

**Northeastern State University**

**Muskogee**

**Library Annual Report**

**2008-2009**



**Ben Etemad**

**Director of NSUM Library**

**Emily Brown**

**Outreach Librarian**

**Sandy Fuller**

**Library Tech II**

**Erin Kuba**

**Library Tech**

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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 2008-2009 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.

Due to our limited budget, overall expansion is difficult. The addition of items to our collection is hampered by the small space allotted to the library, but Library faculty and staff strove to keep the collection vital and current.

Five new computers were added to the NSU Library at Muskogee. The staff and faculty computers were replaced, as well two of the computers for use by patrons. The addition of these computers led to an increased usage of library computer technology.

A new printer/copier was added to the library proper, providing library patrons with a more efficient and modern model. There was also a printer/copier added to the Library Synar, though public access to this machine is not available.

A new chair was purchased for use by faculty and staff within the library.

A new laptop was purchased in order to be provided to the patrons for check-out. In addition, there have been several updates to the journal holdings: Readers Digest has been added to the collection, as well as Forbes and Forbes Life.

In the Spring of 2009 Sandy Fuller was asked to reproduce the Library Phone List. This involved all three campuses, and was completed with the satisfaction of the Executive Director of Libraries. Future production of the list will remain a responsibility of Ms. Fuller and Mr. Etemad.

The addition of Emily Brown as a faculty member at the NSU Library at Muskogee necessitated the creation of new library space, as there was not available room in the Library proper. In consultation with Dr. McElroy, Dean of the Muskogee Campus, Mr. Etemad decided to create the "Library Synar." A constructed help desk in the Synar Center has been converted into a work space for Ms. Brown.

NSU Muskogee has generously provided furnishings for the Library Synar. A bookcase, two filing cabinets, a table and three chairs were made available for use. An additional computer monitor has also kindly been provided in order to facilitate reference.

The Library participated in the program to distribute free editions of the New York Times. Statistics were kept and forwarded to a third party, and unfortunately it was determined that distribution of the New York Times on the Muskogee Campus was not practical.

The NSU Library at Muskogee participated in Centennial Celebrations by erecting a Centennial bulletin board. An advertising easel was also set up by the Library Synar. Celebrations marking the 100 year anniversary are occurring across NSU this Spring, providing faculty and staff with opportunity to mark this tremendous occasion.

## Personnel Changes

Shawna Points, Library Tech II decided to leave the NSU Library at Muskogee during the summer of 2008 in order to pursue other interests. Ms. Points was a lively member of the Library Team, and she will be missed.

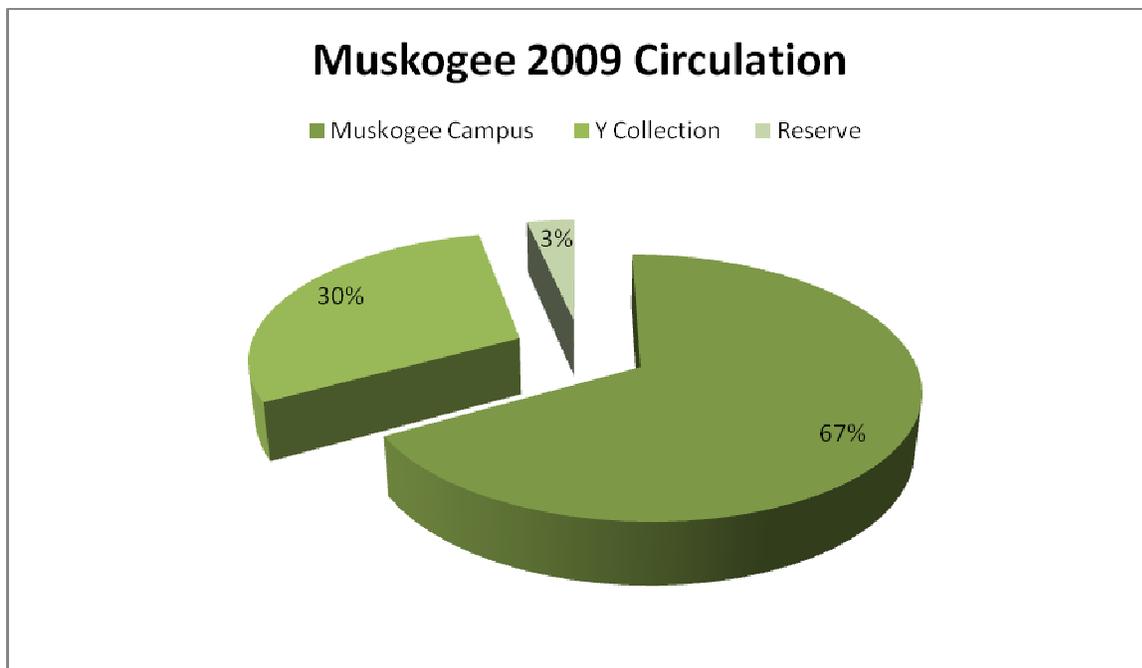
Emily Brown has been transferred to the NSU Library at Muskogee in January of 2009. Previously to her appointment here, Ms. Brown held the position of Access Services Librarian, Resource Coordinator to the Department of Professional Studies, and Instruction Librarian. Ms. Brown will be acting in a new role for NSU, that of Outreach Librarian. Her duties include reference, instruction, collection evaluation, and outreach to Muskogee campus faculty, staff and students.

