### **Ball State University Libraries**

A destination for research, learning, and friend

### University Libraries' Performance Summary against Goals: 2010-2011

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The core responsibility for the University Libraries' professional and paraprofessional personnel is 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, 2010 through March 31, 2010**:

- The turnstiles recorded 1,215,912 visits for the 264 days open. This is an increase of 5.8% over the similar previous period, and it is a daily average (based on 264 days) of 4,606.
- The turnstile count is expected to pass 1,500,000 visits by the end of the 2010-11 fiscal year, showing a growth of over 85% since 2002-2003 when the count was 807,606.
- The University Libraries operated within budget for FY 2009-2010 and currently within budget for fiscal year 2010-2011.

#### Summary of Significant Performance in Achieving the Libraries' Six Objectives

- 1. Provide uniformly gracious services to all in a user-friendly environment that supports learning, research, classroom instruction, and academic achievement
  - Instituted an online service for Ball State's students, faculty, and staff for them to request "on the shelf" items be pulled and held for pickup at the Circulation Desk this already popular new service is resulting in user appreciation and increased circulation of learning materials.
  - Provided the first in a series of workshops targeted to library student assistants to build on and reinforce the customer service training gained in the Roll Out the Red series.
  - Archives and Special Collections continued to grow as a "teaching archives" by presenting specialized instructional sessions on archival resources for 843 students in 40 classes, an increase of 29% in number of students and 11% in number of classes compared to the same period last year.
  - Hosted 75 attendees from around Indiana for GIS workshops held at Bracken Library as part of the Indiana Geographic Information Council 2011 Conference. The workshops and the University Libraries received very positive feedback.
  - Hosted visiting scholar and Leverhulme Research Fellow from the University of Nottingham, England, in Archives and Special Collections.
  - Provided research sources and consultation for two visiting Chinese scholars conducting a yearlong research visit in Archives and Special Collections to study philanthropic and community service organizations in Muncie/Middletown.
  - Connected PCs in Bracken's Individual Scholar Carrels to the campus ethernet for improved performance to advance information discovery for scholar's research.
  - Produced five quality video tutorials highlighting the various areas in the Schwartz Digital Complex, and posted them on University Libraries' YouTube channel.

- Provided on-demand technical support for individuals and groups using the advanced media and computer technologies in the Schwartz Digital Complex.
- Upgraded data projectors in the BL-215 and BL-104 conference rooms to improve presentation and video playback quality.
- Placed nearly 7,700 orders for new library materials in all formats and received close to 9,500 new materials to serve the educational, instructional, and research needs of Ball Sate students and faculty.
- Prepared comprehensive reports and accreditation documentation for two academic departments Counseling Psychology and Guidance Services, and School of Nursing.
- Prepared supporting documents about learning resources for the Department of Art's proposal to the Indiana Commission on Higher Education for a new degree in art history.
- The Friends of Bracken Library sponsored three well-attended programs and an annual dinner that attracted students, faculty, and community members.

## 2. Increase access to information resources at the desktop and through mobile devices for students and faculty.

- Revised 73 and created 9 new LibGuides, while combining some topics and eliminating others, to expand access and promote ease-of-use for independent research and learning.
- Updated the University Libraries' smartphone friendly Web site highlighting key service and information for users on the go including the Libraries' computer availability status, access to Digital Media Repository assets, hours and location information, and access to the Libraries' ever popular Library Subject Guides.
- Added MacGAMUT software, a flexible, graded ear-training learning environment, on Bracken Library's MAC computers to provide expanded access to this resource for music students and others.
- Added the NX Unigraphics 7.5 software, an advanced computer-aided design application, to the suite of desktop applications available on the Multimedia Computers in the Educational Resources Collection in response to student and faculty requests.
- Expanded access to Final Cut Studio to all Mac workstations in the University Libraries to increase access to video editing and production resources.
- Implemented a new distribution technology for the Libraries' Interlibrary Loan Services unit to streamline delivery of journal article PDFs to support students and faculty document delivery requests.
- Successfully migrated the University Libraries' extensive Web presence in Vignette to the University's SiteCore Content Management System, adhering to a tight schedule.
- Upgraded workstations to ESRI ArcGIS 10 software in the Geospatial Resources and Map Collection area to support GIS instruction in this instructional space.
- Added bibliographic records through CardCat to facilitate discovery and access for students and faculty to an additional 57,000 full-text, pre-1923 digital resources in the Hathi Trust, bringing the total to about 79,000 items that are now Web-accessible.
- Digitized and made accessible 91 DMR collections, including 400 hours of video and audio to smartphones and other mobile devices through University Libraries' DMR Mobile gateway.
- Increased discoverability through CardCat to e-resources available to the Ball State community by loading bibliographic records received through Serials Solutions'

360MARC Updates service: 15,459 new records loaded; 22,657 changed records replaced; 8,275 records deleted.

#### 3. Accelerate the transition from a print to a predominately-digital environment through the acquisition of electronic resources for research, learning, and classroom instruction.

