On Monday, August 16, the Cunningham Memorial Library was closed for the day. When the library opened the next morning, it launched a new catalog system and a new library homepage. Almost every staff member in the library worked on the lengthy and complex migration of its Integrated Library System from Voyager to Millennium. Our partners within the Library Consortium of Vigo County—Rose-Hulman Institute of Technology, Saint Mary-of-the-Woods College, and the Vigo County Public Library—were also closed in preparation for the new catalog system. The newly combined catalog provides patrons of all four libraries with access to more than 1.8 million items.

Continuing budget cuts provided the library with a tremendous opportunity to evaluate the way it allocates and expends money. The provost appointed a library allocation task force of faculty from every college to investigate an allocation formula for library materials assigned to specific academic units. By applying an allocation formula, the library can take a proactive approach to assigning scarce financial resources based on data rather than a reactive approach based on historical information. Departments and colleges will now have a single fund to accommodate both serials and monographs, which will help develop a more effective collection for all our users.

The library has seen an increasing demand for browsing books—materials that are more popular in nature than academic. Although library patrons read these books voraciously, the titles tend to have a short shelf-life. If the library continues to purchase a sufficient number of browsing books to meet current needs, we will have less money and space to devote to academic books. The library addressed this need for popular titles by subscribing to a new book rental program. The library now leases new browsing titles from McNaughton. As long as patrons continue to read a title, the title will remain in the library. When patrons stop borrowing these books, the library will return them to the vendor, and lease more new popular titles.

The library made several significant improvements to the building and the organization of library materials. Handicap-accessible bathrooms are now available on the first floor. The entire section of children's materials was moved from the second floor to the lower level, where the library also introduced a large open area with comfortable soft seating, bean bag chairs, and tables adjusted to the height of children. The library also spent the Winter Break working with a structural engineer to brace every single book range in the building.

The wide variety of events drew an increasing number of participants to the library. The library hosted 107 events, at which 13,033 people participated. The single-day event of the annual Library Extravaganza drew 5,093 people. Other events included Wii Welcome You to the Library: Games, Snacks and Fun, which offered a Fall Semester welcome for incoming freshmen; Pizza and Politics: the 2010 Fall Read book discussion of Food, Inc. by Karl Weber; Banned Books – the To Kill a Mockingbird Anniversary; SGA Diversity Week movies, including Crash, For the Bible Tells Me So, and Constantine’s Sword; and Other Side of the Northwest Frontier: The Native Peoples of
the Great Lakes Region & the War of 1812, a public lecture hosted by the Vigo County, Indiana, War of 1812 Bicentennial Committee, in cooperation with the National Park Service.

The library worked with other units across the university and across the planet to improve services to students, faculty, and staff. The library helped the university during the accreditation visit from the North Central Association (NCA). The library began to work more closely with the English Department to improve the Writing Center, as the services of Root Hall and the library were combined in the library. The library had an opportunity to host delegates from Hassan II Mohammedia-Casablanca University in Morocco. Three academics learned how the Cunningham Memorial Library operates, and the library discovered more about education and library services in Morocco. With the series of events, improvements to the facilities, and new services, the library will continue to remain "Your Campus Living room."

Departmental reports
Following are highlights from the departmental reports over the last academic years. Statistical information follows this report.

Circulation
Three talented individuals joined the Circulation Department during the year. Carey Sturgeon started as the library’s Reserves Clerk, Joshua Stabler started as the Browsing Supervisor, and Andrea Boehme started as the Night Supervisor.

The major accomplishments for the department include:
- Instituted the copyright and maxcost email inquiry policy asking patrons if ILL items costing the library more than $20 is vital to their research. If the patron said the material was needed, the library acquired it. Consequently, the library saved more than $2,000 in the first six months the project was operating.
- Hosted the Academic Libraries of Indiana Resource Sharing Conference to promote learning, sharing, and relationships among libraries in Indiana.
- Increased productivity in ILL by changing the lending due date from 30 days with one optional 30-day renewal to 60 days with no renewal.
- Increased productivity at the front circulation desk by reconfiguring equipment and simplifying loan procedures (such as not checking out magic markers, erasures, and board games).
- Redrafted email notices to be clearer and friendlier.
- Drafted a shared, online procedures manual and redrafted cheat-sheets and internal training material for the Millennium Circulation module.

Reference/Instruction
Library Instruction Scheduler Barb Austin served as Interim Writing Center Coordinator when Darla Crist left the University.