## Access Services

One of the things the NSU Library at Muskogee has to be concerned with each year is the impact of the budget on the circulation of materials. The lack of a meaningful budget often means that the purchase of relevant books for the campus community is more difficult to accomplish.

Despite this economic reality, the NSU Library at Muskogee faculty and staff strive to provide the easiest access to the collection that is possible.

Another complication that is apparent is the lack of knowledge regarding the library. Signage is scant, and students and staff are often unaware of library services. Advertising would definitely remedy this situation, and will be a goal for 2009-2010.



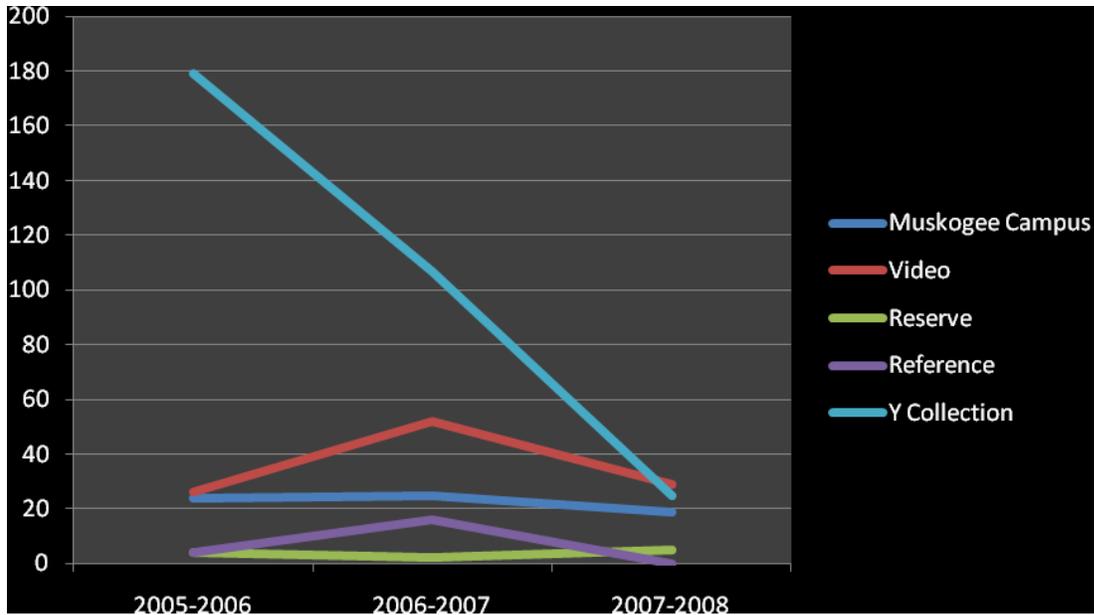
Muskogee 2009 Circulation, in numbers (Corresponding chart is located on page 5):

Muskogee Campus: 119

Y Collection: 53

Reserve: 6

Total: 178



Muskogee Circulation 2006-2008, in numbers:

