

Northeastern State University-Broken Arrow

**Library Annual Report
June 2002 - May 2003**

**Tom Messner
Director**

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Mission Statement

The primary mission of the Library is to support the educational, research, and outreach objectives of the University by organizing and providing access to information resources, both on-site and through remote access, and by promoting the necessary conditions for their effective use, organization, and maintenance. Its secondary mission is to provide the same services to residents of the Eastern Oklahoma region.

-NSU NCA Self Study, John Vaughan Library, 2000

2002-2003: A Record-Breaking Year

The Fall semester of 2002 brought the final phase of the relocation of all Tulsa area NSU classes from the OSU Tulsa campus to the NSU Broken Arrow campus. The completion of the transition combined with a healthy percentage increase in new student enrollment helped to create a sizable increase in demand for library services. In September, our first month of collecting patron entrance statistics, we were very happy to see that more than 2600 patrons visited the library at least once. That same month, our staff answered almost 970 reference questions, which was a dramatic increase from our previous year's statistics.

This past year, we began collecting additional activity statistics to be better able to quantify library services. With this additional information will be better able to evaluate outcomes from the various resource inputs provided through the library.

NSU BA Library's statistics for the past year clearly show dramatic increases in all areas of public and technical services. One of the areas we are most proud of is the increase in the number of students who attended NSU BA Library instruction sessions (BI's) this year. With 734 students attending at least one library class, we were able to instruct 1/3 of NSU BA's total student body. If we can continue to instruct that percentage of students on an annual basis, we will be able to ensure that most students are kept up-to-date with the dramatic changes in library and information resource technologies.

New Personnel in 2002-2003

Carrie McDowell Joins the NSU BA Library Team

We were very fortunate to be able to add a new full-time staff position this past Fall. Carrie McDowell joined our team in September 2002 as our Library Technician III. Carrie's responsibilities within the library include technical and public services components. Carrie holds a master's degree in English which compliments the varied qualifications of our other staff members. With the addition of Carrie to our staff, 100% of the full-time Broken Arrow Library staff holds at least a master's degree.

Allan McKiel Joins NSU as New Director of Libraries

In November, we were very pleased when Dr. Allen McKiel decided to join NSU as the new Director of Libraries. Dr. McKiel came to NSU from Ivy Tech State College where he designed and implemented a number of new library educational technologies while in his position as Library Director. Dr. McKiel's experience and perspectives add a new and welcome vision for the future of NSU's Libraries. Dr. McKiel is directing the libraries to increase availability and accessibility of library information resources to our internal and external patrons through the acquisition of electronically provided resources. While not all library materials can be (or should be) provided solely in electronic format, the advantages to providing information resources to our patrons electronically are quite clear.

Notable Events

“Electronic Books” via netLibrary Added

This past Fall, the NSU BA Library submitted a “student library fee” funding request for the addition of the latest shared collection of electronic books available through “netLibrary.” Fortunately, our request was funded, and Dr. McKiel was able to funnel additional library acquisition money into the project to acquire all the currently available netLibrary “shared” collections. These combined online resource acquisitions add more than 23,000 online books to NSU's collections, all at tremendous savings. Each online item within the shared collection will cost less than 10% of a comparable print copy. Additionally, the library saves material acquisition, cataloging, processing, and storage costs. With “ebooks,” purchases of multiple copies of materials for each campus are not required because the materials are available to all NSU patrons 24 hours per day, seven days a week from virtually anywhere in the world. We believe additions of online shared collections dramatically enhance the accessibility of these types of materials, and at the same time, greatly leverage the library's limited resources.

