

**Northeastern State University
Broken Arrow**

**Library
Annual Report
2003-2004**

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Table of Contents

	Page
Library Mission Statement	3
The academic year 2003-2004 in review	3
Personnel	4
Focus on academic credentialing	4
New ITV conferencing facilities	4
Planning for 2004-2005	5
Conclusion	5
Access Services	6
Library Education	7
Circulation	8
Document Delivery and Interlibrary Loan	9
Library Technology Usage	10
Broken Arrow Print Collections	10
Progress on 2003-2004 Goals and Objectives	12
New Goals and Objectives 2004-2005	13
Library Faculty Activities	14
Appendix: Cumulative Statistics	16

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

The academic year 2003-2004 in review.

As predicted, the NSU Broken Arrow Library broke all previous records for library services during the past academic year. The combination of increased campus enrollment and ongoing library outreach programs has dramatically increased library resource usage along with associated services.

In our last annual report we mentioned two specific projects which were, at that time, in the initial planning stages that, if they came to fruition, would dramatically impact the NSU Broken Arrow library. The first project was the selection and implementation of a new integrated library system (ILS). The second project was a component of a county wide funding proposal called "Vision 2025" which included, among other things, financing for a new library facility on the NSU Broken Arrow campus. I'm very happy to say that both of these projects were approved and will make huge improvements in library facilities and services on the Broken Arrow campus.

Innovative Interfaces Inc. (III), was selected to become NSU's new electronic integrated library system. The III is well known to be one of the most powerful, dependable, and user friendly library systems in the world. Innovative Interfaces Inc. has a huge existing installed base and is well known for their innovations in providing outstanding end-user functionality. III will provide the library with a state-of-the-art online public access catalog, cataloging system, serials control, acquisitions control, along with extensive management reporting capabilities. The system was initially brought online in June 2004 after several months of data conversion and system testing. Over the next few months additional system modules will be brought online, with final installations to be completed during the Fall of 2004. The new system will provide new and more powerful information resource integration allowing multiple simultaneous searches within multiple online databases. This increased searching power will make it considerably easier for patrons to research topics in print and non-print formatted materials, and make it easier for library staff to make those resources available in a more efficient manner. The massive task of training all NSU students, faculty, and staff in the use of the new system will begin this Fall.

The passage of "Vision 2025" by the voters of Tulsa county in the Fall of 2003, paves the way for major expansion of the NSU Broken Arrow campus. The Vision 2025 project includes funding for 3 buildings (Science, Classroom, and Library), which will in effect double the student capacity of the campus. The initial planning phase took several

months and included input from representative stakeholders from the various academic units, business office, computing and technology, and administration. A number of interesting library features and options were explored and discussed within the framework of the University's master plan for the campus. Final drawings will be available some time this Fall as the architect sorts through the plethora of needs and wants from all the various constituencies. In the end, the new library facility will be a flexible-use structure that will have multi-use classroom space, substantial integrated technology, and ample functional resources to meet the educational needs of NSU's students for decades into the future.

Personnel

All full time staff were retained during the year. We lost two work-study student workers through graduation, and we plan to replace those positions by the beginning of the Fall semester.

Planning is currently ongoing for staffing needs for the new library facility. Those positions will hopefully be funded for the semester before the facility is opened to allow for training, program development, and facility transfer planning. The exact number of staff slated for the new facility has not been determined, but will include both professional and paraprofessional staff positions.

Focus on Academic Credentialing

To reach our goal of total integration of library resources and services into the academic curriculum, we have begun to focus on the academic credentials of our staff. It is vital that professional library faculty be academically qualified to meet their teaching roles on the faculty of Northeastern State University. Since NSU offers many graduate level courses, teaching faculty should customarily hold an academic degree one level higher than the level they teach.

As such, Pamela Louderback and Tom Messner at the NSU Broken Arrow campus have been accepted into Doctorate of Education in Higher Education programs at Oklahoma State University. The experience they gather over the next few years will aid in their ability to provide better library and educational services to the students and faculty of NSU.

Additionally, Carrie McDowell, will begin her studies in the Master of Library and Information Studies at the University of Oklahoma this Fall. This will be Carrie's second Masters Degree and will position her for her career as a professional academic librarian. Carrie has special interests and experiences in the hard sciences, areas in which there currently exists is a shortage of qualified professional academic librarians.

