Ball State University Libraries

A destination for research, learning, and friends

University Libraries' Key Accomplishments: 2008-2009

Arthur W. Hafner, Dean April 28, 2009

1. Provide uniformly gracious services to all in a user-friendly environment that supports learning, research, and classroom instruction.

- 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. For the period July 1, 2008 March 31, 2009:
 - O The University Libraries turnstile count recorded 1,079,763 visits during the 270 days that the Libraries were open. The turnstile count is a 3.5% increase over the same period the previous year, which is an average of 4,000 students per day.
 - Libraries' personnel supported individual research by faculty, students, and others by providing resources, information, and answers for 23,718 reference questions (2.6% decrease), 12,343 technology questions (14.9% increase), and 46,847 directional inquiries (3.7% increase) over the same period last year.
 - The Libraries circulated 218,127 items to students and faculty since the beginning of the fiscal year, a decrease of 7.7%, which was offset by the increase in use of online resources from both on/off-campus.
 - There were 1,114,330 full-text articles downloaded from specialized information resources such as *Academic Search Premier*, *JSTOR*, and *PsycARTICLES*, compared to 619,818 for the same period last year, an increase of 79.8%. This digital content is available to the reader' desktop from on- and off-campus 24x7 to support research, learning, and classroom instruction.
 - O Students, faculty, and staff borrowed 19,086 items from other institutions from around the world through Interlibrary Loan Services, a decrease of 2.7% for the same period last year, and we loaned 20,314 items to other institutions, a decrease of 9.2%.
 - o In academic partnership with classroom faculty, librarians provided targeted library instruction to 13,652 students in 797 sessions, a 4.7% decrease in the number of sessions and a 3.3% increase in the number of students attending them. Teaching emphasis was related to students' research and learning needs.
 - The Libraries acquired 14,632 new books, DVDs, CDs, and other resources selected by faculty and librarians to support curriculum and research needs, a 29.5% increase over the same period last year; provided access to 248 new, mostly open access electronic journal titles, 3 new academic databases, 14 new e-books, and 115 no-cost scholarly websites covering a broad range of disciplines.

- Community outreach and professional development activities included the Libraries hosting several professional conferences: the Sixth Annual Copyright Conference that attracted persons from Indiana and ten other states among the 103 attendees were academic deans and directors, attorneys, librarians, media specialists, teaching faculty, system analysts, and students working on their library degrees; Technology Training Support Services' Faculty Technology Showcase with the theme "Web 2.0/Emerging Technologies in the Classroom."
- Angela S. Gibson, GIS Specialist, maintained at least 2 hours per day in the Cooper Science Lab to provide consultation to students in using Geographic Information Systems (GIS) for class projects.
- Enhanced the user-friendly environments within the Libraries by:
 - o Adding computer workstations and scanners for public use (all branches)
 - Adding and upgrading technical equipment to the circulating collections in the Educational Resources Collections (MacBooks, data projectors, digital voice recorders)
 - Adding collaborative and individual study space through the reduction of the printed collection of government publications, a gain of significant usable floor space which will eventually be converted for use by Unified Support Services
 - Adding software and equipment to the Music Collection that directly supports student research (*Finale* software and MIDI keyboards)
 - Adding signage with library contact information for persons needing research assistance in the book stacks
- Expanded loan periods for DVD/VHS materials and circulating technical equipment for increase convenience to users.
- Fritz Dolak met with dozens of faculty from Ball State and other colleges and universities in personally, via email, and telephony regarding various questions concerning intellectual property, including BSU students and professionals.
- Hosted a Laptop Computer Clinic during fall semester welcome week to introduce new and returning students to the University Libraries' technology programs and services.
- In collaboration with the College Architecture and Planning, the University Libraries' Archives and Special Collections assumed management of the Drawings and Documents Archives located in the Architecture Building and is now providing reference services in that location, increasing hours of service from 22 to 33 per week.
- Initiated use of electronic lists to replace paper lists of serials and periodical titles for budgetary reviews by departmental faculty.
- Melissa S. Gentry, Map Collections Assistant, received the University's first Service Star of the Month Award, part of the University's Roll Out the Read Customer Service Campaign, in recognition of outstanding customer service.
- Participated in the "Roll Out the Red" training modules, including student employees, and built upon the program by engaging in unit-level idea-generating sessions and discussions. The Dean's Services Excellence Working Group added to this with "town hall" style discussions during Libraries' Staff College.
- Redesigned and enhanced the online Library Materials Request (LMR) form for easier use by faculty and timely feedback to requestors concerning status of requests.

