

2011 – 2012 Annual Report

McConnell Library
Radford University

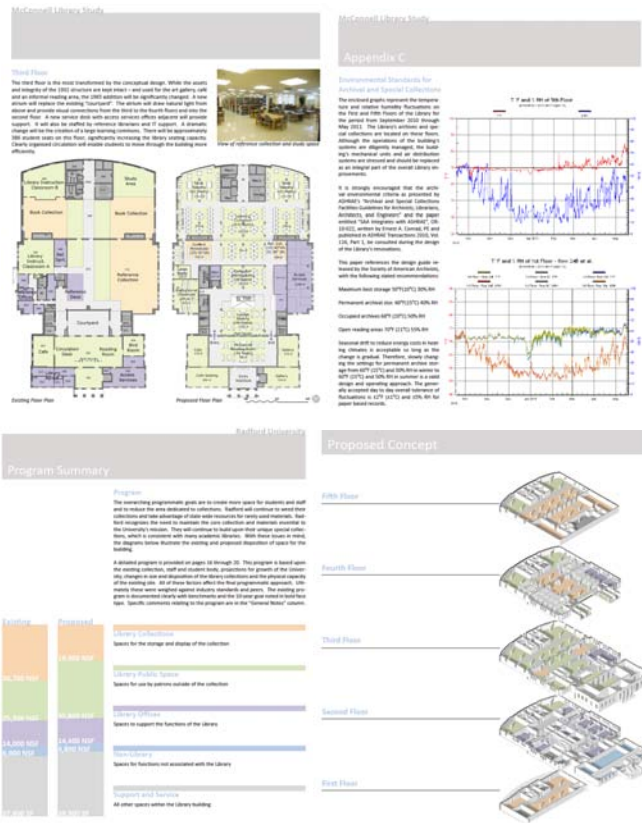
Steven P. Helm, Dean of the Library
April 1, 2012

Executive Summary

The past year has been one of vigorously pursuing our mission to “build strong relationships and advance learning with all members of the Radford University community” while also moving in strategic directions with our collection, spaces, and services to prepare for the planned capital project. Addressing our strategic goals we have begun a transformation of McConnell Library that will serve Radford University into the future. This report begins with a review of our progress on strategic goals, and then covers a summary of activities, instruction and support, collections, engagement and outreach, McConnell faculty and staff professional development and contributions, awards, and personnel changes.

•Goal 1: Make McConnell Library a Radford Destination:

We worked closely with consultants, architects, contractors, and RU Facilities Planning to transform the library building into a more inviting and intuitive space that attracts students, faculty and visitors. The Library staff contracted Ayers St. Gross Architects and library building consultant Jay Lucker to perform an Architectural and Engineering study of the McConnell Library building. We collaborated with them during several workshops and a WebEx meeting and months of discussion. The resulting report was reviewed and revised over the fall 2011. We experienced a delay to allow for an additional engineering study to determine the load capacity of the 5th level floor to accommodate compact storage. The final report will be presented to the RU administration later in the Spring 2012.



•Goal 2: Enhance Spaces for Study and Collaboration:

While the long range renovation and building study significantly addresses the need for an information commons, collaborative/study and accessible spaces, the Library Facilities Committee proactively sought to meet as many of these needs as possible in the near term.

Josh Ackers, Beth Johnson, Lydia McCallister, Theresa Slaughter, Barbara Clark, and Jo Ann Stephens-Forrest and the Facilities Committee worked with the DRO to create a new Assistive Technologies room on level three. The room features two workstations on electrically adjustable tables, specialized software, a multi-page scanner, and magnifying hardware.

The Library Facilities Committee has also planned three new collaborative study spaces for students on level two and four. The three spaces will be bookable via touchscreen, and allow for groups of students to work together on projects and presentations. The new Steelcase “media:scape” collaborative furniture will transform the way students collaborate and sharing information seamlessly.

Library Facilities Committee held a dedication ceremony to dedicate the Blair Brainard Banquette in the Reference area complete with refreshments and a formal ribbon cutting.

Goal 3: Provide Technology and Support to Improve User Access through effectively deploy electronic resources, technologies, and staff to expand access to information for students and faculty.

ETD Project: The Electronic Theses and Dissertations program was implemented using the ePrints repository. Orientation sessions were delivered to both the Graduate College staff and graduate students. A LibGuide web orientation on submitting theses into the repository was also created by Gene Hyde.

DNP Scholars Portal: Dr. Benjamin Norris, Reference Librarian worked with Library Technology staff to create a new Library portal to support the Doctor of Nursing Practice Program.

