

**Northeastern State University  
Broken Arrow**

**Library  
Annual Report  
2005-2006**

**Tom Messner  
Library Director**

**Pamela Louderback  
Information Services Librarian**

**Jamie Holmes  
Education Resource Coordinator**

**Linda Summers  
Library Tech III**

**May 31, 2006**

## Table of Contents

	Page
<b>Library Mission Statement</b>	<b>3</b>
<b>The academic year 2005-2006 in review</b>	<b>3</b>
<b>Personnel</b>	<b>5</b>
<b>Focus on Life Long Learning</b>	<b>6</b>
<b>Technology Upgrades</b>	<b>6</b>
<b>Planning for 2006-2007</b>	<b>7</b>
<b>Access Services</b>	<b>8</b>
<b>Library Education</b>	<b>9</b>
<b>Circulation</b>	<b>11</b>
<b>Printer Usage</b>	<b>11</b>
<b>Conclusion</b>	<b>12</b>
<b>New Goals and Objectives 2006-2007</b>	<b>13</b>
<b>Status of Goals and Objectives 2005-2006</b>	<b>14</b>
<b>Library Faculty Activities</b>	<b>15</b>

## **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 2005-2006 in review.**

NSU Broken Arrow Library continues its string of successes by breaking almost all previous library services output records. Increasing student enrollment levels on the Broken Arrow campus continues to positively impact library usage. While total patron visits have begun to level off at over 50,000 patron visits annually, the library continues to generate double digit percentage increases in resource usage as indicated by such data as library material circulations. Circulation of library materials increased by over 20% from the previous year as the collection of print and media material holdings gradually increased. Electronic usage of digital information resources remains very strong as the library continues to concentrate on providing electronic access to a growing collection of online resources.

The library's emphasis on integrating library instruction into the NSU curriculum continues to bear fruit. During the academic year, library instruction sessions on the BA campus increased to over 70 sessions, providing instruction to almost 50% of the total

BA campus student population. A large portion of that increase is due to the addition of Jamie Holmes to the BA library faculty. As the Resource Coordinator for the College of Education, Jamie provides invaluable insight and service to all three NSU campuses.

Undoubtably, the most exciting events during the past year centered around the construction of the new library facility on the BA campus. After long months of facility planning, ground was broken and construction begun on three new buildings on the BA campus, including a state-of-the-art library facility. Because of dramatic construction cost inflation on the new facilities, the library building had to be scaled back slightly resulting in an overall reduction in available library square footage. While this reduction was necessary, it should not result in a dramatic negative effect on future library services. The library facility is currently targeted to be completed in January 2007, with move-in slated for the month of February 2007.

During the fall of 2005, a new interlibrary loan software system known as ILLIAD was installed and modified for use on all campuses. The new system allows patrons to electronically enter borrowing requests 24/7 via links from the library homepage. The new system streamlines processing and tracking of requests, and allows library staff greater flexibility in providing electronic document delivery to patrons. In practice, the new ILLIAD system has proven to dramatically reduce ILL processing and turn-around times.

The NSU BA Library's physical collections increased to over 14,000 volumes, covering almost 9,000 unique titles. While gift materials continue to dominate the sources of added materials, acquisitions of new materials increased for the first time in several years. Over 800 new titles were acquired with a \$20,000 budget allocation from student

library fee monies. Hopefully, additional and consistent funding for new materials will become available over the next several years to meet the research needs of students and faculty on the Broken Arrow campus. Oklahoma State University in Tulsa continues to be a major supporter and supplier of materials for NSU BA. Major donations of law reference, curriculum, education, and business reference materials were received from OSU Tulsa, for which we are deeply grateful.

### **Personnel Changes**

The NSU BA Library saw several personnel changes during the year. In January 2006, Carrie McDowell, the library's only Tech III was replaced by Linda Summers. Linda, a Spring 2006 graduate of NSU brings a great deal of enthusiasm, energy and insight to the library staff.

In January 2006, Jamie Holmes joined the NSU BA library staff, transferring to Broken Arrow from the John Vaughan library. Jamie's role as Resource Coordinator for the College of Education continues and now encompasses all three NSU campuses. Additionally, as is customary in Broken Arrow, Jamie provides management oversight of a major library service area. Jamie will be managing the critical Interlibrary Loan and Document Delivery services on the BA campus. Jamie's focus on providing exceptional services makes her an magnificent addition to the BA library team.