2. Increase access to information resources at the desktop for students and faculty.

- Added 30 electronic reference books and 6 new databases, including *Art Museum Image Gallery*, *Images of the American Civil War*, *Psychiatry Online*, *MADCAD*, and *Oxford Music Online*.
- Added almost 200 vetted sites to the World Wide Web Directory in University Libraries' Digital Commons to expand the availability of information resources.
- Added JSTOR Arts & Sciences Complement and Biological Abstracts, 1986-1996 archival online collections.
- Added or upgraded the following computer applications to University Libraries' Public Access Computers: AutoCAD 2009, SPSS 16, Microsoft SharePoint Designer, *Finale* music, Google Sketchpad, SAM 2007, and the Fathom Statistical program.
- Converted over 250 print journal or serial titles to online access.
- Created or revised 63 subject-specific online resource guides, LibGuides, bringing the total to 82.
- Expanded and improved the configuration of the Student Virtual Library Web site to provide improved access to online resources available from the University Libraries.
- Expanded the resources of the Digital Policy Institute's Homepage by providing access to White Papers, various articles, and promotions for the Oct. 2008 DPI International Conference.
- Implemented the SerialsSolutions 360 Search, called *MultiSearch*, to support the simultaneous searching of multiple specialized information resources, such as *Academic Search Premier*, CardCat, *ERIC*, and *LexisNexis*. Early findings reveal that MultiSearch is uncovering citations in sources previously not searched by users.
- Implemented three high performance MacPro workstations in the Multimedia Computing area, Educational Resources Collections.
- Participated in the iTunesU Committee to identify resources.
- Provided access to 2,750 open access electronic journals.
- Provided compliance with Fair Use Video on Demand that, since May 2008, allowed 16 faculty to provide classroom video clip classroom enhancements (a list is available).
- Provided compliance with the TEACH Act that, since April 2008, allowed 27 BSU faculty to provide distance education courses (a list is available).
- Provided Virtual Press access to the Ball State Community with the following:
 - o Austin Hepp: Modern Masculinity (video)
 - o Buterbaugh & Trout Slota: The Movie (video)
 - o Dom Caristi's TCOM 487: Midfield to Midterms (video)
 - o Qing Zhang: My China Field Trip (video)
 - Stance: An International Undergraduate Philosophy Journal (recently announced via BSU email; also obtained a hardcopy and online ISSNs
- Redesigned course reserves procedures so that the majority of these materials are available online to the extent allowable by copyright laws.
- Significantly increased ability to provide audio streaming for music course reserves, with thousands of excerpts and selections now available for use by students 24/7/365.
- Upgraded from inventory of computer workstations assigned to Scholar Study Carrels in Bracken Library to increase the usefulness of these carrels for research and learning.