Print Collection Grows Through Donations

Acquisitions of BA print and media materials (primarily books) declined 30% year-over-year from 1002 items in 2001-2002 to 721 items in 2002-2003. This drop in acquisitions reflected the completion of fund expenditures that were carried over from accounts funded prior to the BA Library opening in 2001. Acquisitions ordered 721 new items for Broken Arrow, which translates into less than 30 new books per degree program on the BA campus. Considering that BA supports a number of master's level degree programs, which require extensive supporting research materials, we clearly must make improvements in library acquisitions funding. One bright spot is the support that Tulsa Community College and OSU Tulsa have shown for supporting our fledgling program here in Broken Arrow. These two institutions along with several other generous donors provided the NSU BA Library with more than 2000 donated items. Without these donations of primarily reference materials, NSU BA would have a much lower quality collection than it has today. While the electronic collections we purchased this year will help greatly, and we certainly appreciate the generosity of our donors, we need to review our investment levels in materials for this library in the coming years.

Broken Arrow Technical Services

Pamela Louderback has done an outstanding job this year in maintaining technical services functions on this campus. Pamela oversees the areas of Document Delivery and Interlibrary Loan on this campus, and also provides cataloging services for most of the donated materials to the Broken Arrow Library. The transaction statistics for all services in her areas of responsibility have increased dramatically over the past year and we anticipate further increases in the coming year. The addition of Carrie McDowell to our staff has allowed us to adjust the responsibilities of some of the technical services functions and operate more efficiently. New material acquisitions continue to be processed through the John Vaughan Library, although their staff is currently stretched through various project initiatives. One concern between the two campuses is data initiation quality. Over the next year we hope to explore ways to provide quicker data reviews and feedback to ensure that any commonly occurring data errors are eliminated quickly. An Integrated Library System (ILS) replacement (currently under consideration) would help smooth work flow throughout the system and aid in identifying and eliminating data quality problems.

Library Funding

Funding for the Broken Arrow Library, as for most of the departments at NSU, continues to be under pressure reflecting current economic conditions. Because of the high rate of inflation associated with library resources, a flat year-over-year budget normally translates into a material budget decrease for the library. Increased operating costs, specifically from huge increases in patron printing volume along with growing OCLC transaction costs, are quickly overtaking our annual budget. John Vaughan Library absorbed most of the University mandated cuts this past year and continues to make up any deficits the Broken Arrow Library incurs. The Broken Arrow Library has always operated under a severely restrained budget. With the increases in student enrollment and new educational programs placing additional pressures on already scarce resources, we must more carefully evaluate how best to allocate funding to ensure that the library is able to fulfill its educational mission.

Major Projects Affecting NSU BA in 2003-2004

New Integrated Library System Proposal

There are a number of major projects currently in the planning stage that, if they come to fruition, will have a huge impact on the NSU BA Library over the next 12 months. The project most likely to move forward will be the proposal for acquiring a new Integrate Library System (ILS).

Over the past several months, the library staff has been evaluating different ILS products. The staff now has better understanding of the individual needs of each operating unit within the library and how those needs can best be fulfilled by using current and developing library technologies. A properly configured ILS is “mission critical” in fulfilling the library’s evolving mission. While a new ILS system is unquestionably a sizable investment for the University, and the current economic environment is less than optimal, the Library is working diligently to underscore the urgency of migrating from our outdated VTLIS system (which no longer is

supported by the system vendor) to a new, more robust system. Migration to a new system will be a huge undertaking for the staff in all areas of the Library and will likely take a number of months to implement once a vendor has been selected.

Vision 2025

Another project in the early planning stage is Tulsa County's "Vision 2025," which seeks funding for a number of large public works projects including additional expansion of the Broken Arrow campus of Northeastern State University. One of the items specifically targeted is an expansion of library/ classroom facilities on the Broken Arrow campus. "Vision 2025" planning is currently in the early planning stages, and if the NSU project continues to be part of the larger package, an election to decide the fate of the proposed funding by Tulsa County voters will take place in September 2003. If the "Vision 2025" issue passes, new construction on the Broken Arrow campus could potentially begin as early as the summer of 2004.

