

Ball State University Libraries

A destination for research, learning, and friend

University Libraries' Key Accomplishments: 2009-2010

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May 2, 2010

The core responsibility for the University Libraries is for the professional and paraprofessional personnel to provide a sophisticated range of library and information services for our students, faculty, and other community members in a welcoming and customer friendly environment. It is noteworthy that for the period **July 1, 2009 through March 31, 2010**:

- The turnstiles recorded 1,148,762 visits for the 266 days open. This is an increase of 6.4% over the similar previous period, and it is a daily average (based on 266 days) of 4,319.
- Students, as reported in the *Ball State Daily News*, voted the University Libraries as the 2010 Best Place to Study
- The University Libraries operated within budget for FY 2008-2009 and currently for 2009-2010

Most Significant Accomplishments in Meeting the Libraries' Goals

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

- Increased by
 - 27% the number of questions received at the Music Collection service point to 1,268
 - 11% the number of questions in the Educational Resources Collections to 7,435
 - 30% the number of questions received in the Architecture Library and Visual Resources Center to 2,118
 - 8% and 6% respectively, the number of walk-in reference and technical questions received at the Main Reference desk (8,607 and 7,315)
 - Increased by 7% the number of items borrowed via Interlibrary Loan for the BSU community to 20,548
- GIS Specialist Angela Gibson, in addition to her regular duties in GIS Research and Map Collection, maintained at least 2 hours per day and by appointment in Cooper Science Lab to provide consultation to students using Geographic Information Systems (GIS) for class projects, troubleshoot software problems, and download ArcGIS, ERSI, and other software to support teaching, learning, and research.
- Arranged and hosted Steinbeck Lecture Series that attracted more than 80 students, faculty, and community members to Bracken Library to hear the Vice President for Education and Public Programs at the Rock and Roll Hall of Fame speak about "Bruce Springsteen's John Steinbeck."
- Began providing monthly activity reports to departmental library representatives for order requests submitted through the online Enhanced Library Materials Request Form.

- Created the Building Materials Sample Collection for the Architecture Library that features cutting-edge, innovative and sustainable building materials which supports hands-on use, research, and exploration by students of architecture, art, and design.
- Drawings and Documents Archive created an exhibit on the architecture of Indiana diners and drive-ins that attracted nearly 200 students and faculty to the opening.
- Enriched CardCat records to increase resource discovery and circulation by adding contents notes and genre terms for select English literature anthologies and mystery and detective stories and chronological subject subdivisions to Country, Rock and Jazz music recordings.
- Expanded hours of operation in the Drawings and Documents Archive to accommodate increased use by students and faculty.
- Focused the Libraries around the Roll-out-the-Red campaign by implementing many suggested activities such as all personnel wearing of name tags, changed the way the telephone is answered, and began an emphasis on student-centered customer service. One of the first award winners selected by Human Resources was Melissa S. Gentry (Map Collections Assistant).
- Guided students in Social Studies 392 in group projects to create lesson plans using digital resources from the DMR that meet Indiana state guidelines for use in K-12. These lesson plans will be included with the DMR collections.
- Hosted 2009 recipient of the Steinbeck Research Award, Professor Yoshifumo Kato from Ehime University in Japan, to conduct research in the Steinbeck Collection in Archives and Special Collections on the topic of representation of Spanish-Mexican and Japanese American legacies in the works of author John Steinbeck.
- Hosted the 2010 Society of Indiana Archivists annual meeting in the Schwartz Digital Complex in Bracken Library, including offering pre-conference workshop on digitization conducted by University Libraries personnel.
- Introduced *OpenRoom Scheduler*, an online software room reservation Web application that streamlines the Library room request process. *OpenRoom Scheduler* has helped to increase the instructional use of the available rooms and has also reduced personnel costs because it is self-initiated by the requestor.
- Participated in Tech4U held in Bracken Library by presenting on the Digital Media Repository, Cardinal Scholar Institutional Repository, and digital and emerging media resources available in the University Libraries.
- Prepared reports and supporting documentation for Department of Journalism's accreditation review in paper and digital formats.
- Provided workshop on transcribing oral history interviews for an immersive learning class project where students interviewed Vietnam War Era veterans.
- Safeguarded and protected the privacy of former alumni and faculty by reviewing multiple thousands of graduate and undergraduate research papers (theses and dissertations) and eliminated tens of thousands of circulation cards from materials in University Libraries' collections to remove confidential Social Security numbers and other personal data, including addresses and grades.
- Successfully grew the number of classes and students utilizing the GIS Research and Map Collection to 52 classes from 25 for the eight-month period July 1, 2009 - March 31, 2010, a 108% increase, thereby increasing student traffic to 991 from 470, an increase of 111%.