We are extremely happy with the dedication of our exceptional staff as we move toward our long term goal of having the highest percentage of academically qualified library faculty at any academic institution in the state of Oklahoma.

New ITV Conferencing Facilities in the Library

In cooperation with the Computing and Technology department, the NSU BA library now is able to offer state-of-the-art ITV teleconferencing capabilities. The new videoconferencing facilities will be available for use by NSU faculty and staff, as well as small group/class functions. The ITV facilities can potentially save NSU several thousand

dollars each year in direct travel expenses between campuses, not including savings in faculty and staff travel time. This new facility is another example of how the NSU libraries are exploring ways to add high quality, functional information technology to cooperatively assist all components of the NSU organization.

Planning for 2004-2005

All current projections indicate that the NSU Broken Arrow campus will see a double digit increase in enrollment over the next 12 months. The NSU BA campus is steadily marching toward its designed capacity of 3000 students. During peak hours between 4:00 – 8:00 pm on Monday through Thursday, the campus, and especially the library, is very active. The library's computer facilities are heavily used by students who need individualized assistance with various software packages, technology oriented projects and presentations, and research assistance.

Luckily, the passage of Vision 2025 in the Fall of 2003 will finance new library facilities to meet the growing demands for library services for the foreseeable future. The next several months will require additional detailed planning for the new library building. In addition to facility planning, many issues such as staffing and operational budgeting must be addressed to ensure that students not only receive excellent facilities, but also access to competent library staff as well as badly needed library information resources and services.

Budgeting is one area that we must concentrate on over the next year. During this past years' review of academic programs across all NSU campuses, the NSU BA library was identified as needing an updated budget review. This years BA library budget is almost identical to the budget when we opened our doors for the first time and our student body was almost half of what is today. Projections at this point indicate that costs for patron printing alone will consume most of the library's current operating budget. As such, budgetary shortfalls will have to be filled by John Vaughan Library's operational budget. While these expenditures in the past have certainly been manageable, this year we expect to see significant increases in library operational expenses. Additionally, the total volume of new print monographs purchased for the BA Library is decreasing steadily as student and faculty needs have been increasing. As we attempt to provide our patrons with more materials electronically, we must understand that print and electronic materials each have associated costs which must be realistically budgeted for.

Conclusion

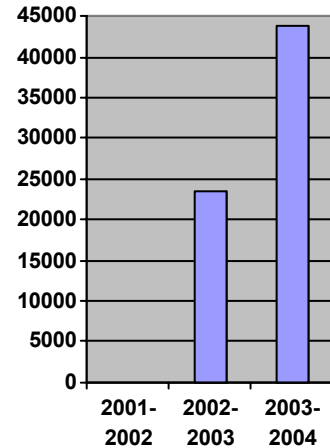
This is a magnificent time in the long and distinguished history of Northeastern State University. Student enrollments are at record levels; we have the highest quality faculty available; and our facilities are outstanding compared to any regional university. Indeed this is a wonderful time, and with the extensive planning and difficult decisions we make today, the future will be even brighter than today. The NSU BA library is well positioned to meet the increasing research demands of today, and is heading in the right direction to meet the academic challenges of tomorrow.

Evaluation of Library Services and Resources

Access Services

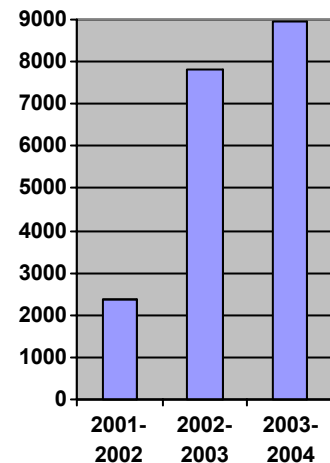
As we review the various library usage statistics from the past year, we are especially happy to note that average usage is actually up by a greater percentage than the increase in student enrollment. We interpret this to mean that we are reaching, and servicing, a larger percentage of the student body than we have in the past. In 2002-2003 we began collecting library entrance statistics to help quantify how many students on the BA campus are using the library facilities. While the comparison between the two reported years is skewed because the library didn't begin to collect data until well into the Fall semester of 2002, we can clearly see that substantial numbers of students are using the library. Considering that the NSU BA enrollment last year was approximately 2400 students, we can see that average student usage is excellent. During the spring semester of 2004, the library experienced its first month of over 5000 patron visits. We fully expect that the Fall of 2004 will see several months approaching that figure.

