

**Northeastern State University  
Muskogee**

**Library Annual Report  
2009-2010**



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# **Northeastern State University Library at Muskogee**

## **Mission Statement**

It is the mission of the Northeastern State University Library at Muskogee to provide an environment where lifelong habits of learning, self-improvement and self-expression are encouraged and where patrons can meet their educational, informational, and personal research needs.

The Library responds to the needs of patrons by providing clean and comfortable facilities, well organized and relevant collections, friendly professional service and well trained staff. The Library strives to provide the Northeastern State University Muskogee Campus community with access to the collection through excellent services and professionalism.

## **The Academic Year in Review**

During the 2009-2010 Academic year the NSU Library at Muskogee provided professional and responsible services to the faculty, staff, students and the public on this campus. These services include circulation, reserves, reference and instruction. The Library worked diligently in order to coordinate with other campuses and academic units in order to evaluate, implement, coordinate, and plan library services, programs, and shared resources.

Four computers were upgraded to the NSU Library at Muskogee. Two student computers, and one public access computer plus one staff computer for clock in/clock out were replaced. The addition of these computers led to an increased usage of library computer technology.

Two new laptops were received from the John Vaughan Library in order to be provided to the patrons for check-out.

Sandy Fuller is still in charge of reproducing the library phone list. This involves all three campuses and she updated every semester.

The library participated in the program to distribute free editions of the New York Times. Statistics were kept and forwarded to Dr. Mike Chanslor every week.

The NSU Library at Muskogee participated in Big Program. Northeastern State University Libraries received \$20,000 to be involved with the Bid Read. The program coordinated activities within Tahlequah, Broken Arrow, Muskogee, and surrounding communities. Muskogee Public Library, Muskogee High School, Oklahoma School for the Blind, Parkview High School, Connors State College, and Bacone College participated in the Big Read Program in Muskogee to promote literary reading.

## **NSU Library at Muskogee Survey**

During the spring of 2009, a survey was handed out to faculty, staff and students of the Muskogee campus as faze one of identifying the needs of the campus community. Emily Brown could not complete the project because she left to go to OCU in July 2009. Ben Etemad tabulated the survey and forwarded it to the Dean of Libraries. The survey will again be handed out in the future.

## **Personnel Changes**

Emily Brown transferred to the NSU Library at Muskogee in January of 2009. She started as outreach librarian and got a job with Oklahoma City University in July 2009. In October 2009 Sandra Brennan started working as a student assistant and she decided to leave the NSU Library at Muskogee in March 2010.

Shawna Points, Library Assistant, who worked at the NSU Library at Muskogee in the past came back and started in April 2010.

## **NSU – Connors Join Forces**

After several years of negotiations, Connors State College and Northeastern State University decided to combine their operations in a new facility at the NSU – Muskogee campus. Ground breaking for a new facility was on December 18, 2009.

The one story \$2.2 million building will house a campus book store, library, child development program and administrative offices. The two higher education institutions share the NSU campus as a base of service for their combined 23 academic programs offered to regional residents.

Connors State College transferred their Nursing Program and offered its classes at NSU – Muskogee, in the Synar building in the fall of 2009.

We provided library services to Connors State College students and faculty. In the future, we are going to have a joint library and bookstore in the new building.

# Strategic Plan

The strategic plan includes the university's mission statement, vision statement, core values and goals we expect to achieve.

NSU Muskogee Library developed a strategic plan which outlines the major goals and objectives that the library will take action for the next several years.

## **NSU Muskogee Library Strategic Planning Input Submitted by Ben Etemad September 2009**

### **Meet students' needs and expectations by focusing on student learning; appropriate learning outcomes and assessment methods.**

Assess current methods of support for evaluating programs and courses by meeting with department heads and faculty to identify programs and course support needs.

Plan and Implement strategies for utilizing educational resources that supports learning.

Monitor progress annually toward meeting the goal and make modifications based on results by annually evaluating library services. In general, we need to consider the total number of students enrolled; number of people who attended workshops and conferences; number of courses offered and look at the annual reports and statistics. The Muskogee library can run a survey to measure at what extent these potential users (students, faculty, staff, and the general public) are aware of the library and what resources and services it has to offer.