Conclusion

In conclusion, the coming year is shaping up as a classic "good news/ bad news" scenario. The "bad" news is the Library's budget will, at best, remain static and at the same time will be under tremendous pressure from rising operating costs and increasing educational demands for more library materials. The "good" news is, at this point, indications for the 2003-2004 period are that NSU BA student enrollment will be increasing, and the Library should continue to see sizable increases in patron usage. The "best" news however is that the NSU Library system on all campuses has a tremendously knowledgeable, skilled, and motivated staff who will continue to provide exceptional library services to all their patrons. For these reasons, we are very optimistic about the coming year. We are extremely happy that 2002-2003 proved to be a record-breaking year for the Library and look forward to improving and continuing our successes on the Broken Arrow campus.

Tom Messner
Library Director
NSU Broken Arrow

July 10, 2003

Access and Technical Services Evaluation Statistics 2002-2003

Patron Entrance Statistics

In September 2002 we were able to install electronic patron counters at the entrance to the Library, allowing us to collect patron entrance statistics for the first time. We were very happy to see that entrances to the Library that first month exceeded current enrollment on the Broken Arrow campus. Monthly trends indicate that, on average, NSU BA students are using Library facilities at least once per month. During the nine month period between September 2002 and May 2003, the Library was visited by 23,388 patrons. Considering that NSU's libraries work diligently to make electronic information resources available remotely, we are very happy to see our library facility usage at this high level. It will be interesting to compare year-over-year entrance statistics to see if these trends continue.

Reference Statistics

Not only did we see an increase in the number of patrons visiting the Library, but we also experienced a corresponding increase in "reference" services. The Library staff in Broken Arrow field a wide array of traditional library research questions along with technology/software related questions that are more commonly linked to computer lab usage. I believe these trends reinforce the view that libraries are becoming more closely tied to "information retrieval and integration" in the education process. Patrons have always relied on the Library to provide research access to very specific information resources, but are just beginning to depend on the Library to help them "integrate" information into finished assignments. Integration includes using current library technologies, file publishing/ sharing programs, and editing technologies, such as word processors, html editors, and presentation software. The modern library is quickly becoming a "one-stop shopping" location for research, study, and research project completion.

Reference Questions	2390	7808	327%
Academic Year	2001-2002	2002-2003	% increase (decrease)

General Collection Circulation

The statistics below reflect the circulation of general collection items physically housed at the NSU BA Library. The data does not include circulation of Reserve, "In-house usage," Interlibrary Loan, or material circulated at Broken Arrow that was borrowed from other NSU Libraries. Considering that our collection at Broken Arrow is so small (approximately 6000 items), we are happy to note nice increases in collection usage. As the collection in Broken Arrow grows, we anticipate sizable general collection circulation increases.

Collection Circulation	96	552	575%
Academic Year	2001-2002	2002-2003	% increase (decrease)

Reserves Collection Circulation

Our Reserve collection usage continues to show nice increases year-over-year. In Broken Arrow, we depend heavily upon materials collected by our faculty to support their own courses. These statistics do not reflect “electronic” Reserve circulations for reserve materials that are accessed online through the library’s web pages. Reserves will continue to be one of the most heavily circulated collections, with sizable transaction increases anticipated for the foreseeable future.

Reserves Circulation	111	523	471%
Academic Year	2001-2002	2002-2003	% increase (decrease)

Document Delivery Services

Document Delivery services provide the delivery of books, journal articles, and media among the various NSU campuses. If an item is not available in Broken Arrow, but is available for circulation on any of the other NSU campuses, patrons may request those materials by filling out a Document Delivery form. Delivery of book and media materials are processed and delivered through the campus mail. Campus mail services have improved this year, so patrons normally receive their materials within 2-3 days from the initial request date. The greatest improvement in delivery services has been the implementation of electronic delivery of requested journal articles directly to the requesting patron’s e-mail account. This improved article delivery process from John Vaughan Library has shortened delivery time frames from several days to several hours.