■ Patron Entrance Statistics



Not only are patrons visiting the library facility, but they also are asking for assistance in record numbers. Considering the size of our staff, and their various responsibilities in addition to patron assistance, we are extremely pleased with the results from the past year. In one month last year, our staff assisted over one thousand patrons, which was an all time record for the BA library. While some libraries are experiencing plateaus, or even declines, in public library service numbers, we will continue to promote the integration of tradition library services with increasingly technologically oriented services. Each of these services is vital to modern student and faculty researchers, and the provision of these services is the propitious niche which the modern library must fill. Over the next year we plan to service close to 10,000 patron requests for assistance in the Broken Arrow library.

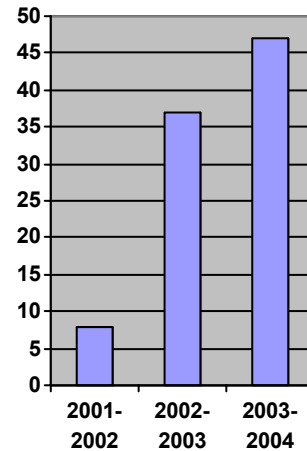
■ Reference Questions



Library Education

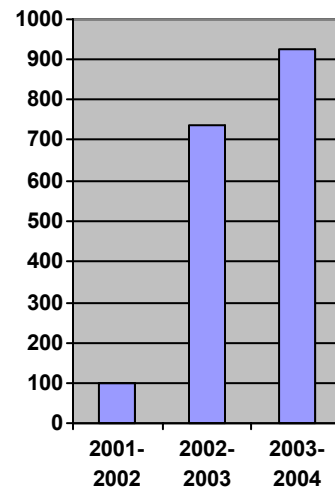
One of the major tasks for academic libraries is the communication of the importance of “information literacy” to all constituents within the academic setting. Information literacy generally encompasses a process for understanding the need for certain kinds of information; how to access the information; how to evaluate the information; how to use the information; and finally a rudimentary understanding of the legal issues surrounding the use of information. The NSU Broken Arrow library works to educate its patrons through class specific library instruction classes which focus on the information resources most commonly used by researchers within a particular discipline. Classes generally concentrate on the use of online and print informational resources available through the NSU libraries. This year we were able to increase the number of bibliographic instruction sessions substantially to reach a larger percentage of the total NSU BA student population. NSU libraries are currently developing ways to reach more students online through the development and integration of online instruction modules (CLIP) which can be tailored to meet the needs of a variety of course structures and learning environments.

■ Bibliographic Instruction Classes



Over the last year, the NSU Broken Arrow library was able to provide bibliographic instruction to over one third of the campus student body. That is an amazing percentage of library instruction coverage for any size campus and we are extremely happy with those results. We are extremely grateful to the NSU and TCC faculty who understand how important it is for students to stay abreast of the constant changes in information access, and the importance of teaching students information seeking tools, techniques, and resources other than simply searching the internet with “GOOGLE”. Faculty who bring their classes to the library for instruction make the job of the library staff much easier. The library can efficiently educate 30 students in one hour while imparting the same information individually would require at least 30 hours of library staff time. Our goal for the next year is to increase the total number of students that attend a bibliographic session within the library to 1000 students.