- 3. Expand the University Libraries' digital initiatives and facilitate development of emerging media opportunities for learning, research, and classroom enhancement.
 - Acquired a Book-Drive DIY book scanner through grant funds and began digitizing designated bound volumes from Archives and Special Collections. Identified public domain books from Youth and General Collections for future digitization.
 - Began metadata creation for over 800 digital images purchased to support Department of Art's curriculum.
 - Began work to create educational applications using DMR collections and other University Libraries' digital resources through Microsoft Surface that will allow for data and digital asset manipulation by students for class projects.
 - Completed the Cantigny Foundation First Division Oral History Grant Project to provide access to digital videos and transcripts of interviews with veterans of the United States Army First Division in the DMR.
 - Created nearly 7,400 digital photographs of Educational Resources realia, posters, student art, and other materials for inclusion in the Digital Media Repository (DMR) and/or CardCat.
 - Created the *Ball State University Digital Media Repository News* blog.
 - Developed Cardinal Scholar Institutional Repository to provide global access to Ball State's student and faculty work.
 - Developed new DMR public interface with enhanced features, new content, expanded menus, and improved navigability.
 - Enhanced DMR collections with embedded audio and video players, Google maps, and Zoomify imaging (e.g. Cantigny First Division Oral Histories, Muncie Fire Insurance Maps, Ostland Atlas).
 - Implemented a modified Zoomify viewer to improve zoom functionality and viewing of small details in digital object in the Digital Media Repository.
 - Implemented Archivists' TookKit, a collection management program, in Archives and Special Collections to increase access to resources for students and faculty.
 - Increased the number of collections in the DMR by 14 to bring the total to 72 collections containing more than 126,000 digital objects to support research, learning, and teaching.
 - Increased the number of embedded digital images in CardCat, bringing the total to date to 10,500, and initiated hyper-linking of the images to the DMR when possible, allowing improved access to closed stack Educational Resources materials and other resources for which digital images have been made
 - Introduced a gateway from the Digital Media Repository to Second Life for an Art Museum application and an LSTA Grant.
 - Introduced an improved public interface design for the DMR system running on the CONTENTdm digital collection management system.
 - Prepared a grant proposal that was fully funded to develop access to Digital Media Repository objects on small screen devices.
 - Provided metadata and created custom queries for a DMR portal Web site, *Digital Media Repository Military History Resources*
 - Received a 2008-2009 Library Services and Technology Act (LSTA) Digitization grant in the amount of \$21,194 to create Middletown Women's History Digital Collection, and a 2008-2009 LSTA Innovative Program grant for \$5,400 to develop a virtual library in

- Second Life. Awarded a 2009-2010 LSTA Digitization Grant for \$24,000 to create a Delaware County Aerial Plat Maps Digital Collection in collaboration with the Delaware County Auditor's Office.
- Worked with Graduate Office and others to implement submission of Ball State theses and dissertations in electronic format (ETDs).
- 4. Provide a broad range of computer-based learning resources, applications, and services to enhance student learning and that support an undergraduate research culture, and expand technical training opportunities for students, faculty, and staff.
 - Created additional workshops to support the use of new databases and services, such as *MultiSearch*, *EndNote*, and specialized databases
 - Increased access points for chat reference services resulting in 3,269 sessions from July, 2008 March, 2009, a 58% increase over the same period the previous year
- 5. Increase diversity within the University Libraries' workforce, including expansion of programming in the academic community to promote awareness of diversity.
 - Archives and Special Collections created exhibits on African-American history, Native American history, and women's history.
 - Have sought opportunities to hire minority personnel, which has been achieved with student assistants.
 - Organized screenings of relevant documentaries and offered workshops on researching Black history and African-American heritage in support of Black History Month; also created a large display of relevant library resources in the Bracken main lobby, the Music Collection, and the Educational Resources Collections.
 - Programmed a Staff College presentation by Jeff Guilkey to introduce library personnel to the culture and needs of deaf and hearing-impaired persons.
 - Provided library instruction specifically tailored for the international student population.
 - Supported diversity programming through scheduling and promoting the Office of Institutional Diversity's "Diversity Across the Disciplines" lecture series, including creating a companion display of relevant library resources for each.
 - Supported diversity programming through scheduling and promoting the Center for International Programs' "Cultural Exchange at Noon" lecture series, including creating a companion display of relevant library resources for each.
 - The Friends of the Alexander M. Bracken Library sponsored a program on Native Americans and the academy that was attended by students, faculty, and community members.
 - Worked with Disabled Student Development to acquire digital recording equipment for disabled students to use in classes.