### **Enhance student engagement and personal development through a comprehensive co-curricular experience.**

Expand communication to NSU students. The library has an important role to improve awareness and value. The library web page, faculty web page, and orientations can be used as part of that improvement. In addition it can be done through advertisement, catalogs, brochures, flyers, etc. Since the library is the "heart" of any university, library facilities, resources, and services will have a direct positive impact on the institution as a whole. Library can publish an event calendar highlighting events and meetings at NSUM.

### **Determine and prioritize the key education opportunities at the University.**

The NSU Muskogee Campus Library would be an assessment as to whether the library meets the curriculum/research needs of the programs offered at the Muskogee Campus. The Muskogee Campus library should be able to provide sufficient support for all current degree programs as well as the general research needs of the library's patrons. In order to provide such a service, we need to have a separate budget; expand our library space; be able to expand and improve our collection; install a security gate, and have access to better and faster computers.

### **Enhance the scholarly activities and professional development of faculty, staff, and students.**

The main library and faculty committee need to provide adequate resources and budget to provide for staff professional development opportunities.

**Maximize student achievement, success, and satisfaction.**

The NSU Muskogee Campus Library is about sixteen years old. The Muskogee Campus has potential to increase student enrollment in the future. The Muskogee Library should be able to provide an optimal level of services in support of all programs offered here. The adequacy of space and materials for instructional and research purposes are essential. The library will provide students with NSU literature, such as, course schedule, testing information, study guides, a variety of reference tools and sources, black board, etc. The library can help by allocating equipment, sources, and staff to improve satisfaction and success with all phases of student achievement. The Muskogee Library will plan for and request an appropriate budget and a facility to provide optimal services in support of all programs offered here.

**Enhance student learning through "best practices" as established by learned societies and accrediting bodies.**

We need input from the program directors and to support the best practices related to each program.

**Recruit and retain a diverse faculty holding terminal degrees from a variety of colleges and universities.**

Recruiting library staff coordinated through the main library and NSU employment office. Normally, support staff positions are filled from the local labor market. Openings can be advertised in local publications and all support staff positions can be filled by people who are living in the area. This saves time and money. Professional vacancies can be sought out locally or nationally. We need to advertise in local and national library periodicals. There must be a continuous exchange of recruitment information among library directors in regional universities. More up to date information regarding recruitment and relation strategies can be obtained through Oklahoma Library Association (OLA) and American Library Association (ALA). We need to enhance opportunities for minority recruitment and retention in the library.

**Employ and retain a diverse, motivated, and caring staff.**

We can provide objectives, employment criterias, and hiring processes that values diversity and encourages staff participation at the appropriate levels of decision making. Employ mechanisms for enhancing job satisfaction, when possible. We need to collect and analyze salary, benefits, professional development, and support data, to determine how NSU compares regarding library personnel.

**Recruit, retain, and graduate a diverse student population that contributes to the well-being of society.**

The library can support the recruitment, retention, and graduate efforts of the academic programs at NSUM.

We can host campus-wide recruitment activities and plan and implement a coordinated NSUM enrollment fair. Also, we can support the communication of any expanded program opportunities. The library can play an important role in enrollment and retention of students. An academic library is part of the whole system, and its function is to be informative and supporting the curriculum programs and courses offered here. We are directly and indirectly in contact with potential students. Excellent services, facilities, and materials can improve our contacts, and at the same time retain students. Muskogee campus can enhance the retention rate by offering a variety of courses, programs, jobs,

internships, and financial aids. The library will work to provide the best possible resources and services to all potential users.

**Promote communication and cooperation among faculty, administration, staff, and students.**

There are three types of communication:

- Communication inside the library
- Communication in the campus
- Communication outside the campus (community)

Recommended methods and policies are:

- having meetings
- sending memos
- sending e-mail
- use of library web page
- use of faculty web page
- attending outside meetings, conferences, conferences or workshop
- establishing a communication committee, including members from students, faculty, staff, and the community.

When the communication guidelines have been established by the Publication Board, the policy of the Muskogee library will be to follow all guidelines as closely as possible.

- Distributing NSU newspaper to all departments and campuses.
- Having internal and regular scheduled meetings
- Joining or hosting forum meetings
- Establishing a web page for expressing ideas and suggestions open to everybody.