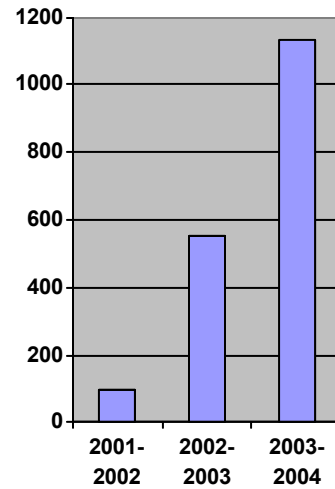
■ Students Attending BI Classes



Circulation

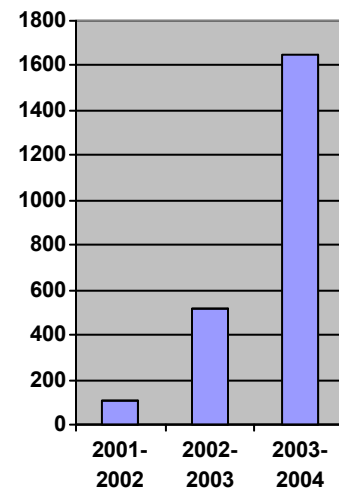
Print and media circulation at the Broken Arrow library approximately doubled this past year to over 1,100 items. Unfortunately, patrons had to borrow almost one third of their materials from other libraries through either document delivery or interlibrary loan. The print collection in Broken Arrow is seeing a good average circulation of print and media materials with almost one out of every ten items circulating within the past year. We do not currently collect statistics on Broken Arrow specific usage of our electronic book collections; however indications are that usage of NSU's electronic book collections are rapidly increasing. A major emphasis of our library instruction programs is the usage of online e-book collections. As such, it is interesting to see that print and media collection circulations are seeing such dramatic increases in usage. With the new Innovative Interfaces system coming on line this summer, we hope to make library catalog searching easier and more productive. This increased functionality should translate into increased circulation and usage of print and non-print library materials.

■ General Collection Circulation



Reserve collection circulations saw an almost 300 percent increase year over year. Traditionally, library reserves are the most heavily circulated items the library maintains. The figures noted are for print and media format material circulations, and do not include electronic reserves statistics which over the last few years have seen dramatic volume increases. We are very grateful to our faculty for supplying their own personal and departmental materials to support the classes that they teach. Over the next year we estimate the NSU BA library will circulate over 2000 print and media reserve items. Additionally, with the installation of higher speed scanning equipment within the library, we hope to be able to produce more electronic reserve materials in support of online and distance education classes.

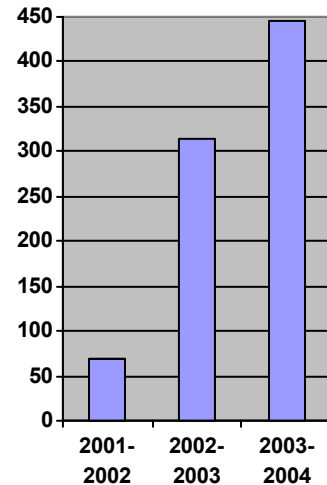
■ Reserve Collection Circulation



Document Delivery and Interlibrary Loan Services

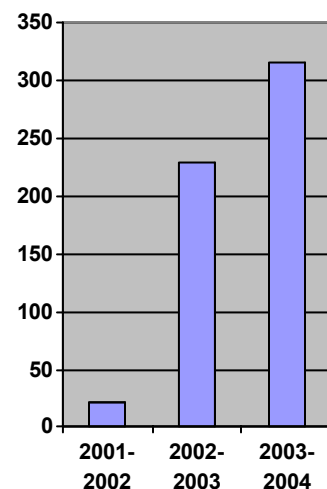
Document delivery services increased by almost 50 percent during the 2003-2004 academic year. Services between the NSU campuses have been improved through the use, whenever possible, of digital delivery of articles from library holdings. When patrons request an article that is held at another campus, the request is normally processed within 24 hours of receipt. Articles are scanned by library personnel, and sent directly to the requesting patrons' email address. This enhanced service saves delivery time, and copying expenses for the both the library and the patron. Patrons receive monographic and media format materials through the inter-campus mail delivery system. The campus mail delivery process is usually completed within 3 working days depending upon the time of receipt of the request. We currently anticipate approximately 600 document delivery requests will be processed over the forthcoming academic year.

■ Document Delivery Services



Interlibrary Loan services (ILL) process patron requests for library materials which are not available either online, or through the resources of other NSU campuses. Interlibrary loan services borrow materials from other libraries who are holders of the requested material. Interlibrary loan services are most heavily used by graduate students and university faculty who require extensive information materials in support of various research projects and assignments. The expenses associated with interlibrary loan have increased over the last year as more libraries begin to charge for lending services. ILL staff work to locate the least expensive delivery methods possible, but costs associated with ILL will continue to rise over the foreseeable future as demand for services increase, and the supply of no-cost ILL services at other libraries continue to decline.

