video conference on library services to distance education students to site coordinators of the Indiana College Network.
- As part of outreach and education efforts for the parents of incoming students, a special workshop was created and held during Welcome Week. The topic was Helping Your Students Research: a Library Workshop for Parents.

- Librarians conducted a tour of the facilities for 50 students from an Indianapolis charter school.
- Instruction sessions were held for pre-university students from the Indiana Business College and Ivy Tech Community College.
- Instruction sessions were held for a number of pre-college students from the area including students from the Indiana Academy, Burriss Laboratory Schools, Delta, Blue River Valley, Blackford, Wes-Del, Heritage Hall Christian, Jay, Cowan, Eastern Hancock, and Hagerstown High Schools as well as home-schooled students.

### **Archives and Special Collections & Geospatial Resources and Map Collection**

- Promoted use and enhanced awareness of the diversity of resources in Archives and Special Collections and developed donor relations with 9 presentations to community and University groups and professional organizations, 8 onsite exhibits and 3 online exhibits; 22 Library Insider articles.
- Produced online video, onsite and online exhibits, Web-based finding aid, and Website for the Dr. Otis Bowen Papers and collaborated with Political Science Department, Teleplex, and the President's office to recognize Dr. Bowen's donation at a ceremony held at the Ball State University Indianapolis Center.
- Collaborated with the Virginia B. Ball Center for Creative Inquiry and the Indiana State Museum to provide photographs and other documentation for an African American history exhibit on "The Other Side of Middletown" at the State Museum.
- Coordinated a visit and lecture by Dr. Yuko Murakami of Japan's National Institute of Informatics to engage in an international exchange of ideas concerning the development of institutional repositories.
- Promoted international research in the University Libraries' John Steinbeck Collection by hosting a ceremony in Archives and Special Collections and a luncheon at the Alumni Center, attended by noted Steinbeck scholars, in recognition of the donation of research materials by Dr. Stephen George and to honor his contributions to Steinbeck scholarship.
- Promoted outreach and community building through GRMC instruction sessions and learning activities using maps, atlases, and GIS software and data targeted for high school and elementary students, the Ancestor Hunters of Delaware County and other genealogy clubs, the Community Center for Vital Aging, the Virginia B. Ball Center for Creative Inquiry, the Delaware County Convention Center, the Social Science Research Center, and the Association for Lifelong Learners.
- Partnered with the Archaeological Consultants of Ossian providing maps and soil surveys to research and assess the archaeological value of the development site of the Honda assembly plant in Greensburg, Indiana.
- Promoted outreach and community building by providing GRMC resources for special presentations and conducting specialized tours for groups from Deyang, China, summer campers, the Rotary Club, and the Peace Corps.
- Collaborated with the Teleplex/Media Services office selecting maps for use on the WIPB quiz show telecast and for the production of a documentary film.
- Promoted use and supported awareness of the diverse collections by creating 7 educational exhibits in the GRMC.

- Collaborated with the Rinker Center for International Programs to select and prepare maps for display at the annual International Festival and in a Culture Exchange presentation on Venezuela at the Student Center.