The Library Technology staff upgraded the hardware supporting the Library’s primary web server, Contentdm digital repository, the ePrints server, proxy server, a Shibboleth authentication server.

The Encore discovery interface to the catalog was upgraded with an improved user interface and rich new features.

New PC and Mac workstations were deployed replacing legacy hardware. Special credit to Josh Ackers for creating outstanding custom Mac OS-X and Windows 7 builds.

Goal 4: Enhance and Expand Archives and Special Collections by continuing to build unique collections that attract specialized researchers and contribute to Radford University's reputation.

We have started processing the William Blizzard *When Miners March* Coal and Labor Collection, which includes union documents, correspondence, photographs, newspaper articles, personal copies of publications, over 9000 photographic slides, trial transcripts, and other materials related to the United Mine Workers, union leader Bill Blizzard, and his son, journalist Bill Blizzard, Jr. We are also processing a second collection of union materials related to labor and coal. Collectively these will go with the Virginia Iron, Coal, and Coke Collection to form the Coal and Labor in Appalachia Collection. Gene Hyde will be meeting with two other possible donors of coal and labor materials later in the semester.

The McConnell Library Archives now hosts over 1500 historic RU photos, and nearly 2500 total items in CONTENTdm.

We have received two special collections from retired faculty: the Parks Lanier Collection of Appalachian Literature and the Charles Hayes Religion and Theater Collection.

The Archives purchased a large book/bound newspaper scanner to scan *The Tartan*, *The Grapurchat*, RU catalogs (back to 1980), and other RU publications to put in our CONTENTdm digital collections. We will also use this to scan older bound theses.

Rare Books Project update - The Archives (with assistance from Technical Services) has identified and moved all pre-1915 books from the main collection and moved them to the Rare Books section of Special Collections. Many thanks to Elizabeth McCormick and Christy Wayne for their help with the Rare Books project.

Jim Presgrave from Bookworm and Silverfish was contracted to appraise the Rare Book Collection in September 2011.

Goal 5: Community Engagement: The library will actively participate in university-wide initiatives and events, and will host events in the library.

Nearly everyone in McConnell Library has been activity working on numerous engagement and outreach activities this past year. Please read the engagement and outreach activities section below.

Goal 6: Develop Staffing Priorities: The library will evaluate staffing, make adjustments, and develop staffing priorities to better serve the university community.

The Library developed, revised, and proposed new staffing initiatives this year. These were submitted as part of the Academic Affairs budget development process.

Goal 7: Pursue Development Opportunities: The library will identify funding possibilities within the library and will work with the Radford University Foundation to create a development program.

McConnell Library set a goal of submitting at least one grant proposal this year. I am pleased to report that we doubled the target with two grant submissions.

1. Gene Hyde, Archivist submitted an IMLS grant in collaboration with archivists at JMU, University of Richmond, and Virginia State University that would establish fellowships for post-MLS students to work with archivists at RU and these three schools. The idea is to train new archivists through experience and mentoring how to work as independent archivists “lone arrangers”, expanding and enhancing on what is learned in grad school.

2. Candice Benjes-Small, Coordinator of Instruction and Outreach submitted a collaborative National Endowment for the Arts “Big Read” grant application to celebrate Ray Bradbury’s *Fahrenheit 451*.

Goal 8: Create an Assessment Plan: The library will implement a focused assessment plan to demonstrate library stewardship and impact.

- Eric Ackerman and Administrative Council have begun populating Counting Opinions LibPAS assessment system with ACRL statistical data. The Assessment Plan is for the Library to begin collecting data in the LibPAS system with required annual ACRL statistics. Once staff are oriented to the LibPAS system, it will be leveraged to store DOE Academic Libraries data, local statistical data, and data mapping to allow rolling monthly data in to multiple annual reports .
- LibQUAL+® Triads Pilot April 2012 - Thanks to Eric “the Assessor” Ackerman, McConnell Library was selected to be a pilot site for this national assessment tool. LibQUAL+® is a suite of services that libraries use to solicit, track, understand, and act upon users' opinions of service quality.
- E-textbook surveys for faculty and students to inform the E-textbook task force.
- The Survey of Faculty Research Practices and follow-up focus groups. (Kudos to Jennifer Whicker and Lisa Vassady)

Goal 9: Demonstrate Agility and Support Innovation: The library will demonstrate agility in response to unforeseen opportunities and challenges ahead and will encourage and support staff creativity and innovation