Staffing levels will continue to change over the next several months as the library prepares to develop sufficient staffing for the new library facility. Interviews for a new Library Instruction Librarian are currently under way, and hopefully the position will be

filled over the summer. Additionally, a new Library Tech III position has been approved for the BA Library and is currently slated to begin in the Spring of 2007.

### **Focus on life long learning**

To reach our goal of total integration of library resources and services into the academic curriculum, we have begun to focus on enhancing the educational credentials of our staff. Pamela Louderback and Tom Messner continued their studies toward the Doctorate of Education in Higher Education programs at Oklahoma State University. While they find it challenging to balance their studies with work responsibilities, their education will allow them to provide better library and educational services to the students and faculty of NSU. Additionally, Linda Summers, will begin her studies in the Master of Library and Information Studies at the University of Oklahoma this Fall.

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.

### **Technology upgrades and ITV Conferencing Facilities in the Library**

During the Spring of 2006, the library was fortunate to be able to upgrade all lab, reference, and staff personal computer workstations. Additionally, new high output public printers, laptop computers, and high speed document scanning equipment were added. In cooperation with Student Services, a new ADA assistance workstation offering several assistance software packages was added to aid NSU students coping with a variety of disabilities. The information gleaned from the process of acquiring ADA

related resources provided Jamie Holmes with data which she presented in a poster session at the annual conference of the Oklahoma Library Association.

The new videoconferencing facilities in the library conference room added last year for use by NSU faculty, staff and students was upgraded again with additional furnishings and has proven to be extremely popular. The conferencing facility now includes a state-of-the-art Polycom conferencing phone as well as upgraded cameras. The ITV facility potentially saves NSU several thousand dollars each year in direct travel expenses between campuses, not including savings in faculty and staff travel time. While this current facility will remain in Building A after the new library facility is completed, additional ITV conferencing facilities are planned in the new library facility to increase ITV opportunities between campuses.

### **Planning for 2006-2007**

Current projections indicate that the NSU Broken Arrow campus will continue to see double digit increases in enrollment over the coming year. With new and expanded classroom and lab facilities on the BA campus, enrollment should exceed 3000 students for the first time. The NSU BA library is preparing to meet the increased demands of this growing student body and is planning to expand existing and developing service areas.

Three major areas will focus the planning process over the next 12 months.

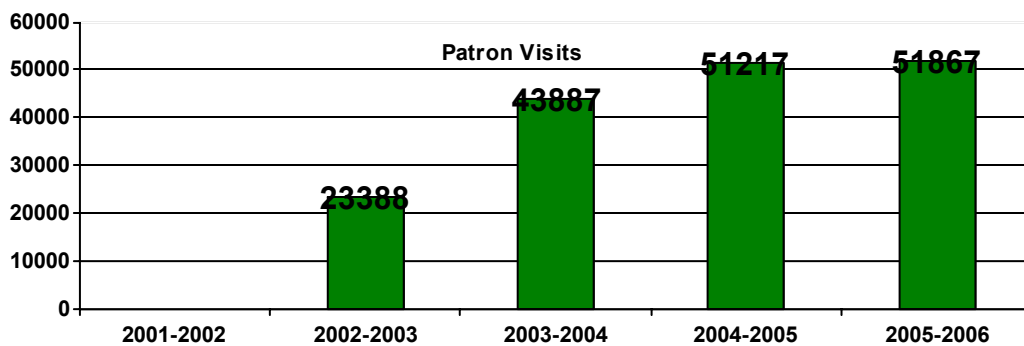
First, careful planning for migration to the new library facility will be necessary to avoid problems during the physical move in February 2007. The unique physical layout of the new library facility will present special challenges and will drive changes in current library work processes and procedures.

Second, the training, education, and acclimation of the new Instruction Librarian and the Library Tech III will encumber a sizable portion of the current staff's time. Online instruction development requires the integration of a different knowledge base and skill set than is found in traditional library instruction settings. We will work closely with the Center for Teaching and Learning to integrate several of their initiatives into the library's online instruction programs.

Third, as the library adds and trains new staff, additional initiatives such as digital publication of unique collections and resources can be considered for implementation through the utilization of relatively high speed automatic document feed scanners which were recently added.

