Annual Report

Cunningham Memorial Library
Indiana State University
2011/2012

Highlights:

Operations/Facilities

Expanded service hours: The Library began an experimental 24/5 schedule for the Spring 2012 semester. We were continually open from noon on Sunday until 7 p.m. on Friday, then on Saturday opening at noon to 5:00 p.m. Attendance figures indicate the extended hours were popular with the students. After 2am, University ID’s are required for admittance. The 24/5 expanded hours program was deemed a success and will be continued in the Fall 2012 and Spring 2013 semesters.

The Library established closer working ties with Office of Information Technology (OIT) after the campus computer labs were closed this year. The Library Systems Department and OIT now coordinate 130 public computer workstations in the library. OIT established a computer lab student assistant position in the library to provide support. In addition, OIT and the Library collaborated on a number of library improvements, including furniture and computer upgrades.

Nearly 13,000 print volumes of journals were removed from Normal Hall. The contents of the discarded journals are now available electronically.

Popularity of Library Extravaganza continues to grow. Attendance at this year’s event exceeded 6,000 visitors through the Library gates.

Technology

Successful trial of a collaborative workstation unit - media:scape. This device allows multiple laptops to interconnect and display on two shared display monitors.

Acquired 4 iPad tablet computers for student use and implemented a loan policy for them.

Collection shifting projects:

- Relocation of the Books on CD collection to Browsing.
- Major journal shift to accommodate the reintroduction of British Parliamentary volumes into the collection. This move facilitated further planning for repurposing a section of the Technical Services area.
Personnel Changes

New:

Gregory Youngen, Associate Dean for Library Services, replacing Acting Associate Dean Tim Gritten. Tim returned to his full-time System Department Chair position.

Marisa Cathcart, joined the Special Collections Department as Rare Books & Special Collections Cataloger.

Edith Campbell joined the Reference & Instruction Department as Reference Librarian and subject liaison to the Bay College of Education.

Josh Stabler, promotion and move from Circulation to Special Collections

Departures:

Tim Gritten, Head of Library Systems Department

George Stachokas, Electronic Resources Librarian

Kelly Gritten, Interlibrary Loan support staff.

Staffing Level (FTE)

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<tbody>
<tr>
<td>Librarians</td>
<td>19</td>
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<tr>
<td>Staff</td>
<td>27</td>
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<td>EAP</td>
<td>4</td>
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<tr>
<td>Phased Retirees</td>
<td>3</td>
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<td>Students (1,619.5 hrs/pay period/75)</td>
<td>21.5</td>
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Departmental Reports:

Reference/Instruction Department:

The major accomplishments for the department include:

- Answering 12,792 reference questions – at the reference desk, via live chat, telephone and email.
- The Department also conducted 448 formal course-related instruction sessions, serving 8,463 faculty members and students. In addition, the Department conducted 226 non-course related instruction sessions, serving 4,404 patrons.
- Reference/Instruction librarians updated 43 Library Guides; of these, 39 were newly created during the year.
- 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, the Institute for Community Sustainability, the 14th & Chestnut Community Center and many others.
- Shelley Arvin was presented the Winifred Sewell Award for her innovative use of information technology in presenting biological and medical information by the BioMedical & Life Sciences Division of the Special Libraries Association.
**Circulation Department**

In response to the Library being open 24/5 starting in Spring 2011, the Circulation Department hired two temporary workers, Andrew Swearingen and Charles Parker, to serve as overnight supervisors.

The major accomplishments for the department include:

- Updated and introduced new service and safety procedures to accommodate the new 24/5 hours;
- Updated and streamlined procedures for Reserves services to better serve faculty and students;
- Enhanced student-worker training to include a dedicated website; updated training and assessment materials; and an evening orientation program that includes Circulation training, customer service, professionalism, and business etiquette. This training blends typical office training with experiential learning;
- Began a program of continuous improvement training for Circulation staff;
- Shifted items in the Teaching Materials Collection to free up space for library users;
- Continued to scan ISU Dissertations and Theses for the Sycamore Scholars website. One hundred seventy-nine of these items will be ready to upload once author permission is received.
- Established thirty four new InterLibrary Loan reciprocal contracts.

Started using the GET IT NOW document delivery service in InterLibrary Loan allowing for faster delivery of articles to patrons as well as saving the library nearly a thousand dollars in copyright fees.

**Library Systems Department**

With the departure of Tim Gritten, George Stachokas at the end of FY12, the Systems Department was left with three open positions (including the approved new *Emerging Technology Librarian* position). Search committees have been formed to fill the open positions. Despite the significant staff turnover, the library systems department achieved the following substantive changes this year.

The major accomplishments for the department include:

- Assessment of an appropriate discovery service for Indiana State University has been initiated.
- Millennium Integrated Library System underwent 2 upgrades along with 2 upgrades to Encore.
- Installation and configuration of 2 new servers hosting CONTENTdm and the Dark Archives.
- Planning for the migration from the Millennium system to the Sierra Integrated Library System.
- Installation of Omeka to enhance exhibition and outreach for our unique collections.
**Technical Services Department**

**Training:**

- The department chair has trained (continues to train) the new Rare Books & Special Collections cataloger, and also is mentoring 2 new Faculty—Special Collections and Systems.

**Staff Development:**

- Support Staff attended a number of in-house Staff Development sessions, as well as webinars on in-coming Cataloging Rules—RDA and FRBR. ALA Hiring, Training & Supervising Library Shelvers: pts. 1-3, Cataloging for Non-Catalogers. Defibrillator/CPR training.