Document Delivery	69	313	454%
Academic Year	2001-2002	2002-2003	% increase (decrease)

Interlibrary Loan Services

When information materials are unavailable through any NSU campus library, the Library is able to order materials for patrons from other libraries around the country. This service is known as Interlibrary Loan (ILL). Normally, all costs associated with ILL services are absorbed by the library, and not “passed on” to the requesting patron. Typically these services are used most heavily by graduate students and faculty members working on specific research projects. This year we experienced a dramatic increase in ILL activity with almost as many requests processed in just the month of September 2002 as we processed during all the previous twelve months combined.

ILL Processed	21	228	1086%
Academic Year	2001-2002	2002-2003	% increase (decrease)

VTLS Catalog Usage

The VTLS online catalog is the starting point for locating print and non-print materials owned by the NSU Libraries. The monthly statistics below reflect the combined “author, title, subject, and key word” searches performed in the VTLS system from the BA Campus. The searches do not reflect the “success” of locating the searched for materials, but simply that patrons were actively searching for specific items within the catalog.

VTLS Catalog Usage	1568	4488	286%
Academic Year	2001-2002	2002-2003	% increase (decrease)

Printer Usage

One of the most revealing indicators of library resource usage is the level of patron printing done on the library’s printers. The NSU BA Library provides two public printers. The most heavily used printer is located in the Library’s Reference area. A second printer is located in the Library’s computer lab. We experienced huge increases in printing volumes this past Fall and Spring with a combined total of 140,913 pages printed in the Library. Consequently, the NSU BA and John Vaughan libraries were forced to install Print Manager software to help control the escalating costs of printer paper and toner. Students are now limited to printing 50 pages per day, and are encouraged to save materials to their network drives for later use. We actively discourage patrons from printing large documents/books such as the College of Education’s “Portfolio Handbook” and the “Oklahoma Teacher Study Guides”. We will evaluate printing levels through the Fall, and if necessary, reduce printing quotas again.

Library Instruction

This past year we made a strong effort to increase presentations of general and subject specific bibliographic instruction sessions to our students. NSU’s libraries continue to modify and add new information resources from a multitude of information resource vendors. The libraries constantly work to improve resource access through the various library web pages, and to generate new educational technologies. Because of these frequent upgrades in technology and resources, it is vitally important that students be exposed to these new information delivery systems on a regular basis. Students simply cannot sit through a single library instruction session and gain all the library research competencies they will require for the balance of their student careers. We were very happy to be able to provide library instruction to more than 730 students during the 2002-2003 academic year. That number constitutes approximately 1/3 of the total BA campus student body this past year. Because the NSU course offerings on this campus do not include freshman and sophomore level classes, we do not have all the opportunities to reach lower division students that other campuses do. Because of this structure, we will continue to work especially hard to reach our students in upper division and graduate level classes.

BI Classes	8	37	462%
Academic Year	2001-2002	2002-2003	% increase (decrease)

BI Students Served	103	734	713%
Academic Year	2001-2002	2002-2003	% increase (decrease)

OK-Share Card Statistics

Oklahoma's major public university libraries currently offer a unique library material sharing program for university faculty and students currently enrolled at participating institutions. This valuable program is known as OK-Share. NSU is a participating member in the OK-Share consortium, and the NSU BA campus is a major beneficiary of the program. Faculty and students with an OK-Share card are allowed access and minimal circulation privileges at other participating academic institutions within Oklahoma. For faculty and students of NSU BA, this program provides access to the extensive library collections of the University of Oklahoma, Oklahoma State University, and the majority of public universities within the state. This program has been established to enhance patron research access to the states' libraries with the understanding that individual universities would continue to grow and share their own library collections.