### **Friends of Alexander M. Bracken Library**

- Maintained membership in the Friends of the Alexander M. Bracken Library at over 2,600 persons who reside in most of the fifty states and forty other countries.
- Increased donations by 36% for a total of more than \$34,000 to Foundation accounts supporting the University Libraries in 2006.
- Strengthened the collections for teaching, learning, and research by donating books, DVDs, journals, and other materials.
- Held a successful annual dinner and meeting attended by 75 Friends, the largest attendance in the history of the event.
- Published article entitled “Friends Make a Difference” about the history and accomplishments of the Friends organization in *Indiana Libraries*, the journal of the Indiana Library Federation and the Indiana State Library, Volume 25, Number 3, 2006, pp. 13-15.
- Sponsored 4 well-attended programs that attracted members of the community and University faculty, staff, and students, including collaborating on 2 programs as co-sponsors with the Center for Middletown Studies:
  - “Celebrating 30 Years of Renewing Lives: A history of Community Mental Health through CMHS and Meridian Services.”
  - “Founding Fathers and Signers of the Declaration of Independence”
  - “Organized Labor in Muncie: An Oral History.”
  - “Before Middletown: Using Historical Archaeology to view Victorian Muncie.”
- Presented Student Recognition Awards and checks for \$100 from the Friends to library student assistants Amanda Ashton, Holli Botset, and Stacy Sowder in honor of their academic achievements and their work for the University Libraries.
- Recognized outgoing Board of Governors members Dr. Jayne Beilke, Mr. Larry Campbell, Mrs. Nancy Carlson, Ms. Gretchen Cheesman, Mrs. Dorothy Danner with certificates of appreciation for their 3 years of service.
- Welcomed and presented lapel pins to Mrs. Marilyn Carey, Dr. Carol Flores, Mr. Hank Milius, Mr. Thomas Spotts, and Mrs. Marianne Vorhees as they began their three-year terms on the Board of Governors.
- Promoted activities of the Friends and the University Libraries through the publication of an annual newsletter distributed to over 2,600 members.

### **Library Information Technology Services (LITS)**

- Brad Faust presented “DRM and DMR: Digital Rights Management and Digital Media Repository” at the 2006 Copyright Conference sponsored by the University Libraries. The conference title is “Copyright Challenges & Opportunities: Practical Advice for the Digital Age.”
- Brought up the ILLiad interlibrary loan system on a local server to provide advanced library resource borrowing services to Ball State University faculty, students and staff.



- Budi Wibowo and Brad Faust participated in a discussion with representatives from Muncie Public Library (MPL) to discuss the CONTENTdm implementation at Ball State and opportunities for future partnerships. Preparation for this meeting included building a sample collection of MPL objects in CONTENTdm.
- LITS personnel provided new and returning students with technical assistance via a Computer Clinic that ran from August 17 through August 25. Staff and student personnel from the LITS unit provided WiFi network configuration, Antivirus setup, and answered basic questions about technology services in the University Libraries and at Ball State University.

### **Collection Resources Management**

- Collaborated with staff at The Muncie Times to digitize and provide full-text searching of the complete run of the newspaper and to assist them in recreating lost advertising copies.
- Created digital sound files, transcriptions, and metadata for the LSTA-funded Middletown Digital Oral History Collection that spotlights Muncie's Black, Jewish, and Roman Catholic communities.
- Participated in an encore presentation of the "CONTENTdm: Tactical to Practical" conference for the University of Louisville.
- Developed and presented a two-day workshop, "Metadata for Digital Libraries" at Purdue University.
- Participated as main presenter in a nationally broadcast OCLC Live Web Event, "Successful Launch Secrets: How the Ball State University Libraries Created Digital Collections for Use in the Classroom, on Campus and Beyond."
- Participated in the Library of Congress' Serials Cataloging Cooperative Training Program by presenting two "Basic Serials Cataloging" workshops for Augustana College (Sioux Falls, SD) and the University of Minnesota.
- Participated on the Academic Library of Indiana (ALI) Database Licensing Task Force to develop an RFP for a service provider.

### **Technology Training Support Services**

- Collaborated with the Office of Teaching and Learning Advancement (OTLA) for new faculty services during Alpha Day in August.
- Collaborated with Extended Education and co-chaired the Best Practices: Technology Enhanced Teaching in Distance Education Conference.
- Presented "Organizing Course Content" with Dr. Jerome Kotecki, Physiology & Health Science, at the above conference.
- Presented inQsit online testing and surveying system to Intel and Digital Bridge Executives as part of the Intel World Ahead grant proposal project.
- Presented on-line learning and testing modules developed using Captivate 2 to Intel and Digital Bridge Executives as part of the Intel World Ahead grant proposal project.
- Collaborated with Office of Information Technology in three projects:
  - Faculty Technology Use survey administered in fall '06 with 516 participants.