- The Friends of Bracken Library sponsored three well-attended programs and an annual dinner that attracted students, faculty, and community members to Bracken Library.
- Worked with the Graduate School to implement workflow and procedures to allow our students to submit electronic copies of theses and dissertations (ETDs) for degree requirements and, as appropriate, the ProQuest theses and dissertation database.

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

- Increased Access by
 - Created or revised 77 subject-specific online resource guides, LibGuides, bringing the total to 101 published guides
 - Increased by 48% the number of course reserves to 3,682, with about 77% being available online
- Acquired and made available through the Digital Media Repository an exceptional, exclusive, and unique collection of 30,000 digital photographs of orchids in order to support teaching, learning, and research. This collection provides Ball State high global visibility in that it is the largest known digital collection of this type in the world.
- Began adding bibliographic records available from the Library of Congress to facilitate discovery and access for our users to full-text, pre-1923 digital materials available from the HathiTrust. This digital collection will grow to about 100,000 items.
- Created and added over 2,800 thumbnail images to CardCat for items in University Libraries' collections.
- Developed and published the PowerPoint Generator Web application for CONTENTdm to support student and faculty use of digital image assets in the instruction and learning
- Enabled students, faculty, researchers, and the Ball State community to access the highly useful materials in Google Books and the Hathi Trust Digital Library through CardCat.
- Enhanced CardCat records to include direct links to and an embedded preview of full-text content in Google Books and the Hathi Trust Digital Library.
- Expanded student and faculty access to digital resources for research and scholarship by acquiring additional electronic archives for the *American Institute of Physics*, *Biological Abstracts*, *Web of Science*, and the *United States Serial Set* (Congressional records)
- Expanded the number of software applications available on the Libraries' Public Access Computers to enhance learning, classroom success, and academic achievement.
- Expanded the number of specialized academic resources available in the Multi-Search federated search service on the University Libraries Web site.
- Identified and made available nearly 200 open access titles from the Bentham Open collection of science periodicals.
- Instituted Archivists' Toolkit, an emerging media collection management tool, in Archives and Special Collections to enhance access, searching, and retrieval of archival resources for students, faculty, and researchers through development of Encoded Archival Description finding aids that meet new national standards.
- Loaded Serials Solutions' 360 Marc Update bibliographic records into CardCat to enable users to discover and access purchased and free electronic journals and serials available to the Ball State community.
- Provided expanded access to digital collections in art and geology/earth sciences through upgraded databases *GeoScience World* and *Art Full Text*.

- Scanned pre-1923 children's books and historical textbooks in North Quad in order to provide access to digital copies of these resources after the physical items are removed.
- Successfully completed \$24,000 Library Services and Technology Act (LSTA) digitization grant to create Delaware Aerial Plat Maps Digital Collection, and completed \$5,400 LSTA Innovative Library Program grant to develop Virtual Bracken Library in Second Life to provide reference service, exhibitions, videos, and other resources for users in Second Life virtual environment.

3. Expand the University Libraries' digital initiatives, increase the visibility and ranking of the Libraries' assets globally, and facilitate development of emerging media opportunities for learning, research, and classroom enhancement.

- Added nearly 10,000 records (over 66,000 images) to existing DMR collections.
- Awarded a \$7,900 LSTA Technology Grant to build a mobile device interface to the Digital Media Repository, DMR Mobile, which opens access to this rich array of academic objects for users of handheld devices.
- Collaborated with Alumni Center to create Alumni Digital Collection and develop Alumni Collections in Archives and Special Collections.
- Collaborated with the Friends Memorial Church to restore, digitize, and make available photographs, publications, and other documents related to the church's history from a 100-year old time capsule they uncovered that had significant water-damage.
- Created 18 new Digital Media Repository collections: 4,863 records (64,672 items).
- Developed and implemented the Cardinal Core metadata, a set of metadata fields, controlled terms, and rules applied to all DMR collections, thereby increasing searching accuracy and item visibility.
- Developed and inaugurated the DMR Art History Images Collection (830 images) to enhance research and instruction for this discipline.
- Developed new public interface for Digital Media Repository (<http://libx.bsu.edu>) that included enhancements searching capabilities; use of interactive media; a social media bookmarking tool; improved subject, location, format, and contributors options; embedded audio and video viewers; customized PowerPoint slide generator; spotlight on new collections java applet; and left hand navigation to promote variety of browsing options.
- Implemented Cooliris as the media browser on the main DMR page to increase visibility by pulling images from Flickr.
- Made significant progress in digitizing architectural collections from the Drawings and Documents Archive by making available in the DMR the Pierre and Wright, Schuyler N. Nolan, and Wayne N. Weber architectural records collections. Four other collections were prepared and are currently being digitized.
- Participated in N. E. H. Grant project with the Center for Middletown Studies to create "What Middletown Read" database that illustrates reading habits of residents of Muncie in the late 1800s and early 1900s.
- Participated in project to create educational applications for MicroSoft Surface using digital resources from the Digital Media Repository, including campus maps and photographs, digital photographs of orchids, World War I posters, and a Museum of Art project to display digital photographs from the DMR of items in the Museum's collection.