■ Interlibrary Loan Services

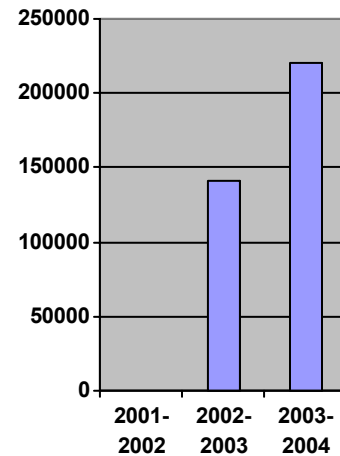


Library Technology Usage

The library is considered by many students on campus to be the best place on the Broken Arrow campus to use NSU computer technology. The library is staffed with individuals well versed in the various software packages NSU offers. Additionally, library computers are generally maintained at a higher level than computer lab work stations simply because the library has staff to monitor problems as they arise. And finally, printing quotas in the library have been slightly more liberal than in the computer labs.

Total library patron printing has increased dramatically over the last year with over 220,000 pages printed on the two library laser printers. Printing is by far the largest operating cost the library sustains, and the library will be looking for ways to limit those expenses this year. The NSU libraries currently control printing through “Print Manager” software which controls individual patron printing on a daily basis. This year we will begin limiting patron printing to a specific number of pages per semester. The NSU libraries simply cannot continue to support the growing level of campus wide printing demand at current funding levels. The library will encourage patrons to save materials electronically on their network drives for later use. Students who wish to increase their print quotas will be offered the ability to pay for additional pages if they wish.

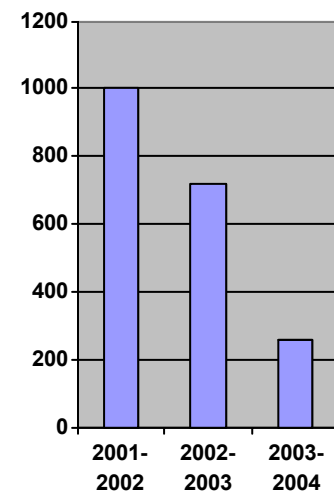
■ Library Printer Usage



Broken Arrow Print Collections

One of the most interesting (and disappointing) statistics to review after seeing all the dramatic increases in all the service areas previously mentioned, is the level of print material acquisitions for the BA campus library. These figures reflect the static nature of the materials budget allocated to the Broken Arrow campus. The materials acquisition budget has not increased since the library was opened in 2001, while programming demands have almost doubled and inflationary costs for library materials have steadily increased at greater percentages than the national cost of living. The lack of increase in the Broken Arrow library budget for 2004-2005 will result in there being no fund allocations for any print monographic materials on the

■ Acquisitions for Broken Arrow



Broken Arrow campus. Hopefully, money can be allocated through special funds, such as Student Library Fee funds to at least purchase some minimal level of print monographs. The most important goal we have this year is the development of a realistic library budget for the Broken Arrow campus which will help meet the total information resource needs for NSU BA's students, faculty and staff. Without adequate funding, much of the progress we have worked to achieve over the last several years will begin to be placed into question as students and faculty become increasingly frustrated with the library's inability to provide a reasonable depth of current, quality, and timely information resources in appropriate formats.

Currently, only about 25 percent of the Broken Arrow library's print monograph collection has been purchased by Northeastern State University. Approximately 75% of the total print monograph collection has been collected through the efforts of the Broken Arrow library staff through donations from institutions and individuals interested in supporting the many excellent programs offered on the NSU Broken Arrow campus. Obviously this is an area in which we hope to make improvements on over the next several years.