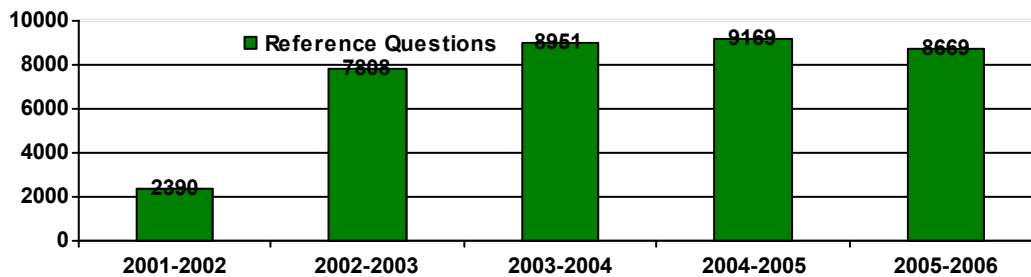
### Access Services

As we review the various library usage statistics from the past year, we can note that while total patron visits appear to be leveling off, the total services offered by the library continue to increase. I interpret the flattening of the patron visits data to mean that we are reaching capacity of the existing library facility during peak class periods during the especially busy evening hours. In April 2006 the library experienced its first month of over 6500 patron visits. Clearly, students on the BA campus are using the physical library facilities extensively. With the new facility in place in the spring of 2007, we should see a continued increase in patron visits.



## Reference Services

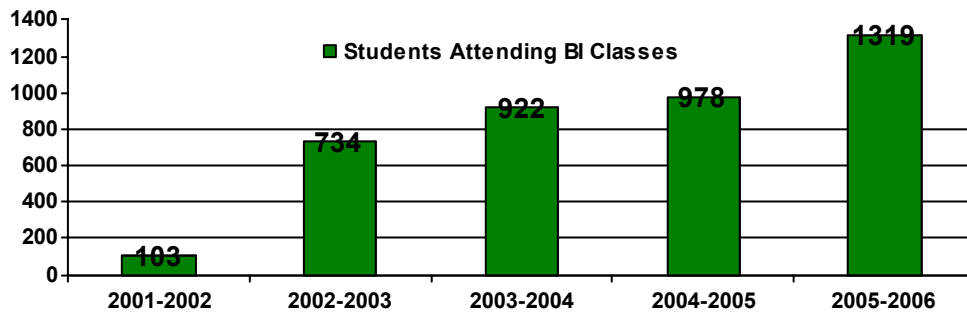
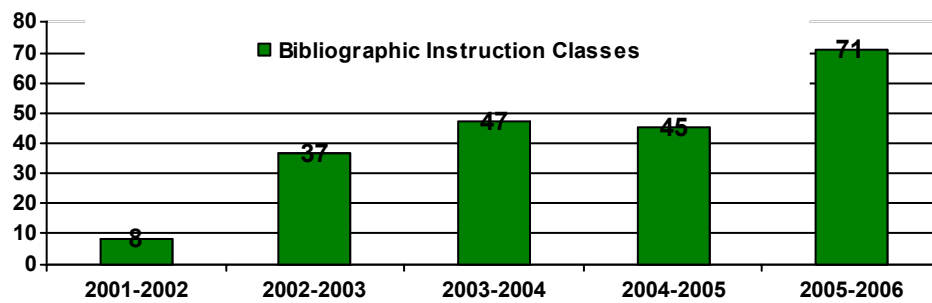
The total number of recorded reference questions serviced by the BA library staff declined slightly year-over-year. I believe that two factors impacted these results. First, the increase in total patrons attending library instruction sessions in the classroom has increased the average information seeking competencies of our patrons, thus lowering the need for librarian assistance for rudimentary services. Second, with the large number of new staff added this year, the staff has not been fully indoctrinated in the necessity to record this data. I fully anticipate that we will see moderate gains in this area next year.



## NSU BA Library Education

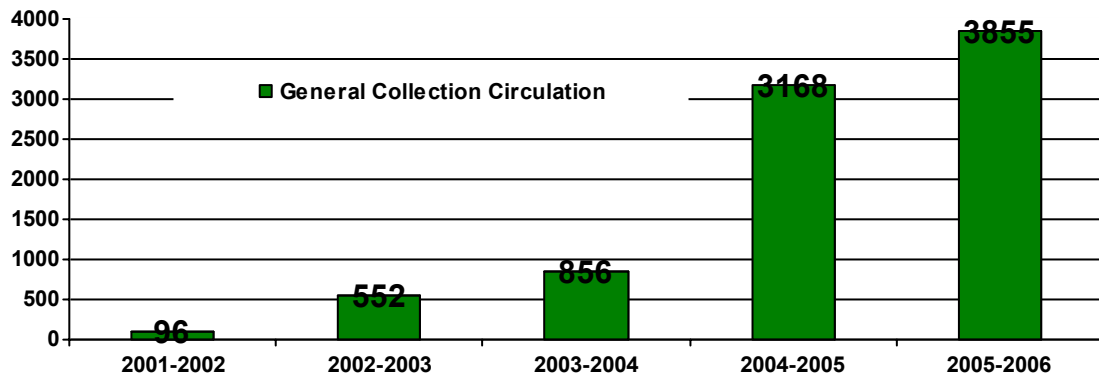
Integration of library services into the NSU curriculum is a major focus of the NSU libraries. As such, we are very happy to see sizable gains in the number of bibliographic sessions offered, as well as the total number of students served in instruction sessions. With almost one-half the total NSU BA student population experiencing at least one library instruction session over the past year, the library is