NSU BA saw dramatic increases in the applications for OK-Share cards this past year. In fact, NSU will be one of the largest issuers (if not the largest issuer) of OK-Share cards in Oklahoma. While it is nice to see NSU students and faculty use the resources of other university libraries, in the long run, it will be in our best interests to provide our students with adequate library materials in support of the programs we offer.

OK-Share Cards Issued	20	92	460%
Academic Year	2001-2002	2002-2003	% increase (decrease)

Library Faculty Activities 2002-2003

Tom Messner

Position: NSU BA Library Director

Scholarly Activities

1.) Scholarship of Teaching

- Bibliographic Instruction Sessions: Taught 30 library instruction classes on a variety of subject specific topics. Combined student attendance at these sessions exceeded 730 students.
- Preparing to teach LIBM 5123 Advanced Administration of the Library Media Center in the Fall of 2003.

2.) Scholarship of Discovery

- Moderated University and College Division presented papers session at the Oklahoma Library Association Conference March 28, 2003.

3.) Scholarship of Integration

- Continue to maintain and improve NSU BA's Library web page.
- Serve on the Library's Integrated Library System Selection Committee evaluating the possibility of migrating to a new library system. Submitted recommendations report April 2003.

4.) Scholarship of Application

- Supervise all library operations and services on the BA campus.
- Attended Foundation Funding Strategies session October 31, 2002.
- Attended Oklahoma Department of Libraries Planning Session April 2003.

Contributions to the Institution and Profession

- Member Oklahoma Council of Academic Library Directors. Attended scheduled meetings 2002-2003.
- Beta Phi Mu (National Honor Society for Librarians). Attended annual conference April 2003

Campus/Library Committees

- Member of NSU BA Strategic Planning Committee
- Member NSU Libraries Web Committee
- Member NSU Libraries Integrated Library System Committee
- Chair Selection Committee for new BA Library Technician III.

Pamela Louderback

Position: Information Services Librarian

Library related accomplishments:

1. Catalog monographs and serials using OCLC, AACR2R, LC subjects and classification, and the local VTLS online system.
2. Create and maintain serial records, check-in serial/periodical/newspaper materials using bibliographic utilities (OCLC) and the local VTLS online system
3. Perform Interlibrary Loan and Document Delivery activities to include borrowing, lending and review file maintenance of OCLC Interlibrary Loan services through OCLC's bibliographic utility Passport as well as OCLC's Web version.
4. Web page design for NSU BA Library Web page, (*ongoing*).

Professional Memberships and Activities:

- American Library Association
- Oklahoma Library Association
- Association of College and Research Libraries
- North American Serials Interest Group
- Oklahoma Union List member . Attended annual meetings 2001, 2002/2003, OU Tulsa Schusterman Center

NSU Memberships and Activities:

- Employee Appreciation Committee 2003

Research conducted:

- Literature review for LIBM 5413 class: Collection development, acquisition, and classification schemes in school library media centers

NSU Teaching and Administrative Assignments:

-2003 Spring Semester

Instructor, College of Education, Library Media and Information Technology, Library Media 5413: Acquisition and Organization of Library Materials.

-2002 Fall Semester

Instructor, College of Education, Library Media and Information Technology, Library Media 5413: Acquisition and Organization of Library Materials.