**Workflow: on-going:**

- The staff continues to take on new responsibilities because of the impending phased retirements of Betsy Hine and Debra Robinson.

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**Special Collections Department**

During the first half of 2012, the Special Collections department was busy digitizing materials for Wabash Valley Visions and Voices (WV3) and the University Archives, preserving graduate school Electronic Theses and Dissertations (ETDs), and preparing to move the University Archives out of Normal Hall.

**WV3**

- Scanned 37 volumes of Terre Haute Council Proceedings for upload into WV3
- Scanned 14 volumes of Terre Haute City Records for upload to WV3

**Sycamore Scholars**

- Archived, edited, and published spring batch of graduate electronic theses and dissertations.

**Normal Hall preparation for move**

- Assigned linear footage measurements to each box in database, can now more accurately determine space requirements
- Over 600 boxes/shelves deaccessioned
- 82 boxes previously unidentified were assigned collection numbers and entered into database
- Most of reference collection moved into CML 310b
- Vacated Normal Hall rotunda
- 220 boxes transferred/donated to Archives
- Transferred Canterbury College records to Indiana Commission for Public Records
Records Management

- Met with Scott College of Business staff to conduct records survey and produced records retention recommendations. Recommendations approved by University Archives Committee and posted online on Archives website
- Met with OIT staff to discuss ImageNow software and its implementation on campus
- 163 records temporarily returned to their office of origin

Martin Photograph scanning

- 3,079 images scanned
- 1,422 objects described and uploaded to Wabash Valley Visions and Voices

Indiana State University Catalogs

- 46 university bulletins scanned and uploaded to Sycamore Scholars

Board of Trustees minutes

- 5 years of board minutes scanned and uploaded to Sycamore Scholars

2011-2012 copies of minutes uploaded to Sycamore Scholars
CML Faculty/Staff Professional Accomplishments

ARTICLES:


BOOK REVIEWS


PRESENTATIONS

Arvin, S. D. (2011, July 20). InSLA and information literacy. Presentation at the HAIL: Hoosiers and Information Literacy, Indiana University Kokomo IN.


Arvin, S. D. (2011, October 8th - 11th). Analysis of inconsistencies in terminology of spinal and bulbar muscular atrophy (SBMA) and its effect upon retrieval of research. Poster presented at the Midwest Chapter Medical Libraries Association Annual Meeting Indianapolis IN.


Arvin, S. D., Barnhart, A. C., Hawes, S., Kaiser, A., Lietzau, J. A., & Steiner, H. M. (2012, April 18-20). Table for one—how librarians provide individualized services to distance students via web conferencing. Presentation at the Fifteenth Distance Library Services Conference, Memphis, TN.

Clewell, N., Arvin, S. D., Daniels, E., & Ismail, L. (2012, April 18-20). In the trenches: Librarians embedding in the online classroom. Presentation at the Fifteenth Distance Library Services Conference, Memphis, TN.

Blevens, Cheryl “Information Literacy at Indiana State University.” Panel presentation held at the ALI-HAIL (Academic Libraries of Indiana, Hoosiers and Information Literacy) Information Literacy Summit, Indiana University-Kokomo, July 20, 2011.


Frey, S. (2012, April). Information literacy in the Anglosphere: Multiple literacies, multiple pedagogies [Invited lecture presented to faculty and graduate students]. Liaoning Normal University, Dalian, China and Liaoning University, Shenyang, China.


Moseman, Holli. (2011, September / October/April). Sycamore Safe Zone. Workshop presented at Indiana State University, Terre Haute, IN.


Moseman, Holli. (2012, March). Patron Driven Acquisitions: Buying can be better. Presentation presented at the Academic Libraries of Indiana Resource Sharing Conference, Discovery to Delivery 3: Resource Sharing Core Services, Ball State University, Muncie, IN.

Moseman, Holli, Greenwood, Judy, & McGiffin, Ginger. (2012, March). Distance Education: Discovering and Learning ILL. Poster presentation presented at the 2012 International ILLiad Conference, Virginia Beach, VA.


Bazeley, J., Petsche, K., Saha, G., Boston, G., & Stachokas, G. (2011, October 11). Panel of Regional Experts. Invited presentation given at the Great Lakes E-Summit hosted at Wright State University,


**GRANTS**


May, Cinda. Library Services Technology Act Mini-Digitization Grant, June 1, 2011 through April 30, 2012; $18,886.00. Project title: “Wabash Valley Civil War Sesquicentennial Digitization Project.”

**OTHER CONTRIBUTIONS**

Wang, D. Xiaocan (Lucy). Contributed slides to two Institute of Museum and Library Services Electronic Theses and Dissertation (ETD) grant presentations:


Marsha Miller received a Foundational Studies Facilitation Certificate during a recognition ceremony on December 5, 2011, for facilitating the Information Literacy seminar [week 3 of the Fall series]; she also created a LibGuide to provide a resource center for all facilitators’ materials at [http://libguides.indstate.edu/FS-Teachers](http://libguides.indstate.edu/FS-Teachers)

On June 14, 2012, the Library hosted a meeting of the Association of Research Professionals for Advancement - Indiana chapter. These people do "Prospect Research" for various organizations; i.e. who has money, what can we find out about them? Marsha Miller did a session on "Using Library and Online Resources for Research" and built a new LibGuide which is available at [http://libguides.indstate.edu/prospectresearch](http://libguides.indstate.edu/prospectresearch). This guide will be of use in Business courses and with the ISU Non-Profit Leadership Alliance.