clearly reaching significant numbers of students. The NSU BA faculty have been exceptionally supportive in promoting information literacy initiatives within their disciplines. With additional staffing coming on board over the next year, we hope to see continuous improvement in this vital area.



## NSU BA Library Circulation

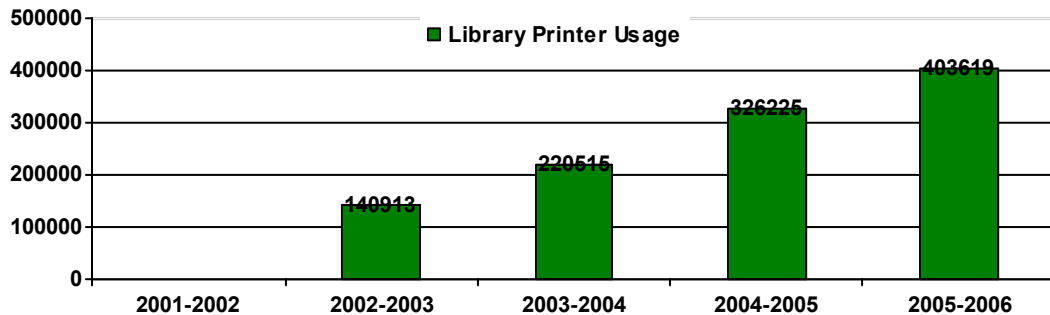
Circulation of NSU BA library materials increased by approximately 20% over the previous year. While these circulation numbers are relatively small in comparison to larger libraries, these numbers are highly significant considering that the NSU BA library only houses approximately 8,000 circulating titles. As the collection of print materials increases to appropriate levels, the circulation statistics should continue to see significant gains.



## NSU BA Library Printing

As the library continues to increase access to the burgeoning collections of online information resources, the demand for printing has increased proportionally. This year over 400,000 pages were printed in the BA library, consuming an ever increasing percentage of the library's operational budget. If the current trend continues,

approximately 500,000 pages will be printed by patrons during the 2006-2007 year, at a budgetary cost approaching \$10,000.



## Conclusion

The 2005-2006 academic year brought a number of exciting changes in staffing at the NSU Broken Arrow Library. The addition of Jamie Holmes and Linda Summers has allowed us to increase and improve library services in Broken Arrow resulting in record increases in library instruction. Additionally, the library was able to improve existing services such as Interlibrary Loan with the integration of the new ILLIAD system.

The coming academic year will be the most challenging and exciting year ever for the NSU BA library. With new library facilities under construction, and two new employees soon to be added, the library will undergo a tremendous metamorphosis over the next 12 months. We all look forward the monumental changes and challenges before us, and relish the opportunities and unlimited potential to expand and improve library services for our valued NSU students, faculty and staff.