The major accomplishments for the department include:
- Answered 9,360 reference questions – at the reference desk, via live chat, telephone and email
- Conducted 546 instruction sessions
- Produced 28 LibGuides
- Maintained our presence in the professional literature and culture, with most department members either publishing scholarly articles or making conference presentations; members also took active part in service in various campus and community initiatives, such as assessment and running the adult library at the 14th & Chestnut Community Center

**Technical Services**

The major accomplishments for the department include:

- Migrated from Voyager to Millennium
- Combined Cataloging, Acquisitions and Mail/Processing/Facilities into Technical Services
- With Global Update and Create Lists functionalities, were able to accomplish 77 times more authority updates and 55 times more corrections to bibliographic records than in the previous fiscal year.
- Weeded out 1223 items from collection, deleted 1211 records and edited 461 electronic records for Government Documents
- Created a workflow that has been beneficial to our patrons---by reducing the footprints items take to get to the patrons

**Special Collections**

With the retirement of David Vancil as Chair of Special Collections, Cinda May initially served as Interim Chair of the department. The library ultimately decided that patrons’ needs could best be served if Special Collections merged with University Digital & Archival Services. Cinda May is serving as the permanent chair of the new department. Kate McMillan, Cataloging Librarian, left the University.

The major accomplishments for the department include:

- Opened University Archives office in Library 10 hours per week during the Spring Semester 2011
- Removed staff work spaces from stack areas; add additional shelving; and establish a new shared reading room for Rare Books & Manuscripts and University Archives (CML Office); moved University Archives staff to Library
- Completion of Vigo County, Indiana, Civil War Sesquicentennial Digitization Project funded by LSTA & IMLS
- Ingested 176 collections (i.e. archival units) as member of MetaArchive Cooperative; prepared plugin for ingest of ISU ETDs into network
- Launched new University Archives web site where finding aids for 85% of collections are now available
Systems
With the retirement of Betsy Hine, Systems Chair Tim Gritten served as Interim Associate Dean for the year.

The major accomplishments for the department include:

- Exported all bibliographic and patron information from Voyager, and implemented the new Millennium Integrated Library System
- Created a library allocation formula for university department funds
- Created a more efficient and responsive troubleshooting ticket system
- Conducted programmatic usability studies of website
- Won a grant from State Library to install adaptive technology for underserved population
- Developed a new library homepage

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<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>Allocation</td>
<td>$1,675,508</td>
<td>$1,675,508</td>
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### Expenditures

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<tr>
<td>Books, Serial Backfiles, Other One-time Purchases</td>
<td>$427,386</td>
<td>$387,108</td>
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<tr>
<td>Electronic Materials</td>
<td>$18,690</td>
<td>$22,950</td>
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<td>Audiovisual Materials</td>
<td>$50,263</td>
<td>$39,115</td>
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<tr>
<td>Current Serial Subscriptions</td>
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<td>$1,398,552</td>
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<td>Electronic Serials</td>
<td>$1,015,623</td>
<td>$1,115,000</td>
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<tr>
<td>Document Delivery/Interlibrary Loan</td>
<td>$28,291</td>
<td>$36,008</td>
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<td>Preservation</td>
<td>$141</td>
<td>$4,632</td>
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<tr>
<td>Other Expenditures for Information Resources</td>
<td>$3,818</td>
<td>$400</td>
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<td>Computer Hardware and Software</td>
<td>$559,532</td>
<td>$53,277</td>
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<td>Bibliographic Utilities, Network, Consortia</td>
<td>$61,655</td>
<td>$39,804</td>
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### Size of Collections

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<tr>
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<tbody>
<tr>
<td>Total Items - Held</td>
<td>1,251,553</td>
<td>1,323,419</td>
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<tr>
<td>Books, Serial Backfiles and Other Paper Materials - Added</td>
<td>6,410</td>
<td>2,807</td>
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<td>Books, Serial Backfiles and Other Paper Materials - Held</td>
<td>1,058,413</td>
<td>1,020,709</td>
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<tr>
<td>E-Books - Added</td>
<td>40,000</td>
<td>87,000</td>
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<td>E-Books - Held</td>
<td>50,000</td>
<td>132,000</td>
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<tr>
<td>Microforms - Added</td>
<td>41</td>
<td>90</td>
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<td>Microforms - Held</td>
<td>96,478*</td>
<td>96,568</td>
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<td>Audiovisual Materials - Added</td>
<td>953</td>
<td>1,328</td>
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<td>Audiovisual Materials - Held</td>
<td>22,397*</td>
<td>23,675</td>
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<td>Current Serial Subscriptions - Added</td>
<td>2,723</td>
<td>24,000</td>
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<tr>
<td>(full-text titles that patrons can access cover-to-cover)</td>
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<tr>
<td>Current Serial Subscriptions - Held</td>
<td>57,404</td>
<td>81,072</td>
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<td>Electronic Reference Sources and Aggregation Services - Added</td>
<td>60</td>
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<td>Electronic Reference Sources and Aggregation Services - Held</td>
<td>500</td>
<td>432</td>
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## Services