Summary of Activities

McConnell Library faculty and staff are engaged in a full array of both traditional and innovative services to students and faculty. Services and operations are improved and expanded through the work of more than 34 colleagues, student workers, interns, a host of committees, and several of task-specific working groups. This annual report makes no attempt to document every important activity and milestone of the year. Similarly, to use a terms such as “Significant” or “Notable” activities invites glaring omissions. Following report is a sample of activities that reflects the contributions of McConnell Library and the history of its year. **All the McConnell faculty and staff should be highly commended for their role in making this an extremely successful year!**

Use of McConnell Library:

Visitors to McConnell Library (based on entering the front door): **274,739**

Number of library instruction sessions taught: **454**

Total number of students taught in library instruction sessions: **8,668**

Total number of reference transactions: **4,086**

Number of books, CDs, DVDs, etc, checked out (excluding renewals):**41,563**

Number of items ordered from other libraries by Interlibrary Loan: **4,439**

Number of items loaned to other libraries by Interlibrary Loan: **9,670**

Use of McConnell Library’s Website and Online Resources:

Total visits to McConnell Library’s website’s front page: **362,324**

Total visits to individual pages in McConnell’s website: **661,147**

Number of session to individual research databases: **936,949**

Number of individual searches in research databases: **1,161,855**

Number of full-text articles obtained from research databases: **308,866**

Number of classic catalog searches: **85,668**, and visits **20,677**

Number of Encore (discovery platform) searches: **175,335**, and visits **24,074**

Collection Statistics:

Total number of print books (volumes) in McConnell Library: **420,070**

Total number of electronic books: **64,278**

Total number of print and online serial titles subscribed: **31,093**

Total number of online subscription databases: **280**

Total number of free online serial titles through consortial sources (VIVA): Over **20,000** full-text journals providing access to millions of articles

Number of ebooks through VIVA: **24,000**

Number of academic videos through VIVA: **Over 6,300**

Full-text reports, dissertations, conference proceedings, pamphlets and newspapers through VIVA: **Over two million**

Number of databases through VIVA: **Over 170**

Instruction and Instruction Support

Library instruction librarians reached **8,668** students through **454** formal instruction sessions last year. The impact and reach of McConnell instruction librarians has again outpaced all other libraries in RU's peer group. Kudos to all our Instruction Librarians (Candice, Alyssa, Lisa, Jennifer, and Katelyn)!

Collections



VIVA: McConnell Library continues to participate in the state's library consortium **Virtual Library of Virginia (VIVA)**. For the current fiscal year 2010-11, VIVA's budget is estimated to be approximately \$13.3 million. The vast majority of expenditures continue to be for direct services for member libraries, supporting students and faculty. Of the total budget in FY11, 93.7% will be allocated for electronic collections, 3.4% will be allocated for resource sharing and interlibrary loan, 0.5% will be allocated for travel and training, and only 2.4% will be spent on central administrative costs of any kind.

As of July 1, 2010, the Virtual Library of Virginia (VIVA) has recorded approximately **\$300 million in cost avoidance**. This represents money saved over what would have been spent had each individual public institution acquired the VIVA resources independently. In most cases, these are resources that the local colleges and universities would not have been able to acquire in an electronic form without the Commonwealth's support for VIVA. VIVA not only saves money, but also levels the playing field across VIVA institutions and extends access for all of Virginia's students and faculty.

Reference Collection Weeding: The McConnell Library reference collection is currently being weeded with the goal of retaining a core "ready reference" collection. The titles identified for possible weeding by Reference Librarians will be reviewed by Library liaisons and then either reassigned to the main circulating collection or withdrawn. This project coupled with the four year main collection weeding project are a critical element of the A/E Building Study recommendations that allow a renovated McConnell Library to increase student study and collaboration spaces. Special thanks to Dr. Benjamin Norris for leading this project, and to Alan Brainard and the Collection and Technical Services staff for all the heavy lifting.

Demand-Driven Acquisitions: The Library has begun a pilot project with a vendor, YBP Library Services, for a "Demand-driven Acquisitions". The pilot Demand-Driven Acquisitions project will hopefully improve the collection development, acquisition and fiscal processes of McConnell

Library. YBP's profiling is combined with the ebook publishers to present McConnell patrons with a significant repository of discoverable content that is more extensive than could be acquired under traditional methods. McConnell library's profile will be used to designate subject areas for inclusion in its demand-driven plan. On a weekly basis, YBP supplies discovery records for digital titles that match RU's unique profile in order to build a growing "consideration pool" of eligible titles. Patrons can discover the records in the McConnell catalog, and the embedded URL directs them to the ebook for free browsing, short-term loans and purchases.