- Faculty e-mail SPAM perception survey administered in spring '07 with 592 participants.
- Student Technology Use survey administered in spring '07 with 1973 participants to date.
- Facilitated Laptop Study Group with TC Technology Director with the purpose of creating a book showcasing creative uses of laptop computers in teacher education curriculum.
- Collaborated with Vice President for Enrollment, Marketing, and Communication, and the Content Management Selection team in year long project to research, evaluate, select and propose new content management system Collaborated with University Communications to develop on-line modules for Vignette content management on-line training.
- Collaborated with faculty from Burriss to assist in the development of a faculty technology training program.
- Presented Effects of Day Light Savings Time and Solutions for Distributed Technology Services Team meeting.
- Participated with University Computing Services as a contributor in the Windows Vista Technology Adoption Program (TAP).
- Collaborated with Department of Art to develop guidelines and documentation for managing images for student portfolios.
- Personnel from the unit participated in the University's governance system, including University Council, University Senate, Information Technology Committee, Academic Assessment Committee, Instructional Media Support Committee, and the Extended Education Committee.
- Provided outreach through the TTSS website to the University community and Web users at large, obtaining 416,745 hits.

### **Administrative Services**

- Collaborated with Fine Arts Department in organizing ten (10) Bracken Matinee Musicales: Festival of Dance, Shedtown, University Singers Sneak Preview, Mu Phi Epsilon, Thoroughly Modern Millie, Passion for Latin: Rhythm and Soul, University Singers' Holiday Sing, Victorian Blue Grass Christmas, The BSU Saxophone Quartet, and Urinetown, the Musical.
- 20 Copyright presentations to 3 national audiences, 16 Ball State audiences, 1 State of Indiana audience.
- Planned and implemented the Fourth Annual Copyright Conference: Digital Trek: To Boldly Explore Copyright in Teaching and Learning, April 11, 2007. There were 114 attendees from Indiana, and 10 different states: Arkansas, Illinois, Iowa, Kentucky, Michigan, Missouri, New York, Ohio, Pennsylvania, and Texas.
- Assisted with the Music School DVD projects for Beneficence Recordings.
- Began drafting new color brochure to promote Libraries' services.
- Helped Archives & Special Collections to publicize various exhibits and events to the Muncie Star Press.
- Developed marketing plan to promote online Civil War collection.

- Worked with several campus organizations for outreach and/or collaborative efforts, including the following:
    - *The Ball State Daily News* – worked with editor to place bullets on page 2 bi-monthly and suggested feature stories periodically.
    - Housing & Residence – worked with Peggie Love to have “Quick Reads” posted in dorm halls every other month and with Cynthia Miller to provide PSAs for the dormitory movie channel.
    - Admissions – worked with director to place thousands of brochures in mailings to accepted students and to have brochures for students at orientation.
    - Student Services – worked with several organizations to create an Info Fair in Bracken’s lobby.
    - Graduate School – worked with Jackie Nelson to place an article about the University Libraries in the graduate magazine.
    - Academic Advising – Provided 3,000 brochures for advisors to personally hand to students upon their first meeting.
  - Recommended that the University Libraries use MP3 format on home page to show clips such as “Why I Like the Library” and other short video spots which can be viewed by students.
  - For outreach, procured cups, lobby banner, stands, canvas bags, magnets, pens.
  - Co-authored branding article with Dr. Hafner which was accepted for publication by Indiana Libraries.
  - Invited to speak at Indiana Library Federation Region 6 conference on April 27 in southern Indiana.
  - Authored article on targeted marketing for ILF’s publication.
  - Created brochure accepted for display at ALA Conference.
  - Created publicity brochure for 2007 Copyright Conference.
  - Assisted with 2007 Copyright Conference planning, registration, name tags, book bag order.
- 7. Developed funding opportunities to expand collections, services, and technology to meet the academic needs of students and faculty**