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<tr>
<th>Service</th>
<th>Provided to Other Libraries</th>
<th>Received</th>
<th>Provided to Other Libraries</th>
<th>Received</th>
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<tbody>
<tr>
<td>Returnable Interlibrary Loans and Documents</td>
<td>2,628</td>
<td>5,128</td>
<td>5,236</td>
<td>3,621</td>
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<td>Provided to Other Libraries</td>
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<td>Non-Returnable Interlibrary Loans and Documents</td>
<td>5,236</td>
<td>3,621</td>
<td>1,242</td>
<td>5,286</td>
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<td>Provided to Other Libraries</td>
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<tr>
<td>Total Interlibrary Loans Provided</td>
<td>7,864</td>
<td>8,749</td>
<td>7,538</td>
<td>2,230</td>
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<td>Returnable Interlibrary Loans and Documents Received</td>
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<tr>
<td>Non-Returnable Interlibrary Loans and Documents Received</td>
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<tr>
<td>Total Interlibrary Loans Received</td>
<td>8,780</td>
<td>7,575</td>
<td>8,780</td>
<td>7,575</td>
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<td>Circulation Transactions (Items Charged plus Items Renewed)</td>
<td>158,236</td>
<td>135,132</td>
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<td>Reserve Circulation Transactions</td>
<td>2,502</td>
<td>9,890</td>
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<td>Number of Presentations</td>
<td>393</td>
<td>107</td>
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<tr>
<td>Total Attendance at All Presentations</td>
<td>6,968</td>
<td>13,033</td>
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<td>Gate Count</td>
<td>422,956</td>
<td>429,450</td>
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<tr>
<td>Information services to individuals Total Reference</td>
<td>4,672</td>
<td>6,555</td>
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<tr>
<td>Information services to individuals Consultations In-person</td>
<td>4,768</td>
<td>3,864</td>
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<tr>
<td>Information services to individuals Consultations Virtual</td>
<td>390</td>
<td>751</td>
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<tr>
<td>Total information services to individuals</td>
<td>9,830</td>
<td>11,170</td>
<td></td>
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<tr>
<td>Public computers</td>
<td>123</td>
<td>123</td>
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<tr>
<td>Catalog page views</td>
<td>768,7525 †</td>
<td>299,205</td>
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<tr>
<td>Website page views</td>
<td>339,78217 †</td>
<td>18,118,488</td>
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</tbody>
</table>

* revised figures from Voyager
**August 16 - June 30
† Number of hits
Scholarly Output during 2010/2011

Publications:
Arvin, Shelley (2010, Fall). Distance learning around Indiana: Indiana State University. *Distance Learning Division Newsletter*, 3(2), 4. (Indiana Library Federation)
Arvin, Shelley (2010, Fall). Teaching an online course. *Distance Learning Division Newsletter*, 3(2), 3. (Indiana Library Federation)


Frey, S., and Fiedler, R. (2011). Working outside the org chart: A faculty-librarian partnership to design an online graduate course. In T. Mackey & T. Jacobson (Eds.), *Teaching information literacy online* (pp. 159-171). New York: Neal-Schuman.


Publications, continued:


Lunce, Carol. Fall 2010. Includes assessment and survey of results.

Lunce, Carol. ERIC Simple Tutorial, Camtasia, Fall 2010

Lunce, Carol. ERIC Advanced Tutorial, Camtasia, Fall 2010

Lunce, Carol. ERIC (Educational Resources Information Clearinghouse) Tutorial, Camtasia, Fall 2010

Lunce, Carol. PsycInfo Tutorial, Camtasia, Fall 2010


Presentations:

Comer, Alberta. Board of Trustees, Dean Presentation, February 17, 2011.
Comer, Alberta Emceed Authors and Artists 2011, February 23, 2011.
Comer, Alberta . All Library Staff Spring Meeting, April 11, 2011.


Lunce, Carol. Indiana Library Federation, Distance Learning Section. Presentation accepted for Fall 2011
Lunce, Carol. ACRL-STS-Information Literacy- Moderator, 1st Wednesdays on Facebook Wiki, 2010

May, Cinda. Catholic Library Association Annual Meeting. The Vigo County, Indiana, Civil War Sesquicentennial
May, Cinda. Scholar Collaboration & Prospective Faculty Day. The Other Side of the Northwest Frontier Poster Session. ISU. February 21, 2011.

Miller, Marsha. Women’s Studies Colloquium: Our Research/Our Selves: Digital Primary Resources for Women’s Studies Students, Scholars and Potential Contributors. ISU. March 1, 2011


Grants Applied For:


May, Cinda w/Frey, Susan. 2010. The Other Side of the Northwest Frontier. Indiana Humanities Council. $2,000.00. September 23, 2010. AWARDED
Hoosier Heritage Alliance. Indiana Historical Society. May, Cinda as ISU representative in the Alliance.

May, Cinda. Connecting to Collections Implementation Grant. IMLS. ISU $200.00 for travel. April 28, 2011.

May, Cinda. Wabash Valley Civil War Sesquicentennial Digitization Project. LSTA Digitization Grant, Indiana State Library/IMLS. $18,886.00. June 9, 2011. AWARDED


Awards Received:

Comer, Alberta. Unsung Hero Award. IPS. Spring 2011.

Grubb, Beverly. ISU’s 10 Year Service Award. September 30, 2010.

Stachokas, George. Leadership ISU. April 22, 2011.

Wright, Abby. ISU’s 5 year Service Award. September 30, 2010.

Cunningham Memorial Library. 2011 International Service Award, March 24, 2011.