	2005-2006	2006-2007	2007-2008
Muskogee Campus	24	25	19
Video	26	52	29
Reserve	4	2	5
Reference	4	16	0
Y Collection	179	107	25

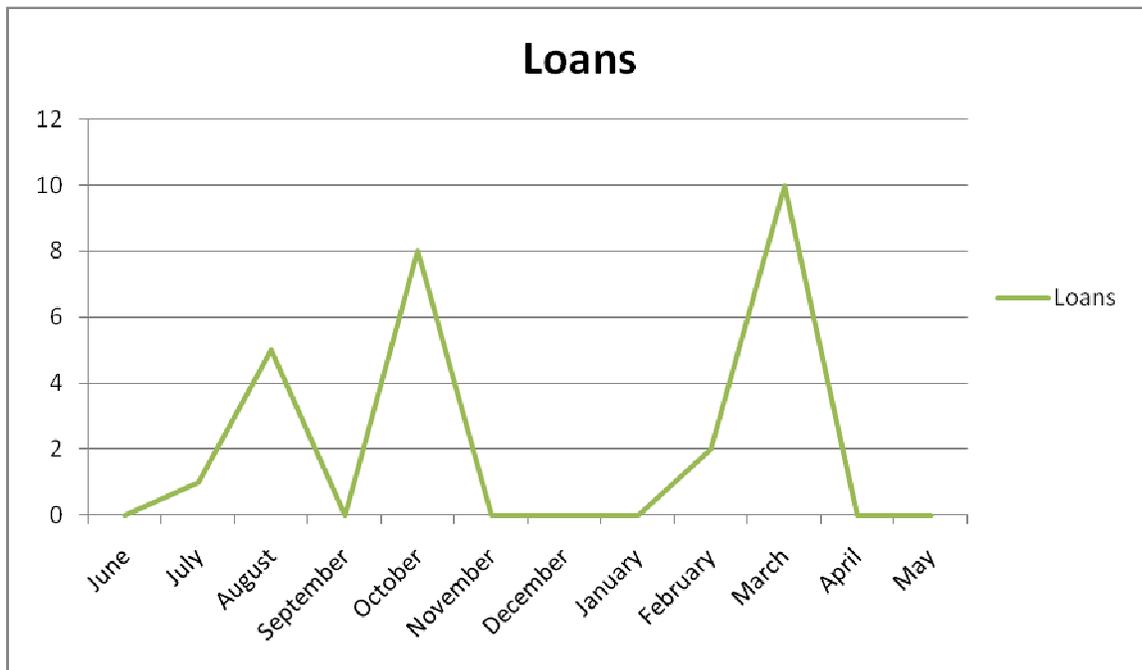
A patron count for the library is not currently kept.

## Interlibrary Loan

The NSU Library at Muskogee is not currently an Interlibrary Loan hub in the fashion of the NSU Library at Broken Arrow, or in Tahlequah. However, the NSU Library at Muskogee does participate in the distribution of requested material.