Progress on Library Goals and Objectives

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 style="padding-left: 20px;"><u>Objective:</u> Test video/audio systems using XP’s higher speed USB capability.</p> <p style="padding-left: 20px;"><u>Objective:</u> Install the first DVD burner equipment and software in the library.</p> <p style="padding-left: 20px;"><u>Objective:</u> Install software to monitor library PC use.</p> <p style="padding-left: 20px;"><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 style="padding-left: 20px;"><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 style="padding-left: 20px;"><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 style="padding-left: 20px;"><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 style="padding-left: 20px;"><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 style="padding-left: 20px;"><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 style="padding-left: 20px;"><u>Objective:</u> Review, modify, and formalize policies that impact multiple campuses: i.e. TCC circulation policies and borrowing.</p>	<p>x</p>	<p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p>	<p>x</p> <p>x</p> <p>x</p> <p>x</p> <p>x</p>
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New Library Goals and Objectives for 2004-2005	<u>No Progress</u>	<u>Ongoing</u>	<u>Completed</u>
<p>In addition to the “ongoing” goals from 2003-2004, the library intends to pursue the following new goals and objectives.</p> <p><u>Goal:</u> Complete new library facility plans. Objective: Review architectural plans and provide input toward the final design of the new Broken Arrow library facility.</p> <p><u>Goal:</u> Develop a realistic operational and acquisition budget for the Broken Arrow library. Objective: Collect input from the various library stack holders and develop a budgetary framework that meets ACRL library</p> <p><u>Goal:</u> Update Broken Arrow library web pages Objective: The library has added a new OPAC, and the BA library must integrate the new search engine into it web page.</p> <p><u>Goal:</u> Review professional and paraprofessional staffing plans for the new Broken Arrow library facility. Objective: Begin planning and preparation for adding additional staff for the new library facility which will be opening in 2006.</p> <p><u>Goal:</u> Create a library patron survey to evaluate library services. Objective: The NSU BA campus has leased a new computer based survey system which will be able to aid in providing survey information about the BA library. The findings can be used to justify operational changes.</p> <p><u>Goal:</u> Identify new ways to promote new and existing library resources and services. Objective: Identify underserved populations (especially areas in which we have not been able to provide student training) and explore ways to improve services for those populations.</p>			

Library Faculty Activities 2002-2003

Tom Messner

Position: NSU BA Library Director

Status: Instructor, Graduate School, School Library Media Program

Scholarly Activities

1.) Scholarship of Teaching

- Bibliographic Instruction Sessions: Taught 32 library instruction classes on a variety of subject specific topics.
- Team taught LIBM 5123 Advanced Administration of the Library Media Center in the Fall of 2003 with Dr. Alan McKiel.

2.) Scholarship of Discovery

- Began working on ED.D. Higher Education at Oklahoma State University, Spring 2004
- Attended Oklahoma Higher Education Teaching and Learning Conference April 2004

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 charged with installing the new Innovative Interfaces System in Broken Arrow.

4.) Scholarship of Application

- Supervise all library operations and services on the BA campus.
- Selected to be a judge at the Winston School international high school solar science event, Dallas, Texas, July 2004.

Contributions to the Institution and Profession

- Local Arrangements Committee for 2004 Annual Oklahoma Library Association Conference, Tulsa, Oklahoma.
- Member Oklahoma Council of Academic Library Directors. Attended scheduled meetings 2003-2004.
- Beta Phi Mu (National Honor Society for Librarians).

Campus/Library Committees

- Chair NSU BA United Way committee
- Member NSU BA library facility design committee
- Member NSU BA Administrative Group
- Member NSU Libraries Web Committee
- Member NSU Libraries Integrated Library System Committee
- Various selection committees for departmental faculty positions.

Pamela Louderback

Information Services Librarian: NSU Broken Arrow Library

Instructor: Graduate School, Library Media Services

Scholarly Activities

1.) Scholarship of Teaching

- Instructor, College of Education, Library Media and Information Technology, Library Media 5413: Acquisition and Organization of Library Materials Summer 2003, Summer 2004.
- Developed syllabi for LIBM 5413 in coordination with Dr. Barbara Ray.
- Taught 21 bibliographic instruction sessions in various discipline specific areas.

2.) Scholarship of Discovery

- Began ED.D. in Higher Education at Oklahoma State University, Spring 2004.
- Working to develop a structured communication system of distribution media to alert NSU BA faculty of new library information resources and services.
- Attended workshop for development of (CLIP) library flash routines.
- Attended "EndNotes" software training, University of Tulsa, Spring 2004

3.) Scholarship of Integration

- Attended Oklahoma Higher Education Teaching and Learning Conference, April 2004.
- Numerous training sessions for the installation of the new Innovative Interface integrated library system, Spring 2004

4.) Scholarship of Application

- Oversee technical services and processing of library materials on the Broken Arrow campus.
- Oversee Document Delivery and Inter-Library Loan processes on the Broken Arrow campus.

Contributions to the Institution and Profession

- Local Arrangements Committee: Oklahoma Library Association Conference Spring 2004
- Member American Library Association
- Member Oklahoma Library Association
- Member Association of College and Research Libraries
- Member Oklahoma Conservation Congress
- Member American Serials Interest Group

Campus/Library Committees

- Chaired Employee Appreciation Week for the Broken Arrow Campus
- Member NSU BA library facility design committee.