**Develop a community of alumni donors, and friends that is active and supportive of NSU**

Share the list of supporters with the coordinator of alumni activities. We need to establish a database tracking system for students, alumni, donors and friends in order to communicate with all of them. The library can provide services to alumni, donors and friends. Also we need to find out their needs, usage, and expectations.

**Provide a seamless transition for prospective students through strategic partnerships and effective communication.**

We need to support and increase enrollment by improving the collection usage, and electronic resources dissemination of materials, and access to NSU information to prospective students.

**Collaborate in educational ventures with public and private sector entities.**

We need to explore and identify our community entity needs. The library needs to gain information about specific community needs from program directors and chairs. Maintain membership in the Muskogee area educational consortium, Development Corporation, local libraries, and healthcare organizations.

**Promote and support regional economic development.**

We support the future expansion of the NSUM library and programs with local colleges. The library needs to seek grants for future development activities. We need to consider grants and



donations by local organizations. Individuals, corporations, and organizations possibilities are in which may be interested in cooperatively enhancing library collections and services.

**Provide cultural enrichment and entertainment opportunities for the communities served.**

The library can provide information regarding visual and performing arts, entertainment programs and activities, athletic events, festivals, workshops, study tours, other cultural activities, and inviting speakers.

**Create and maintain a campus environment that is distinctive and excellent in form, function, and design.**

We need to decorate the library with a variety of materials in order to become more attractive and control the noise and temperature. Training staff in providing services to patrons is important. The library will work with the Director of Campus Operations to ensure that all library facilities are properly maintained, so they can to remain in excellent condition. At the same time, we expect prompt attention in maintaining the library facility so it is kept in an optimal and desirable condition.

**Deliver exceptional customer service that is also efficient, convenient, and accessible.**

We maintain the exceptional service currently offered by NSUM library staff. We conduct a review process to analyze patron's satisfaction of our library services. Quantitative and qualitative data are based upon surveys, either as a part of a campus survey, or as a survey within the library itself. Several survey instruments are available to measure library patron/ user needs, satisfaction, expectations, etc.

**Acquire, integrate, and maintain the most appropriate resources, technologies, equipment support and training.**

The main library in conjunction with all branch libraries reviews new and revolving technologies as they relate to library resources and services. Input from faculty and students, with regard to our budget, is the best criteria for assessment of the technology needs, and expectations. In general our annual survey and statistics can be used for assessment. Library needs to work closely with the technology management and administration. We need to share responsibilities, in order to meet our patrons' needs and expectations. Because we are in direct contact with the students and faculty, our input should be considered important by the technology management and administration. Technology plays a vital role in both the internal and external operations of all NSU libraries. Part of our service depends on instructors, programs, and courses offered here. Offering online courses will increase the use of technology at all levels. We need to have library orientations at all levels. The main library can provide statistical information related to our technology usage. We can also provide patron computer usage in the library. We need to fully equip the library to handle state of the art technology, for managing technology and learning. Current public access computers need to be replaced by new computers and change to students use only. New technology has an important role in teaching and learning, so we must adopt our library to an advanced library.

**Establish a process to achieve internal efficiencies that result in targeted reallocation of existing resources and optimal use of new resources.**

We need to collect, analyze, and make statistics and measurement available, in order to provide an improved basis for library planning, operations and evaluation at the local and state level. A centralized database can be maintained by the main library. The main library will coordinate completion of standards, planning documents, guidelines, and benchmarks as they are identified and developed. Bench marking is part of a process of continuous service improvement. The process involves looking outside the organization to compare how we do something with how others do it. Identifying benchmark institutions are important because results will be different. Important factors are collection size, annual budget, no. of population served, library size, staff, etc.

**Present a compelling case for overall support.**

We will coordinate efforts with the main library.

**Pursue external grants, contracts, and develop partnering opportunities.**

We need to consider grants and donations by local organizations. Individuals, corporations, and organizations possibilities are in which may be interested in cooperatively enhancing library collections and services.

**Increase local, state, and federal government funding.**

Support main library activities focused on increasing funding.

**NSU Muskogee Library Strategic Plan  
May 2010**

Strategic Goal 1

Develop a culture of learning and discovery throughout the University.

Strategic Goal 1: Develop a culture of learning and discovery throughout the university.

Strategic Goal 2: Build a sustainable campus and sustainable communities.

Strategic Goal 3: Build and reinforce an environment that values full inclusion, collaboration and shared leadership in the life of the university and in all external relationships.