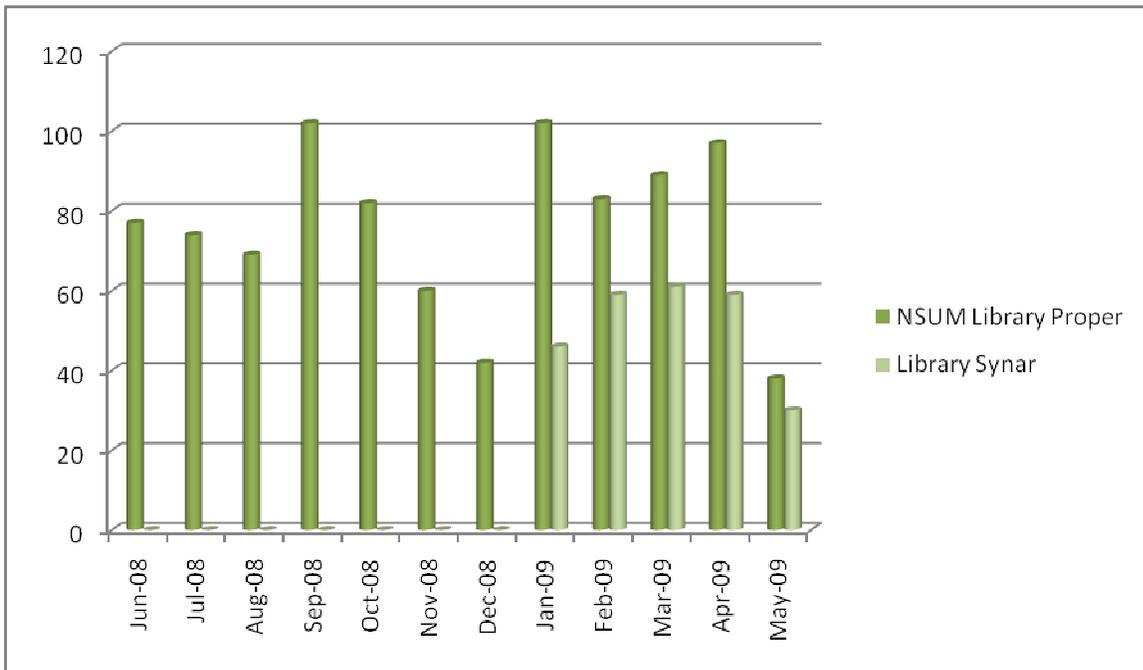
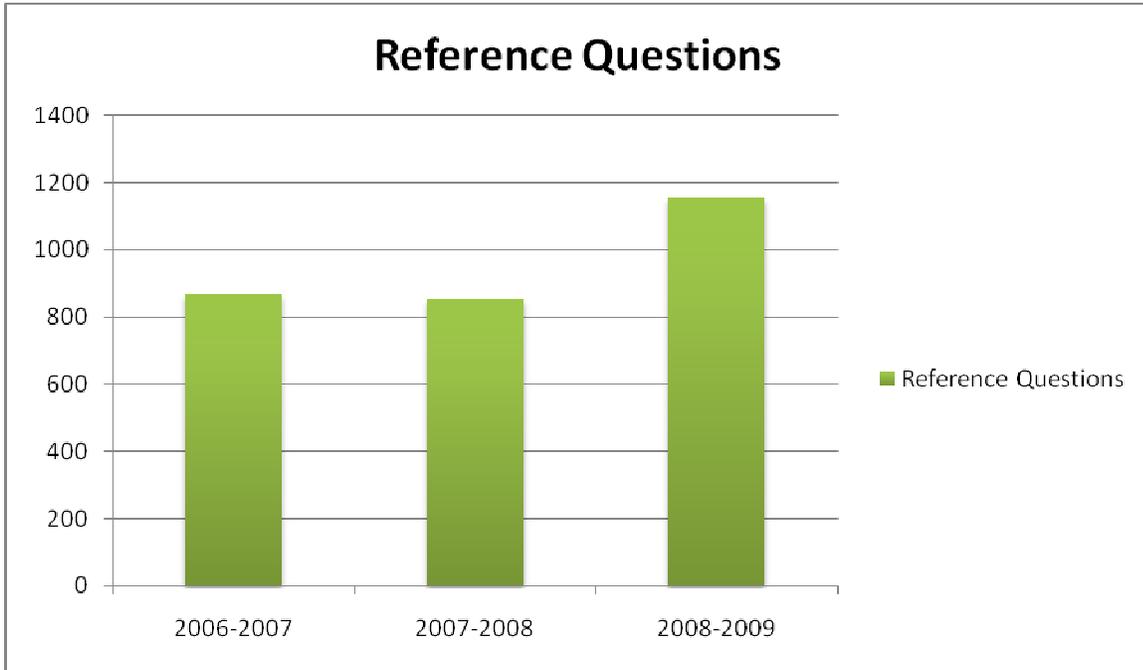
Sandy Fuller and Erin Kuba handle the Document Deliveries, working closely with the ILL/DD staff in Broken Arrow and Tahlequah.

As of the writing of this Annual Report, very few Interlibrary Loan statistics are being kept for the Muskogee campus. Articles are delivered electronically by the staff at the John Vaughan Library, and no information is kept as to whom those are sent. The statistics are arranged by academic department as a destination. However, the number of loans, or physical materials, is recorded and reflected in the table below.