**Archives and Special Collections & Geospatial Resources and Map Collection**

- Received a Library Services and Technology Act (LSTA) Digitization Grant for \$25,125 to develop the Middletown Digital Oral History Collection to provide global access to searchable audio files and transcriptions of African American, Jewish, and Catholic oral histories on the Web via the Ball State University Digital Media Repository.
- Established the Steinbeck Research Fund with a \$2,500 initial donation from Mrs. C. Suzette Ditsky, in honor of her late husband, renowned John Steinbeck scholar Dr. John Ditsky, to support research in the Steinbeck Collection in Archives and Special Collections.
- Established a Ball State Foundation fund with a \$10,000 donation from Cinergy Corporation to support students, faculty, and other researchers using the papers of former U. S. Congressman Philip Sharp.

- Developed the Steinbeck Lecture Series Fund in Honor of Dr. and Mrs. John Pruis and Dr. and Mrs. Richard Burkhardt with an initial amount of \$2,959 to promote research in the University Libraries' Steinbeck Collection and support an annual or biannual lecture by an emerging or established Steinbeck scholar.
- Prepared and submitted an LSTA Digitization Grant proposal for 2007-08 to create a digital collection of the Muncie Post-Democrat, an anti-Klan newspaper from the 1920s and 1930s.

### **Library Information Technology Services (LITS)**

- Provided Digital Media Repository collection usage information to the Director of Archives and Special Collections for an article on the 2005 LSTA digitization grant collections.
- Began replacing CRT monitors with 19" LCD displays to provide a better desktop user experience on University Libraries public workstations.
- Upgraded the public access computers in the Architecture Library and the Science-Health Science Library. The new computers are Gateway E-2600 systems with 1GB RAM, Pentium 4 3GHz processors, CD-R/W, DVD+/-R+-RW optical drives and 19" LCD monitors.

### **Administrative Services**

- Created brochure as fundraising tool for Friends of the A.M. Bracken Library.

## **8. Provided opportunities to expand collections, services, and technology to meet the academic needs of students and faculty**

### **Public Services**

- Online tutorials and resource guides were created and/or updated, enhancing student opportunities for independent learning. Examples of subject areas include Native American studies, consumer health, industry information, investment analysis, geography, local history, special education, and American music.
- Computers and selected software were made available for use in the study carrels assigned to graduate students and faculty to facilitate use of resources and services.

### **Archives and Special Collections & Geospatial Resources and Map Collection**

- Directed student project to create a comprehensive annotated bibliography on Nazi research resources in Archives and Special Collections and provided an immersive experience in working with the Director of Archives and Special Collections to conduct a class presentation on the resources.
- Provided informational tours and created brochures promoting the services and resources of the GRMC to classes and groups attending library orientation programs.

### **Library Information Technology Services (LITS)**

- Implemented links to Ask a Librarian in the CardCat interface to provide CardCat users with better access to librarians.
- Assisted Information Services with the replacement of the commercial LiveChat service with a program that supports the major messaging platforms and includes

many of the same features. The virtual reference service is available to chat with librarians via AOL Instant Messenger, YAHOO! Messenger, and MSN Messenger. The screen name to communicate with librarians is **bsulibrarian**.

- Provided a library homepage link highlighting RSS news feeds available from several University Libraries' sponsored blogs. Using RSS syndication students and faculty can subscribe to one or more subject based information sources to keep current on library news, services and subject specific resources.

### **Administrative Services**

- Coordinated several art displays and three receptions.

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

### **Public Services**

- Web pages for the University Libraries were modified to make them more Google-friendly and their content more easily accessible.
- The Distance Learning Resources pages were redesigned to make them more user-friendly and their content more easily accessible.
- Information Services developed online videos for Nursing faculty and students illustrating the use of specific nursing resources.