- Acquired donations of signature collections to be digitized, including renown anthropologist Clark Wissler's papers, Indiana Collegiate Press Association records, Academic Libraries of Indiana's archives, Society of Indiana Archivists' archives, Indiana Online Users Group's archives, Delaware County Habitat for Humanity's records, poet Mildred Trivers' papers, educator Gene McCreery papers on establishment of international schools, and the Shirrel Rhoades Collection of original works by famous and well-known photographers.
- Acquired rights to Roger Conatser Aerial Photograph Collection consisting of 3,600 digital aerial view images of Muncie and Delaware County, Indiana, from 1985 to 2005, to provide resources for students and researchers in geography, history, landscape architecture, and related academic disciplines.
- Received donation of 4,000 digital images of Muncie Chevrolet plant and union to add to the Ball State Digital Media Repository for use by students and researchers in history, social science, and related disciplines.
- Completed a long-term initiative, begun in 2005, to transition thousands of U.S. Government publications from print to online access to facilitate access and research.
- Following the acquisition of additional sections of JSTOR and other major aggregator databases of online content, withdrew over 11,000 microforms of periodical titles. These resources are now more conveniently Web-accessible for research and learning.
- Acquired, licensed, and cataloged 1,830 art and architecture digital images for University Libraries' collections and the Digital Media Repository (DMR).
- Added about 100 new e-books from the Gale Virtual Reference Library and the American Psychological Association to University Libraries' collections.
- Bringing to a total of almost 37,000 unique e-journals, added nearly 5,550 titles, including over 1,700 online Springer titles acquired through subscription. These titles, all of which are Web-accessible, facilitate learning and research by students and faculty.
- Changed subscription to digital format for 184 journals subscription and also initiated Web-based digital microfilm subscriptions to a core collection of major newspapers to facilitate student and faculty access.
- Provided access to 16 new academic databases and archival collections to expand the Web-accessibility of full-text articles for student and faculty research and learning.
- 4. Expand the University Libraries' initiatives to transform analog resources to digital collections, increase the visibility and ranking of the Libraries' assets globally, and facilitate development of emerging media opportunities for learning, research, and classroom enhancement.
  - Collaborated with Historic Landmarks of Indiana on an oral history project to interview nationally prominent Indiana architects and make digital audio and transcriptions available in the Digital Media Repository.

- Collaborated with the Muncie Public Library to digitize 19<sup>th</sup> and early 20<sup>th</sup> century diaries from its collection to make available with diaries from Archives and Special Collections in the Digital Media Repository.
- Nineteen collections of manuscripts, photographs, archival records, and rare books were
  digitized and made available for research in the Ball State Digital Media Repository,
  including Ball State course catalogs and commencement programs, Ball State alumni
  memorabilia, original leaves from famous Bibles from 1500 through the 20<sup>th</sup> century, and
  five architectural drawings collections.
- Co-principal investigator in two collaborative grant projects with academic departments
  and centers to create digital resources: National Endowment for the Humanities Grant,
  "What Middletown Read" and Emerging Media Innovation Grant for creation of "Virtual
  Middletown" in Blue Mars Virtual Environment. Participated as a partner in a Diversity
  Associates Program Collaborative Grant for "Remembering Washington Park" project
  using GIS technology.
- Participated in the Rinker Center for International Programs Grant from the U.S. Department State to provide library services and consultation with Tikrit University.
- Successfully completed Library Services and Technology Act (LSTA) Digitization Grant project to create digital collection of Delaware County Aerial Plat Maps in the Ball State Digital Media Repository.
- Acquired, tested, and implemented hardware and software to convert selective archive and video collections of audio and film resources to digital format for Web-access and preservation.
- Created 24 new Digital Media Repository (DMR) collections: 78,027 new items in 3,036 records; expanded 19 existing DMR collections with 8,709 new items in 4,690 records.
- Created and added over 800 new pages of oral history transcripts to the DMR to facilitate research and increase discovery and ranking of audio and video assets.
- Established six new and expanded three existing DMR collections of architectural blueprints, drawings, documents, and photographic images to enhance research and instruction in the College of Architecture and Planning.
- Implemented the Metadata Standardization Project, now about 88% completed, to apply retrospectively Cardinal Core metadata standards to all DMR digital assets to improve searching accuracy within the DRM and between/among related technologies, such as Microsoft Surface applications, Google Maps, What Middletown Read, as well as to greatly increase visibility and ranking in third-party information providers, such as Google, OAIster, and OCLC's WorldCat, among others.
- 5. 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.
  - Conducted 936 research instruction sessions for reaching 14,544 students, a decrease of about 8% attributed largely to curricular changes in English 103/104 classes.
  - Created tutorials for distance education Department of Nursing classes on Micromedex, EndNote, MultiLink, interlibrary loan services, and related academic subject databases.
  - Maintained and provided frequent postings to the Libraries' Facebook site as a popular access point for students to stay connected with the Libraries' community.

- Upgraded research instruction user satisfaction surveys for faculty and student participants to a Survey Monkey format increasing options for analyzing results.
- Used MediaSite to provide research instruction to distance education students/faculty.
- Successfully enhanced the BSU Maps and Photos Surface application on the Microsoft Surface device in the Schwartz Digital Complex to illustrate Surface's multi-touch functionality and interface capabilities.

# 6. Increase diversity within the University Libraries' workforce, including expansion of programming in the academic community to promote awareness of diversity.

- Created Bracken lobby displays promoting reading, listening, and viewing materials on subjects including Black History Month, peace, Native American Heritage Month, Hispanic American Heritage, banned books, multi-ethnic holidays, and disabilities.
- Expanded outreach to the University's international students by staffing a library information booth at the 2010 Global Food Fair.
- Provided library instruction to diverse groups of international students in collaboration with the Intensive English Institute, with 31 sessions for 391 students. This represented a 29% increase in sessions and a 43% increase in the number of participants.
- Created an exhibit on the *Muncie Times*, a local African American newspaper, and collaborated with the newspaper to provide images and text for a publication on the history of African Americans in Muncie.
- Added a large collection of Web-accessible international music to the collection, including Japanese and Korean music provided to us by The Nippon Foundation and The Korea Foundation, respectively, for the listening pleasure and learning of students and faculty.