## Reference Services

For the first time since 2006, the number of reference questions asked of the NSU Library at Muskogee has topped 1,000. The addition of the Library Synar has increased the number of reference questions, because it is another point of contact in a building where several classes occur.



Muskogee Reference, in numbers:

2006-2007: 870

2007-2008: 852

2008-2009: 1,155

Muskogee Reference Desks 2008-2009, in numbers:

	Library Proper	Library Synar*
June	77	0
July	74	0
August	69	0
September	102	0
October	82	0
November	60	0
December	42	0
January	56	46
February	83	59
March	89	61
April	97	88
May	38	30

\* *The Library Synar was created in January, 2009.*

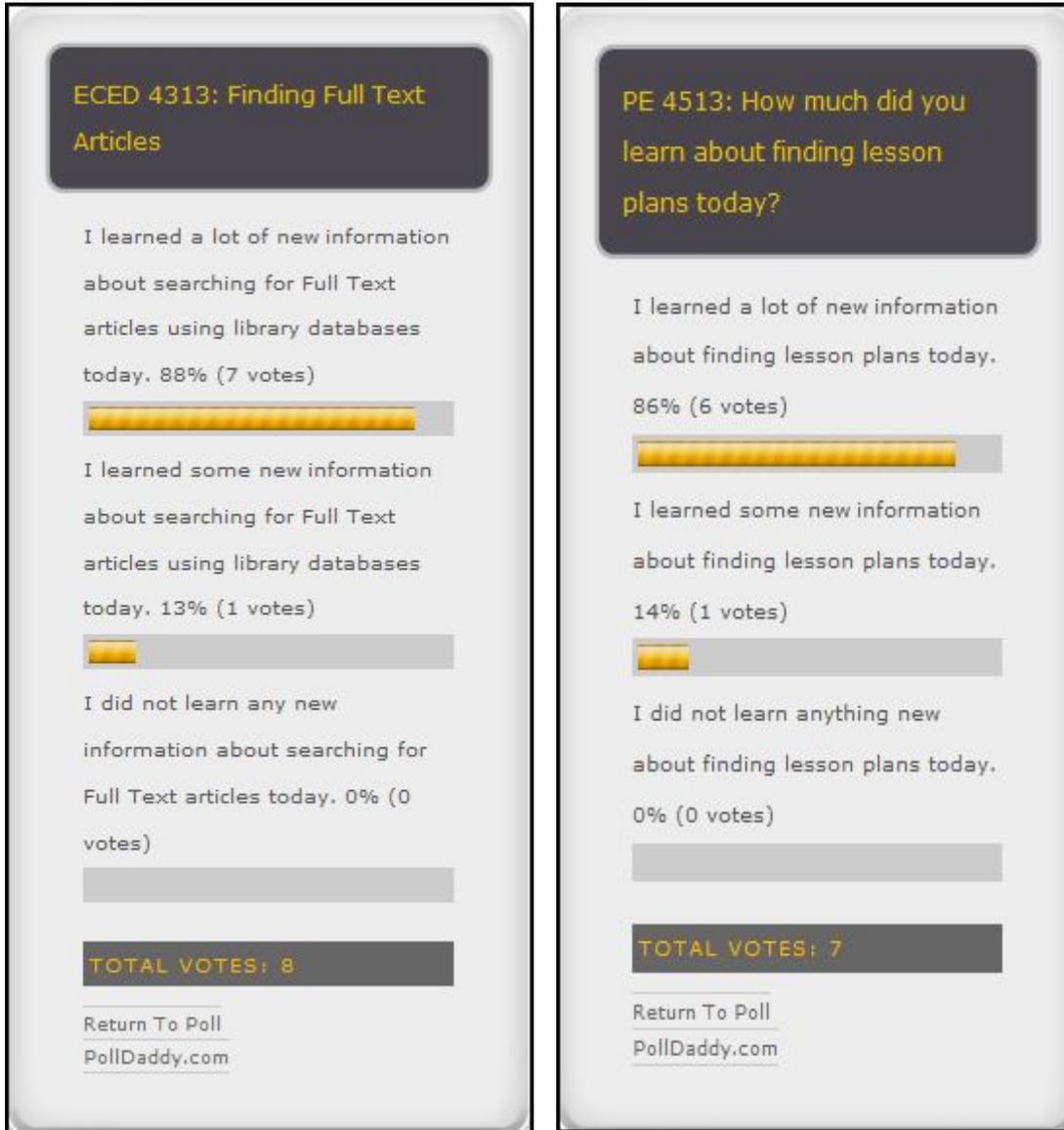
## **NSU Library at Muskogee Instruction**