Strategic Goal 4: Encourage and nourish a commitment to civic engagement by our students, our faculty and our staff.

Strategic Goal 5: Develop an environment which encourages global knowledge and cultural sensitivity.

Strategic Goal 6: Improve quality of life by serving as a cultural and entertainment destination on our campuses and throughout the region we serve.

Strategic Goal 7: Develop and manage the resources of the university to support a vibrant and viable community.

Goal 1. Identifying major academic programs in Muskogee. 2010 - Ongoing Concentrating on Nursing and MBA reach higher Adult Education as major academic programs in Muskogee. 2010 - Ongoing Providing sufficient support services for all

current degree programs. 2010 – Ongoing providing Support for the general research needs of the library patrons in order to sustain and grow. 2010 – Ongoing Monitor Progress annually toward meeting the goals and make modification based on results. 2010 – Ongoing Supporting the teaching/learning needs of the faculty on the NSUM Campus. 2010 – Ongoing Applying NSU and library policies in order to provide a comfortable, clean and safe learning environment that supports technology. 2010 – Ongoing Recruiting and ongoing staff training in providing better services to our patrons. 2010 – Ongoing Enhancing the scholarly activities and professional development of faculty, staff and students. 2010 – Ongoing Working closely with Adult Educations Programs to provide material and services to potential users. 2010 – Ongoing Obtaining students, faculty and staff feedback regarding Support Services. 2010 – Ongoing Developing and providing training services for all of library staff. 2010 - Ongoing

Goal 3. Providing a partnership with Connors State College and working closely the Connors State College students, faculty, and staff. 2010 - Ongoing Providing computers and reference services to Connors State College students and faculty. 2010 – Ongoing Building and sharing library space, materials, resources, etc. with Connors State College, and supporting future expansion of the NSUM library with local colleges. 2010 – Ongoing Practice effective communication between and among various library departments. Promoting appropriate information sharing among all campus libraries. 2010 - On going

Goal 4. Working closely with Muskogee Public Library and Muskogee Public Schools to promote grants and other programs. 2010 – Ongoing Upgrading and increasing public access computers in order to provide a better service to our community. 2010 – Ongoing Hosting and providing facility and services for library and public meetings, workshops, and conferences. 2010 Ongoing

Goal 7. Upgrading and maintaining computers, printers and software's. 2010 – Ongoing Selecting and ordering library materials in a timely manner every year. 2010 – Ongoing Weeding older materials every year. 2010 – Ongoing Assessing library staff level of knowledge by testing each semester. 2010 – Attending workshops, meetings, and seminars to increase library knowledge. 2010 – Ongoing Upgrading and maintain library equipment for students, staff and public success. 2010 – Ongoing Meeting with program directors to identify programs and course support needs. 2010 – Ongoing Creating strategies for utilizing educational resources that supports a flexible and innovative learning environment. 2010 – Ongoing Maintaining effective student academic support services by adding more electronic sources and books. 2010 – Ongoing.

# The Big Read Program

The Bid Read is an initiative of the National Endowment for the Arts in partnership with the Institute of Museum and Library Services and Arts Midwest. It is designed to restore reading to the center of American culture and brings together partners across the country to encourage reading for pleasure and enlightenment.

Northeastern State University Libraries received \$20,000 to be involved with the Bid Read. The program coordinated activities within Tahlequah, Broken Arrow, Muskogee, and surrounding communities.

NSU selected the classic Ray Bradbury novel Fahrenheit 451 as the basis for this program. Free copies of the books, readers guide, movies, book marks, posters, etc. were distributed among participating libraries.

Muskogee Public Library, Muskogee High School, Oklahoma School for the Blind, Parkview High School, Connors State College, and Bacone College participated in the Big Read Program in Muskogee to promote literary reading.

Chris Crutcher was invited as guest speaker to discuss the themes of Ray Bradbury's novel Fahrenheit 451 on October 6, 2009.

Muskogee Public Library "Fahrenheit 451" book discussion led by Roy Rouell, a graduate of English entering the Master's program at NSU was another event on October 19, 2009. Another event was Muskogee Public Library Big Read Ray Bradbury Fahrenheit 451 film viewing and discussion following the event on October 27, 2009.