The Library has also continued JSTOR withdrawals, removing bound journal collections for content now available electronically in JSTOR. Thanks to all the Collection and Technical Services staff involved.

Engagement and Outreach

Library Committee: The 2011-2012 committee members were:

Dr. Suzanne Ament (chair)
Dr. Lynn Baluh
Dr. Julia Castleberry
Mr. Philip Frum
Dr. Robert Glarner
Dr. Axel Grossmann
Mr. Steve Helm,
Mr. Gene Hyde
Ms. Sarah Kistler
Dr. Monica Pazmino-Cevallos
Dr. Christine Small

McConnell Library Student Advisory Group:



Spring 2012: Front row, L-R: Keelia McCaffrey, Blair Eley, Amanda Vosloh, Mary Askins. Back row, L-R: Jayna Browder, Luckele Milord, Astin Altenburg, Matt Slee. Not pictured: Rachael Vronek. Advisors: Alyssa Archer, Candice Benjes-Small, Beth Johnson.

Outreach Committee: Alyssa Archer, Candice Benjes-Small (chair), Beth Johnson, Lisa Vassady, Jennifer Whicker. These fine librarians have worked tirelessly (and always with huge smiles) to support the McConnell Library mission of building “strong relationships and advance learning with all members of the Radford University community.” Many of the successful activities listed below are due to their efforts and those of their inspired colleagues. Thanks to all involved in these events!

Engagement and Outreach Activities (sample)

- Month Editions of the *Privy Papers*: Special thanks to Candice Benjes Small, Christine Hargraves.
- Stress Busters - Fall and Spring exam week
- Quest- "Top 10 Things to Know About McConnell Library;"
- Quest Parent Social - June 2011
- New Faculty Social - Fall
- Transfer Student Reception - Fall and Spring
- John Preston McConnell Birthday Celebration - February 22, 2012

- Restoration of the John Preston McConnell Portrait. Currently being performed by conservator Sharon Koehler at Hampden-Sydney.
- Library Appreciation Reception - April 2012.
- Co-sponsor of the *The Occupy _____ Movement: A Discussion of the Legal and Organizational Dimensions of Modern Political Protests* panel. Nov. 14, 2011.
- “Work Like a Patron Day.” October 12, 2011. Anthony Kaseoru , Beth Johnson, Bud Bennett, Jim Webster, Rita Lyons, Lynn Balah, and Bethany Mott participated in this enlightening exercise.
- National Novel Writing Month* (NaNoWriMo) co-sponsored with the RU English Club. Special thanks to Lisa Vassady for leading this project.
- McConnell Library again hosted Tuesday and Thursday night *Highland Summer Conference readings* June 6-17. Thanks to Gene Hyde for hosting the readings.
- Our very talented Anthony Kasearu performs with the RU Madrigal Singers
- Many McConnell staff attend VLA New Member Roundtable “Out of the Stacks” social events in the NRV
- E-Textbook Task Force: Dean Helm chaired the E-Textbook task force. The group is researching the current state of e-textbooks, the e-textbook market, open e-textbooks, platforms, standards, costs, options, student and faculty attitudes, and will be providing a report late in the Spring 2012.
- Sarah Smith served as the the Team Leader for the “Personal Librarian Program” piloted fall 2011. The pilot program paired each of four Reference Team librarians (Sarah, Jennifer Whicker, Alyssa Archer, and Lisa Vassady) with a CORE class to provide a more personal contact for the first year students’ research and other library needs.

RU READS Posters: Taking the suggestion from Provost Minner, the Library Committee and Library staff solicited the RU community to celebrate the transformative and inspirational joys of literature by sharing their favorite books in the RU READS poster series. The several dozen students, faculty and staff volunteered to participate in the project. This project was not only fun and exciting, it was successful far beyond our expectations, and inspired countless positive comments far beyond the RU campus. The posters will continue to be displayed in rotation around campus. Special thanks and credit are due to the unique talents of University Photographer Lora Gordon, graphic designer Mike May, and manager the project logistics Bethany Mott.



Winesett Research Awards:

The Winesett Awards for Library Research recognize creative and original library research completed by Radford University undergraduate students.

Congratulations to our 2010-11 Winesett Awards for Library Research winners and finalists!