In the summer and fall of 2008 Mr. Etemad taught all library instruction with the support of Ms. Kuba. Ms. Kuba assisted in the classes to hand out documents and answer questions as Mr. Etemad led the instruction session.

In January of 2009, Ms. Brown took over the instruction for the NSU Muskogee Campus. As an NSU Library at Muskogee initiative, Ms. Brown conceived, created, and implemented the Library Instruction @ NSU Muskogee Blog. The blog is meant to be a portal in which the students can contact the librarian, as well as find all class related material on a searchable, clean, and logical webpage. The blog can be found at <http://brownez.wordpress.com/>. The blog also serves as a discussion platform and professional blog for Ms. Brown who highlights weekly 2.0 tools, in a project titled Tuesday Two.Oh!

Classes thus far have been receptive of the blog, and have been essential in the continuance of the project. One of the potential gems of the project is the ability to instantly poll the class after a session. Though the use of the blog has only been a reality for two classes, results have been recorded, and are overwhelmingly positive.

Results of post-instruction polling:



The implementation of Library Instruction @ NSU Muskogee has so far been a success, and will continue to be used in the coming academic year.

Classes will continue to be taught upon request, and it will be the effort of the Library to increase the number of instruction sessions taught over the course of the academic year.

## Technical Services

The Technical Services Department of the John Vaughan Library currently fulfills all technical functions of the NSU Library at Muskogee. Mr. Etemad handles the ordering for the faculty. 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		3	22	
Main	37		1	5
AV				9
Reference	17		3	
Y Collection	23			

## NSU Library at Muskogee Survey

During the Spring of 2009 a survey was handed out to faculty and staff of the Muskogee Campus as phase one of identifying the needs of the campus community. Surveys will again be handed out in the fall, though this time digitally, in order to ascertain the needs of the faculty that teach on the Muskogee Campus. We hope to produce findings by the Spring of 2010.

## Goals for 2009/2010

Lobby for an increased slice of the budget to better serve the needs of our campus community.

Devise a system for counting patrons.

Implement e-Reserves.

Create a plan to advertise:

The Library

Interlibrary Loan and Document Delivery

Web Services

Instruction

Continue to distribute the Library Survey to faculty, staff and students.

## **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.

Submitted 22 June 2009

By Emily Brown

## **Faculty Annual Reports**

Ben Etemad

Emily Brown

Ben Etemad

**Annual Report**

**Emily Brown, 2008/2009**

**Evidence of Meeting Promotion Criteria**

**A. Effective Classroom Teaching**

Taught bibliographic sessions for:

Fall 2008

SOWK 3013 : Interviewing Skills in General Practice

SOWK 4873 : Human Behavior in the Social Environment II

SOWK 4873: Human Behavior in the Social Environment II, 2<sup>nd</sup> Session

College Strategies, 4 sessions.

Taught College Strategies 1874, Fall 2007, 1 Credit 20 Students

Spring 2009

IS 3063: Information Systems

AIS 3313: Accounting Information Systems

PE 4513: Elementary School Programs

Reading 5323: Literary Assessment

ECED 4313: Developing Early Childhood Programs

Introductions to:

MBA 5543

LIBM 5513

## **B. Scholarly Activities**

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

Maintained and promoted the library instant messaging service, which has been renamed NSU Librarian Live. A new webpage was created and will be live before the Fall semester.

Created and maintained the Library Instruction @ NSU Muskogee in order to facilitate instruction and highlight 2.0 technologies.

Worked Collaborated with Pam Pollard, Coordinator of Gear Up! In order to create a presentation using Prezi.

Conducted extensive research for Dean of the Muskogee Campus, Dr. Tim McElroy, concerning branch campus environments around the country.