NSU Muskogee Big Read High School Poster and Essay contest were another Event on October 26, 2009.

## Technical Services

The Technical Services Department of the John Vaughan Library currently fulfills all technical functions of the NSU Library at Muskogee. Ben Etemad handles the ordering for the library. The permanent additions to the collection are reflected in the table below provided by Linda West.

Permanent additions to the collection:

Location	Monograph	Serials	Added Vols	DVD/CD/CDROM
PER		1		
Main	25			
AV				12
Reference	14			
Y Collection	9			

## Access Services

NSU-Muskogee Collection Circulation

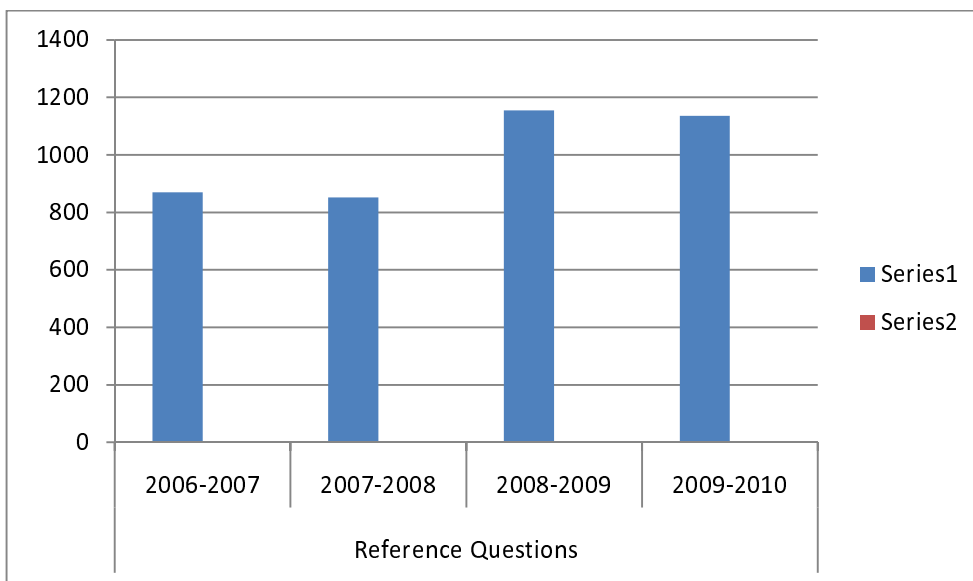
	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010
Muskogee-Video	26	52	29	32	28
Muskogee Campus	24	25	19	71	59
Muskogee-Reserve	4	2	5	6	0
Muskogee-Reference	4	16	0	10	4
Muskogee-Y Collection	179	107	25	53	85

# Reference Services

2006-2007: 870  
 2007-2008: 852  
 2008-2009: 1,155  
 2009-2010: 1136

Muskogee Reference Desk 2009-2010

June	199
July	77
August	61
September	82
October	62
November	80
December	67
January	87
February	119
March	101
April	113
May	88