- Provided improved infrastructure including storage space, server resources, and desktop capacity to allow the Digital Media Repository to grow in the number of collections and digital assets made available for global researchers.
 - Publicized the DMR and its collections through Wikipedia and listservs, resulting in documented increase in Google rankings.
 - Reassigned metadata field codes—the so called “nicknames”—to the underlying coding of the CONTENTdm system for all DMR collections so that inter-collection searching and browsing will provide more accurate results.
 - Redirected the Libraries focus for communications, starting with a redesign of the Libraries’ Facebook page to serve as a regular source of information about the Libraries’ programs, services, and collections and to provide a quick contact-point for student and other friends seeking information assistance.
 - Successfully completed digital video interview collections with accompanying transcripts for three U. S. military veterans’ oral history projects: 376th Heavy Bombardment Group; Cantigny First Division; and Vietnam War Era Veterans.
 - Upgraded to the Digital Media Repository system to CONTENTdm 5.2 and implemented an updated DMR user interface that includes social networking objects.
 - Worked with a graduate assistant and Honors students from Modern Languages to translate the collection of French Revolution pamphlets in the DMR to enhance searching and usability.
4. **Provide a broad range of computer-based learning resources, applications, and services to enhance student learning and that support our undergraduate research culture, and expand technical training opportunities for students, faculty, and staff.**
- Added social networking features (e.g. Facebook, Twitter) to the DMR.
 - Assisted with formalizing a schedule to open the Schwartz Complex Pod Room for student use during periods when it is not reserved for a class or event.
 - Conducted several user studies to improve services through better understanding of how students and faculty use the University Libraries, such as desktop utilization, median time for desktop utilization, desktop printing by clientele group/format, and turnstile metrics.
 - Created and delivered **new** workshops on Google searching, MultiSearch federated searching, and MultiLink link resolver products to expand student and faculty awareness and effective use of these research tools
 - Expanded specialized academic resource content available in the Multi-Search service on the University Libraries Web site.
 - Expanded the number of software applications available on Public Access Computers in the University Libraries including SAS, Rhino 3D, and AutoDesk 3ds Max.
 - Implemented a software locator Web application that facilitates finding desktop software on Library Public Access Computers for our students, faculty, and University Libraries’ personnel.
 - Opened Schwartz Digital Complex in September 2009 to provide emerging media technology in an innovative, collaborative, and flexible space for students and faculty.
 - Prepared digital collections (e.g. Bracker Orchids, campus maps & photographs) for use as Microsoft Surface applications.

- Provided instruction on digitization standards and practices, metadata development, and digital collection management at national, regional, and local events (e.g., annual meetings of the American Library Association and the Society of Indiana Archivists, Tech4U).
- Remodeled GIS Research and Map Collection to provide 28 high-end computers, an instructor station, an ELMO projector, two wide-screen LED monitors, and more GIS resources in order to position the University Libraries to meet campus expectations and needs for increased GIS-enabled research and instructional space.

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 and GIS Research and Map Collection conduct specialized sessions on resources on African Americans, Native Americans, and other cultural diversity topics for classes in English, History, Honors, Geography, and the Intensive English Institute.
- Archives and Special Collections created an exhibit on African-American writers for Black History Month.
- Collaborated with the Intensive English Institute to provide library tours and information-gather session to Korean students during the Summer of 2009.
- encouraged University Libraries' personnel who are native speakers of other languages, to make themselves available to our international students to help with completing documents required by the University or federal agencies.
- Gave a presentation and created related resource material on "Publishing Diversity-Related Research" at the campus Diversity Research Symposium, sponsored by the Office of Institutional Diversity.
- GIS Research and Map Collection collaborated with the Rinker Center for International Programs to provide maps and GIS support for the weekly Cultural Exchange programs and the annual International Festival.
- Have encouraged University Libraries' personnel who are native speakers of other languages to make themselves available to BSU's international students to help with completing documents required by the University or state/federal agencies.
- Hosted the International Festival (I-Fest) for the third consecutive year in Bracken Library on November 13, 2009, featuring exhibits from 33 countries.