### **Archives and Special Collections & Geospatial Resources and Map Collection**

- Supported educational enrichment for students by adding a collection of wall maps from the Geography Department to the GRMC for enhanced learning and research.
- Supported the curriculum and research needs of the academic mission by acquiring new materials for the GRMC, including maps, atlases, GIS books and software, and geographic CD-ROMs from vendors, donations, and through the Government Depository program, and processed and provided access to new materials in CardCat.
- Acquired 160 cubic feet of manuscript collections and University records. Significant donations included:
  - Roy Simmonds Collection on author John Steinbeck.
  - Philomathean Club records.
  - Rotary District 6560 archives.
  - Physical Culture Magazine collection.
  - Muncie Chapter of the American Association of Retired Persons.
- Created the Muncie Labor Archives consisting of records of local chapters of labor unions and oral history interviews with labor union leaders.
- Developed the Historic Chapbook Collection for classroom use, study, and research.
- Enhanced collection for teaching and research through purchase of rare books using the Martin and Helen Schwartz Special Collections Fund:
  - The Luttrell Psalter.
  - New England Primer (1843).
  - Bound volumes of Newburgh Daily News (1859-61) and Weekly Aurora (1810-11).
  - Smollett's Travels through France and Italy (1766).

- Record of Works of Winslow Homer.
- Othropeadia: or the Art of Correcting and Preventing Deformities in Children.
- 530 international phrase books.
- Provided increased access to 81 cubic feet of manuscript collections and University records through archival processing and by posting 40 new and 20 revised finding aids on the Website.
- Organizationally combined the resources of Archives and Special Collections and the Geospatial Resources and Map Collection to provide an expanded collaborative unit to meet the teaching, learning, and research needs of students, faculty, and researchers.
- Increased number of digital objects to more than 78,000 available for teaching, learning, and research in the Ball State University Digital Media Repository, including:
  - Over 41,000 Architecture slides.
  - More than 20,000 photographs.
  - Over 3,500 journal pages and 14,000 newspaper pages.
  - Almost 800 videos.
  - Over 200 audio files.
  - 200 posters.
  - 90 architectural drawings.
  - 255 student artworks.
- Developed Digital Commons, a portal to thousands of online resources provided by the University Libraries to students, faculty, and researchers at their desktop for teaching, learning, and research. Resources available through the Digital Commons include:
  - Subject, title, and keyword access to hundreds of Websites in a variety of categories from arts and the humanities to business.
  - Over 78,000 images, videos, audio, journals, newspapers, and other digital object in the Ball State University Digital Media Repository.
  - Thousands of images including sources for Art and Architecture, U. S. History, World History, General Interest, and Indiana.
  - Thousands of digital videos including national and international news, web cams, video blogs, signature collections from other universities, and video sharing sites.
  - Access to thousands of articles through over 190 academic databases.
  - Subject, title, and keyword access to over 10,000 online journals.
  - Thousands of e-books through 28 electronic book lists and 14 directly linked individual titles.
  - Online access to Ball State University Master's theses, College of Architecture and Planning undergraduate theses, undergraduate senior honor theses, and 2 major databases of theses and dissertations.
  - Access to more than 200 virtual reference resources.
  - 62 online GIS and mapping resources.
- Began developing Cardinal Scholar, Ball State University's Institutional Repository, to provide online access to scholarly works produced by Ball State University faculty

and students; promote Ball State University's intellectual capital to a worldwide audience; and advance open scholarly communication.

- Completed 2005-2006 LSTA Digitization Grant Project to make 435 U. S. Civil War letters, diaries, photographs, and other documents from 4 East Central Indiana repositories available through the Digital Media Repository on the Internet for teaching, study, and research by students, faculty, and scholars globally.
- Initiated 2006-2007 LSTA Digitization Grant Project to make available African American, Jewish, and Catholic oral history interviews in the Middletown Digital Oral History Collection through the Digital Media Repository on the Internet for teaching and research by students, faculty, and scholars globally.

**Library Information Technology Services (LITS)**

- Produced a Simple Staff Scheduler program to improve the process of scheduling personnel at the Reference Desk over 100 hours each week. The program was reviewed by supervisors in several library units in March to test functionality.