# Public Access Computer

2008-2009: 274

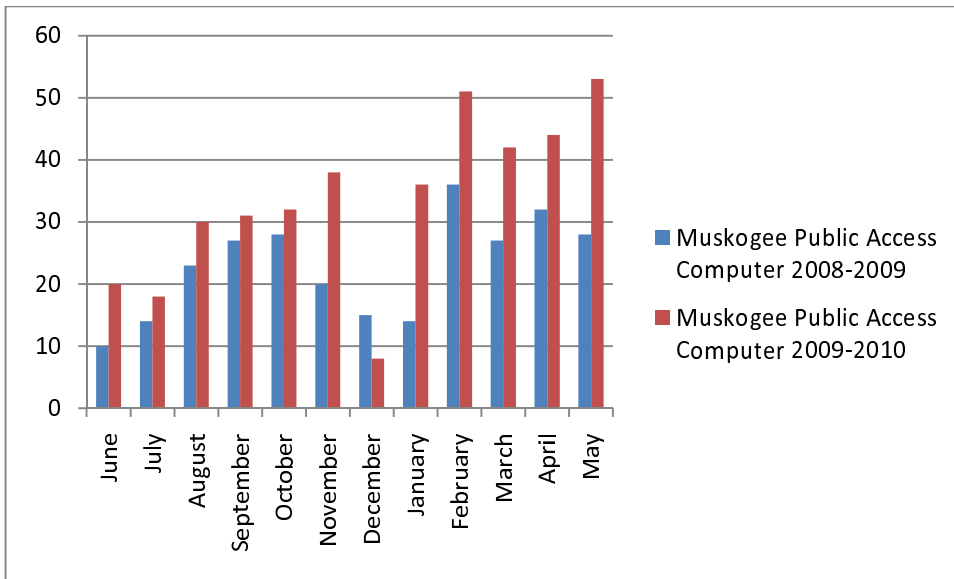
2009-2010: 403

## Muskogee Public Access Computer 2009-2010

June	20
July	18
August	30
September	31
October	32
November	38
December	8
January	36
February	51
March	42
April	44
May	53

## Muskogee Public Access Computer

	2008-2009	2009-2010
June	10	20
July	14	18
August	23	30
September	27	31
October	28	32
November	20	38
December	15	8
January	14	36
February	36	51
March	27	42
April	32	44
May	28	53





## Conclusion

The NSU Library at Muskogee has always labored to meet the needs of the faculty, staff, students and the public. The addition of a second, full-time professional librarian will help us to branch out and offer more services than ever before.

Creating the Library Synar will also increase the visibility of the library in places where the student traffic is heavy. We hope that this will provide a higher profile for the library in the eyes of the students as well as the faculty that come through the Synar Center.

In regards of the budget, the NSU Library at Muskogee hopes to manage the funds we currently possess to the best of our abilities, but also expand the possibilities while working with the NSU Library at Broken Arrow and the John Vaughan Library. We feel that the expansion of our collection in any way possible will only benefit our users, and we look forward to the opportunity.

The NSU Library at Muskogee has met, and will continue to meet the standards proclaimed by our mission statement and those goals of the overall library system. We anticipate a good academic year to come.

# **BEHNAM ETEMAD, INSTRUCTOR NSU MUSKOGEE LIBRARY DIRECTOR**

## **Scholarship of Application**

I – 9 update and training – July 30, 2009

Proposal Overview – What is in a proposal?  
NSU, Muskogee, OK - ITV, September 2009

Workers' Compensation – Processes and Procedures  
NSU, Muskogee, OK - ITV, September 2009,

Be all you can be, be Drug Free –NSU, Muskogee, OK, October 2009

Hiring the Best – Know what you need Session II – NSU, Muskogee, August 2009

Preserving Your Historical Records: An Archival Holdings Maintenance Workshop, NSU,  
Broken Arrow, OK, October 2009

Be all you can be, be Drug Free – NSU, Muskogee, January 15, 2010

Branding Workshop – NSU, Broken Arrow, OK, January 19, 2010  
Acquire the knowledge and resources to be effective ambassadors for NSU

Nfocus Student System – NSU, Broken Arrow, OK, January 20, 2010  
To acquaint faculty with the nfocus Student System.

NSU Service Excellence Values – NSU, Broken Arrow, OK, January 20, 2010

Sexual Harassment Policy – NSU, Muskogee, OK February 6, 1010

Drug Free Workplace Policy – NSU, Muskogee, OK, February 2010

Personnel Action Form (PAF) training  
Learn more about the importance of these forms, where to gather  
NSU, Muskogee, OK, March 9, 2010

Maximizing Your Time – Webinar, NSU, Muskogee, OK, April 7  
New Directions Behavioral Health

Workers' Compensation – May 13, 2010 – Muskogee

Internet Marketing Conference – Muskogee Civic Center, Muskogee, OK, May 2010

## **Scholarship of Teaching**

Bibliographic Instruction sessions. Taught several library instruction classes in Muskogee.  
Training new library staff.

Assisting students with individual instruction and research on online databases.

### **Performance of Non-Teaching Semi-Administrative Duties**

Supervision of all library operations and services at the Muskogee campus.

Coordinating programs and activities with JVL and Broken Arrow.

Attending library and administrative meetings in Muskogee and Tahlequah.

Coordinating acquisition of library materials in Muskogee.

Direct supervision of three part time library assistants.

Hiring and training of NSUM library staff.

### **Professional Awards/Recognitions**

Level VII Certificate as a public Librarian (The highest level in the State of Oklahoma).

Cambridge Who's Who Among Professional Librarians and Library Administrators.