\$750 Upper Division Winners:

Michelle Whitman (Sponsored by Professor Donna Boyd) and Kiersten Newtoff (Sponsored by Professor Karen Francl)

\$750 Lower Division Winners: Leanna Rippey (Sponsored by Professor Guy Axtell) and Andrea Rodgers (Sponsored by Professor Melanie Fox)

\$100 Finalists: Adam Bennett (Sponsored by Professor Matt Oyos), Chelsea Crawford (Sponsored by Professor Christine Small), S. Catherine Furry (Sponsored by Professor Vicki Bierman), Caitlin Hennessy (Sponsored by Professor Jeanne Mekolichick), Brianna Miller (Sponsored by Professor Danylle Kunkel).



Winesett Book Collection Awards:

Featuring two prizes - a \$400 First Prize and a \$300 Second Prize - the Winesett Book Collecting Contest encourages and celebrates reading and book collecting by Radford University students by providing them with an opportunity to discuss and showcase their personal book collections. Congratulations to the 2011 Winesett Book Collecting Contest winners!

First Place - Amanda Vosloh for her collection “My Young Adult Fiction Collection: A Compilation of the Books that Made Me Who I am and a Tribute to My Mother.”

Second Place – Emily Walker for her collection “A Canon of Faith and Wonder.”

Two Honorable Mentions were also awarded, one to Claire Hall for her collection “Strong Women in Fiction,” and the other to Christine Watts for her collection “Through Different Eyes.”

The First and Second place winners collections were displayed in the main reading room of McConnell Library throughout January and December.

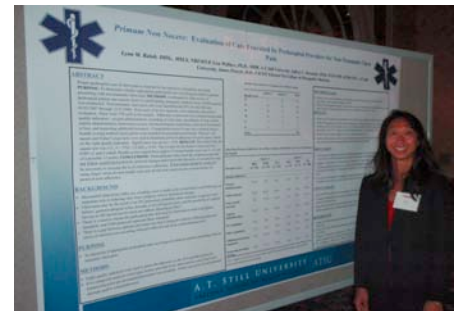


McConnell Faculty and Staff Professional Development and Contributions

In addition to providing the many aforementioned services and activities, McConnell Librarians and staff were also quite prolific in their professional development activities including the following sample of activities:

Dr. Lynn Balah presented doctoral research (poster presentation) at the 22nd Annual Regional Cardiac Symposium by the HeartNet of the Virginias.

Bud Bennett and Polly Archer presented “ILL for Newbies” at the VIVA Resource Sharing Committee (Interlibrary loan) Forum. Gene Hyde served as a peer-reviewer for three National Historical Publications and Records Commission grants.



Gene Hyde and Marc Brodsky (VT) presented research on Appalachian Collections as part of a panel on Archives and Outreach Society of American Archives conference. Chicago from August 24-27.

Elizabeth McCormick presented a session on *Resource Description and Access (RDA)* at the 2011 Virginia Library Association (VLA) Annual Conference.

Jessica Ireland served on the North American Serials Interest Group (NASIG) Awards & Recognition Committee

Candice Benjes-Small, Lisa Vassady, Luke Vilelle (Hollins), and Carolyn Meier (VT) collaborated on presenting “Peer observation: moving beyond the campus walls” for the 8th Annual Georgia International Conference on Information Literacy. September 23-24, 2011. Savannah, GA.

Sarah Smith presented a poster session at the 2011 American Library Association (ALA) Annual Conference on the implementation of the READ Scale at RU.

Kay Johnson served as the Geoscience Information (GSIS) Society President.

Lisa Vassady served on the VIVA PsycNET Interface Task Force of the Resources for Users Committee (RUC).

Awards



Congratulations to Candice Benjes-Small, Coordinator of Information Literacy and Outreach, and 2011 recipient of the Anna Lee Stewart Award for Contributions to Faculty Development! Everyone in McConnell Library is proud of you.

Personnel Changes

Promotions

Jessica Ireland, Serials & Electronic Resources Librarian

New Colleagues

Alyssa Archer, Instruction Librarian

Joshua Akers, Information Technology Specialist

Mike May, Web Services Developer

Amanda Meadows, Monographics Specialist

Katelyn Tucker, Instruction Librarian

Lucy Cox, Access Services Generalist

Position Changes

Alison Armstrong became Collection Management Librarian

Adrian Whicker became full-time as Technical Services Specialist

Alan Brainard became Electronic Resources Specialist

Benjamin Norris, Reference Librarian became Reference and Collection Development Librarian

Steve Helm became Dean of the Library

Resignations

John Felts, Electronic Resources Systems Librarian

Peter (Zak) Tokarczyk, Computer Technician

Sarah Smith, Instruction Librarian

Retirements

Polly Archer, Interlibrary Loan Technician