Progress on Library Goals and Objectives for 2002-2003	<u>No Progress</u>	<u>Ongoing</u>	<u>Completed</u>
<u>Goal:</u> Promote the use of the Broken Arrow Campus Library facility, materials, and online resources to NSU's internal and external customers.			
<u>Objective:</u> Work with campus students, faculty, and staff to increase information literacy of available resources and services.		x	
<u>Objective:</u> Work with local schools to inform potential students of available library resources and services.	x		
<u>Goal:</u> Increase cooperation between the Library and other NSU departments to attain shared goals.			
<u>Objective:</u> Work with the Educational Technology Department to see if they can install additional equipment and software within the library for their students that would also aid the library's patron (CD Burners, ITV, etc.).		x	x
<u>Objective:</u> Work with the Computing & Technology department to explore ways to better jointly provide solutions to students who have problems with their username, password, or personal identification numbers.		x	
<u>Goal:</u> Intensively explore additional information resource funding sources both internally and externally.		x	
<u>Objective:</u> Work closely with administration to underscore the need for additional resource acquisition funding for new and existing programs on the BA Campus.			x
<u>Objective:</u> Actively seek outside donations of library materials and outside sources of funding.			
<u>Goal:</u> Increase assessment tools, processes, and procedures to be better able to evaluate library services.			
<u>Objective:</u> Add equipment to monitor patron visits and explore ways to draw additional statistical information from existing technologies, such as the ILS system, web page, etc.		x	
<u>Goal:</u> Develop a better understanding of the resource and service needs of existing and newly added programs on the BA Campus.			
<u>Objective:</u> Work to gain greater faculty input of library curriculum support for academic programs and jointly ensure that funding is identified to support new and existing needs.		x	
<u>Goal:</u> Increase the speed and efficiency of technical processing of library materials while maintaining high levels of database accuracy.			
<u>Objective:</u> Examine ways to cost effectively decrease library materials processing time from months to weeks, and at the same time, maintain catalog database accuracy.		x	
<u>Goal:</u> Maintain and nurture cooperative arrangements among academic, private, and public libraries in the metro area.			
<u>Objective:</u> Continue to cultivate existing relationships with local academic institutions and develop new relationships with local high school libraries and the TCCL BA public library.		x	
<u>Goal:</u> Work closely with the other campus libraries to plan, implement, coordinate, and evaluate library programs, services, and shared resources.		x	
<u>Objective:</u> Explore ways to cooperatively increase communication between the Library system's various departments.		x	
<u>Objective:</u> Promote the acquisition of shared resources such as electronic databases and e-books that can be used by all campuses.			
<u>Objective:</u> Continue to look for ways to eliminate excessive acquisition duplication and efficiently allocate scarce resources.			

New Library Goals and Objectives for 2003-2004	<u>No Progress</u>	<u>Ongoing</u>	<u>Completed</u>
<p>In addition to the “ongoing” goals from 2002-2003, the library intends to pursue the following new goals and objectives.</p> <p><u>Goal:</u> Explore new ways to improve library services through the use of the new Windows XP suite of software.</p> <p><u>Objective:</u> Test video/audio systems using XP’s higher speed USB capability.</p> <p><u>Objective:</u> Install the first DVD burner equipment and software in the library.</p> <p><u>Objective:</u> Install software to monitor library PC use.</p> <p><u>Objective:</u> Install software to clear PC user profiles on public access computers.</p> <p><u>Goal:</u> Improve/resolve public use copier issues.</p> <p><u>Objective:</u> Work with the business office to improve copier services available to our students and, at the same time, reduce library staff time servicing broken equipment.</p> <p><u>Objective:</u> If copier issues cannot be resolved, install high speed scanning equipment for student use.</p> <p><u>Goal:</u> Install video communication technologies in the library to enhance communication capabilities for the Library and other departments on campus.</p> <p><u>Objective:</u> Work with NSU BA administration to install ITV video equipment in the library conference room.</p> <p><u>Goal:</u> Explore ways BA can help/use “Flash” routines being developed by the John Vaughan Library.</p> <p><u>Objective:</u> Work with the “Flash” team to see how BA can be involved in building/integrating flash programs.</p> <p><u>Goal:</u> Review/edit current library forms for improvement</p> <p><u>Objective:</u> Review ILL and Document Delivery forms to determine if they can be consolidated and placed on a one page form to gain copy cost savings.</p> <p><u>Goal:</u> Review/edit current library policies</p> <p><u>Objective:</u> Review, modify, and formalize policies that impact multiple campuses: i.e. TCC circulation policies and borrowing.</p>			