## 2006- 2007 Library Goals and Objectives

Library Goals and Objectives for 2006-2007	<u>No Progress</u>	<u>Ongoing</u>	<u>Completed</u>
<p>The library intends to pursue the following new goals and objectives.</p> <p><b><u>Goal:</u></b> Prepare plans for physically moving the current BA library collection to the new library facility.  <b><u>Objective:</u></b> Develop detailed location and logistical plan by December 2006.  <b><u>Objective:</u></b> Develop plans to incorporate allied services into the new facility. E.g.: Center for Teaching and Learning; Computing and Technology.</p> <p><b><u>Goal:</u></b> Train and integrate new Instruction Librarian  <b><u>Objective:</u></b> Work with the current library staff to train the new librarian in a timely fashion.  <b><u>Objective:</u></b> Work with the Center for Teaching and Learning to explore educational opportunities for the new Instruction Librarian.</p> <p><b><u>Goal:</u></b> Hire train, and integrate new Tech III position.  <b><u>Objective:</u></b> Complete hiring process by January 2007.  Integrate by the end of Feb. 2007.</p> <p><b><u>Goal:</u></b> Explore ways in which BA can create and integrate CLIP instructional routines into the NSU curriculum.  <b><u>Objective:</u></b> Work with various stakeholders to ensure that instruction team is trained and educated in appropriate online pedagogy.  <b><u>Objective:</u></b> Work with the “Flash” team as well as Center for Teaching and Learning to see how BA can be involved in building/integrating flash programs.</p> <p><b><u>Goal:</u></b> Review/edit current library web page to incorporate CLIP in the educational process.  <b><u>Objective:</u></b> Design and develop a new series of library webpage which incorporate CLIP routines.  <b><u>Objective:</u></b> Incorporate assessment surveys into the new webpage.</p> <p><b><u>Goal:</u></b> Review/edit/ modify current library technical processing procedures.  <b><u>Objective:</u></b> Review, evaluate, modify, current procedures to determine if changes should be made to the BA system to make it more productive and effective.</p> <p><b><u>Goal:</u></b> Explore and evaluate feasibility of adding new library services.  <b><u>Objective:</u></b> Explore the possibility of cooperatively instituting a new Adult literacy program in Broken Arrow in conjunction with the Reading Department.</p> <p><b><u>Goal:</u></b> Explore feasibility of digital library initiatives.  <b><u>Objective:</u></b> Evaluate potential for digital scanning, archiving, and publication of unique NSU resources.</p>			

<b>Status of Library Goals and Objectives for 2005-2006</b>	<u>No Progress</u>	<u>Ongoing</u>	<u>Completed</u>
<p><u>Goal:</u> Complete new library facility plans.  <u>Objective:</u> Review architectural plans and provide input toward the final design of the new Broken Arrow library facility.</p>			x
<p><u>Goal:</u> Develop a realistic operational and acquisition budget for the Broken Arrow library.  <u>Objective:</u> Collect input from the various library stake holders and develop a budgetary framework that meets ACRL library</p>		x	
<p><u>Goal:</u> Update Broken Arrow library web pages  <u>Objective:</u> The library has added a new OPAC, and the BA library must integrate the new search engine into it web page.</p>		x	
<p><u>Goal:</u> Review professional and paraprofessional staffing plans for the new Broken Arrow library facility.  <u>Objective:</u> Begin planning and preparation for adding additional staff for the new library facility which will be opening in 2006.</p>			x
<p><u>Goal:</u> Create a library patron survey to evaluate library services.  <u>Objective:</u> 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>			x
<p><u>Goal:</u> Identify new ways to promote new and existing library resources and services.  <u>Objective:</u> 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>		x	

## **Library Faculty Activities 2005-2006**

### **Tom Messner**

**Position: NSU BA Library Director**

**Status: Instructor, Library Services**

### **Scholarly Activities**

#### **1.) Scholarship of Teaching**

- Bibliographic Instruction Sessions: Taught 45 library instruction classes on a variety of general and subject specific topics. (see attached)
- Provided oversight of intern training program Linda Summers (NSU English Dept.) Resulted in hiring of Linda as the NSU BA Tech III.

#### **2.) Scholarship of Discovery**

- Completed 9 hours in Doctorate of Education in Educational Leadership in Higher Education at Oklahoma State University
- Attended Web Surveyor Training. Resulted in new online survey for the library.
- Attended workshop on library disaster preparedness: *Terrorism 101: What Librarians Need to Know and Where to Find it.*
- Attended several online sessions for Grant Writing offered by the OSRHE.

#### **3.) Scholarship of Integration**

- Worked with Educational Technology faculty to improve portfolio student training (Chalk and Wire).

#### **4.) Scholarship of Application**

- Created and maintained several new NSU BA library education web pages.
- Supervised all library operations and services on the BA campus.
- Developed and managed web page for local Tulsa elementary school.

### **Contributions to the Institution and Profession**

- Inducted as an honorary member of NSU BA Student Chapter of Honor Society for Social Work.
- Member Oklahoma Council of Academic Library Directors. Attended scheduled meetings 2005-2006.
- Helped facilitate Oklahoma Library Association workshop on Knowledge Management.
- Beta Phi Mu (National Honor Society for Librarians).
- Coordinated Book Fair project with School Library Media department to raise money for a school damaged in the hurricane Katrina disaster.

### **Campus/Library Committees**

- NSU Strategic Planning Committee
- Member NSU BA library facility design committee
- Member NSU BA Administrative Group
- Member NSU Libraries Integrated Library System committee
- Strategic Planning Committee – Broken Arrow Campus
- Various selection committees for open library positions.