Ball State University Libraries

A destination for research, learning, and friends

The Ball State University Libraries: Performance with Purpose

The University Libraries' five key accomplishments for the period of July 1, 2007 through March 31, 2008, are listed below.

1. Delivered a sophisticated range of library and information services. The University Libraries professional and paraprofessional personnel successfully delivered a sophisticated range of library and information services to students, faculty, and other community members with a focus on providing a welcoming and customer friendly environment.

- The University Libraries turnstile count recorded 1,043,735 visits since the beginning of the fiscal year, a 2.3% increase over the same period the previous year, which translated into 4,400 students per day visiting Bracken Library.
- Libraries' personnel supported individual research by faculty, students, and others by providing resources, information, and answers for 24,357 reference questions (2% increase), 10,744 technology questions (14% increase), and 45,156 directional inquiries (2% decrease over the same period last year).
- The Libraries circulated 236,351 items to students and faculty since the beginning of the fiscal year, a decrease of 14%, which was offset by the increase in use of online resources from both on/off-campus and the 23% increase in interlibrary loan to acquire 19,608 resource items for students and faculty from around the world.
- The Libraries acquired 11,300 new books, DVDs, CDs, and other resources selected by faculty and librarians to support curriculum and research needs, a 2.7% increase over the same period last year; provided access to 4,425 new, mostly open access electronic journal titles, 7 new academic databases, 19 new e-books, and 235 free scholarly websites covering a broad range of disciplines.
- In academic partnership with classroom faculty, librarians provided targeted library instruction to 13,213 students in 836 sessions, a 2% increase in the number of sessions, with emphasis related to student's research and learning needs.
- Technology Training Support Services personnel offered 421 classes that attracted 949 attendees, representing 525 unique individuals including 158 faculty, 249 staff, 118 graduate and undergraduate students. The number of instructor-led courses decreased by 4% due to decreased demand and increased demand for one-on-one consulting opportunities, which were attended by 236 faculty and staff.
- Community outreach and professional development activities included the Libraries hosting several professional conferences: a copyright conference that attracted 109 librarians and other information professionals from 10 states; 3 audio-conferences on the TEACH Act that drew 112 participants from various states; a Libraries' hosted and sponsored marketing and communication conference that brought 24 librarians from around the state to learn about marketing strategies for libraries; Technology Training Support Services sponsored a Faculty Technology Showcase to exhibit faculty use of Virtual Worlds in instruction and unit personnel participated in the Second Annual Enhancing Online Learning Conference, which drew attendees from 7 Indiana institutions of higher education; and a statewide resource sharing conference hosted by the Libraries and jointly sponsored by the Indiana State Library, INCOLSA, Academic Libraries of Indiana, and OCLC attended by 80 librarians.

2. Secured gift funding for the Helen B. and Martin D. Schwartz Special Collections and Digital Complex. The University Libraries received a significant gift to fund development of the Helen B. and Martin D. Schwartz Special Collections and Global Digital Complex in the Alexander M. Bracken Library. The 2,450 square foot area on the first floor will connect students and faculty to the diverse special collections and digital resources of the University Libraries and will provide access to signature digital collections globally. This digital complex will serve Ball State University as an innovative, collaborative, flexible, and interactive learning and teaching environment, utilizing the latest technology for fostering an undergraduate research culture. Construction on the Digital Complex is expected to begin in late June 2008.

3. Advanced the Libraries' digital initiatives. The University Libraries have advanced the development and deployment of digital initiatives to support learning, teaching, and research.
- Digital resources accessible through the Digital Media Repository were expanded by adding 25,767 new digital objects in 16 new collections, a 24.7% increase in number of digital objects and a 28% increase in number of collection over last year, bringing the total to 104,204 digital assets in 57 collections.
- Libraries' personnel developed Cardinal Scholar, Ball State University's Institutional Repository, as a means for faculty and students to make their intellectual and creative work globally accessible, to promote open scholarly communication, and to serve as a key element in the University's research and publication distribution strategies. Faculty and students are now beginning to populate this database with their scholarly work.
- The Libraries received a third consecutive Library Services and Technology Act (LSTA) digitization grant for $20,500 to digitize historic resources and make resources available for students, faculty, and researchers.
- The Libraries contributed access to 9 digital collections as part of the Indiana State Library's online project "Indiana Memory Project."
- The Libraries conducted conferences and workshops to share and promote expertise in digital projects, including a conference on digitizing oral history that attracted 80 librarians, archivists, and other information technology professionals from 14 states; the first in a series of digitization workshops attended by 30 professionals from various libraries and historical societies around the state; a digitization workshop conducted by Libraries' personnel at the Indiana State Library for 35 representatives from institutions receiving LSTA grants.

4. Provided access to emerging media formats and technologies. The University Libraries provided access to several emerging media formats and technologies designed to increase student and faculty opportunities for knowledge discovery, synthesis, and creation.
- The Libraries worked in partnership with the Center for Middletown Studies and the Center for Media Design to develop content and services in Second Life to serve the student user population in this fast-growing virtual world.
- The University Libraries created and maintains 9 blogs/RSS feeds designed to inform students and faculty about collections, services, and programs.
- The Libraries installed a pod of five high-performance PC and Mac stations equipped with specialized features and software applications for data analysis, video editing, animation rendering, and gaming.
- The University Libraries developed an icon-based Web site for small screen smart mobile devices such as BlackBerry and others that allow users to search the Libraries' catalog and access the Libraries' electronic journals.
- The Libraries developed and maintained profiles on Facebook and MySpace, and created unit blogs to reach students and others who use these resources.

- Technology Training Support Services personnel contributed to the selection and implementation of the University's new content management system, Sitecore.
- Online independent tutorials and research assistance were expanded and upgraded and new subject guides were created to produce resources with a contemporary look to aid students in researching popular topics, bringing the total videos, tutorials, and guides offered online by the Libraries to 150 this academic year.

5. Produced a variety of digital content and other products for research, learning, and classroom enhancement. The University Libraries produced digital content and other products to benefit student and faculty learning and research.
- Libraries' personnel digitized 57,388 photographs, slides, and pages of text, and produced 6,580 digital photographs for use in the Digital Media Repository, Ball State Virtual Press, and the online catalogue CardCat, a 79% increase in digitization over the same period last year.
- The Ball State University Virtual Press, a powerful information dissemination service for members of the academic community, grew this year to include Web pages about music performances, faculty publications, Career Center publications, professional journals, art exhibits, an undergraduate literary magazine, and videos.
- Specialized Web pages were created and maintained to promote information about copyright and intellectual property, digital video collections accessible through the University Libraries, distance learning resources, images, wireless laptop printing solutions, and more.
- *The Library Insider* online newsletter was distributed monthly to faculty and staff and to librarians at institutions beyond the campus to communicate information about the University Libraries' programs, services, and collections.
- Developed two new Media Finders to provide students with easy access to reference works and databases in the Libraries' extensive collections.
- Technology Training Support Services personnel collaborated with other campus units to produce the Certification for Online Instruction curriculum and course.
- Developed specialized software to provide an easily accessible, fast self-service online system for students and faculty to reserve study and conference rooms in Bracken Library, and created an online staff availability program to improve customer service and increase efficiency in an office environment.

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