**Collection Resources Management**

- Purchased, processed, and made available over 11,000 new books, DVDs, CDs, and other resources selected by faculty and librarians to support curriculum and research needs.
- Provided online access to 20 new academic databases, including:
  - Web of Science (with archives back to 1992).
  - Science Direct (with archives back to 1994).
  - JSTOR's General Science Collection.
  - Naxos Music Library.
  - GeoScience World.
- Provided access to 238 new e-journals covering a broad range of disciplines.
- Provided access to nearly 525,000 public domain e-books through Google Scholar and to 64 e-books purchased for the online reference collection.

**Technology Training Support Services**

- Managed Element-K online training programs for 3,287 learners:

	<b>Faculty</b>	<b>Staff</b>	<b>Students</b>
Total accounts	249	366	2,672
Attended training	31	67	406
Courses attended	59	189	1,609
Hours training completed	26:32	388:22	1,271:25

- Provided FAQs and technology tips and tutorials through the TTSS website:
  - Technology Tips – 270.
  - Tutorials – 52.
  - On-line tutorials (Tech Clips) – 8.

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

### **Public Services**

- As part of a large-scale project to withdraw print copies of government publications in favor of online access to the same documents, staff withdrew 12,515 titles from the collections during the nine-month reporting period. The project is still in progress, but when completed will make space available for collaborative work areas.
- Beginning July 2006, personnel at public service desks began recording statistics for technical questions in addition to informational and directional questions to facilitate analysis of user needs.
- The Architecture Librarian completed an analysis of selected portions of the Architecture Library's collection.
- The Science-Health Science Library Manager and Collections Development personnel completed analysis of the Science-Health Science reference collection.
- A project was completed to withdraw discontinued textbooks from the ERC collection. A similar project was completed for the review of audiotapes housed in remote storage.
- A project was completed to review and replace missing or damaged scores from the Music Collection.
- Evaluations of selected sections of the Reference Collection were completed.
- Database trials for several new online resources were established and the products evaluated for potential addition to the collections.

### **Archives and Special Collections & Geospatial Resources and Map Collection**

- Improved the public printing service on the large-format plotter in the GRMC by upgrading to higher quality coated paper.
- Partnered with Interlibrary Loan to compile a history of loaned maps and borrowers of maps to evaluate popular resources in the collection to better meet the needs of students and faculty.
- Enhanced resources of the GRMC by moving remaining maps and historical aerial photography from storage in North Quad and shifting Library of Congress maps in the GRMC storage area to the Map Collection file drawers.

### **Library Information Technology Services (LITS)**

- Installed and tested an upgrade to the Java WorkFlows client to see if response time is improved. Some key Unicorn functions work much slower in the Java WorkFlows client application compared to the previous Classic WorkFlows client. Met with Acquisitions unit personnel to plan property settings for Java WorkFlows for that unit.
- Continued to see significant ILLiad system performance improvements resulting from the migration of the service to an on campus server.
- Identified several older technology assets that are no longer needed and produced the B450 reports to initiate the excess process.



### **Collection Resources Management**

- Conducted extensive collection reviews, examining over 22,200 books and close to 1,600 periodical titles for currency, usefulness, and condition, as follows:
  - Conducted formal collection reviews in the areas of Finance, Recreation and Leisure, Psychology, Library Science, and Youth Collection, examining 8,487 items to assure currency and quality of resources in these areas.
  - Reviewed nearly 1,600 periodical titles in from the Bound Periodicals and Storage collections to address usefulness and space concerns.
  - Evaluated 2,927 donated materials, selecting 1,040 gift books, CD's, DVD's and other materials for inclusion in University Libraries' collections.
  - Reviewed 10,844 books in a variety of disciplines identified through routine collection maintenance activities, such as those for lost, missing or damaged items and an ongoing project to identify collection materials not reflected in WorldCat.
- Following collection review by area specialists, withdrew 39,633 Educational Resources 35mm slides and 13,696 federal government publications.
- Reviewed authority records and revised over 36,400 bibliographic access points in CardCat as part of the ongoing effort to refine and facilitate searching in the online catalog through elimination of inconsistent headings and blind cross references.