Worked closely with Kimbra Scott in order to create an Industry Cluster Report for the 7 county area, as well as conduct research concerning international companies in Northeastern Oklahoma.

Created and presented a small workshop to the Nursing department concerning embedding human voice into Power Point presentation.

In association with librarians from UCO, OSU, and Rogers State, I participated in a day-long workshop revolving around the tutorial creation using PowerPoint, Jing, and Camtasia. This was done for the Oklahoma Library Association's yearly conference.

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

Acted as Secretary for the 2008-2009 year for the Community of Oklahoma Instruction Librarians, or COIL.

Planned, and will host unCOILed: Participatory Learning in the Age of the Unengaged at NSU's Muskogee campus. The actual workshop will occur in July.

Attended the OKACRL conference on Security with Jaquetta Shade.

Attended OLA, and volunteered at the OKACRL desk as well as the registration table.

Performed research for Professional Studies faculty, various Business faculty, faculty and staff of NSU Muskogee, as well as research for the general student body.

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

Conducted collection development through the purchase of materials for the Professional Studies department, including print, audio-visual material, and electronic resources.

Evaluated and selected gift items to be added to the Professional Studies collections.

Participated in the removal of items from the collection in collaboration with Tom Rink, the Professional Studies librarian on the Broken Arrow campus.

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

Continued to champion the introduction of Chat IM into the services provided by the Reference Department. The service provides online reference for all three NSU campuses. The service has expanded to include various other methods of help that the students can use to contact a librarian or teach themselves using tutorials.

I created the Library Instruction @ NSU Muskogee blog which I use for instruction and as a professional blog. The blog has been warmly welcomed, and I look forward to expanding it with fall classes. The blog can be found at <http://brownez.wordpress.com>.

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

Reference Department

NSU Librarian Live Web Page

Library Coordination

Chat IM

OLA

COIL

DSIG

PASIG

ACRL

OKACRL

Attended OKACRL and OLA conferences.

Campus Wide:

Environment Committee

Black Heritage Committee

University Grievance Committee

Library Synar:

Reference Hours

Personal Consultation

Phone Consultation

Facebook and Twitter Reference

Email Consultation

Presentations at Conferences and Meetings:

Embedding Voice into PowerPoint, presented at OLA

**D. Performance of Non-Teaching Duties**

Participated in Committee Meetings.

Created a social network using Ning for the unCOILED summer workshop.

Maintained NSU Librarian Live.

Conducted reference interviews, both on the reference desk and within office hours.

Conducted interviews for vacant positions within the department of Access Services.

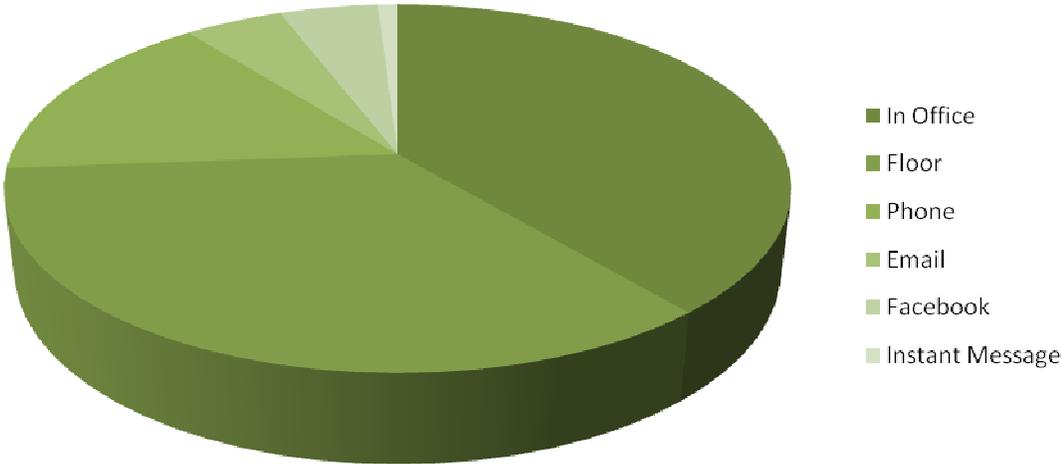
Proctored 5 tests for a Tulsa Community College online student.

Created the space now referred to as Library Synar.

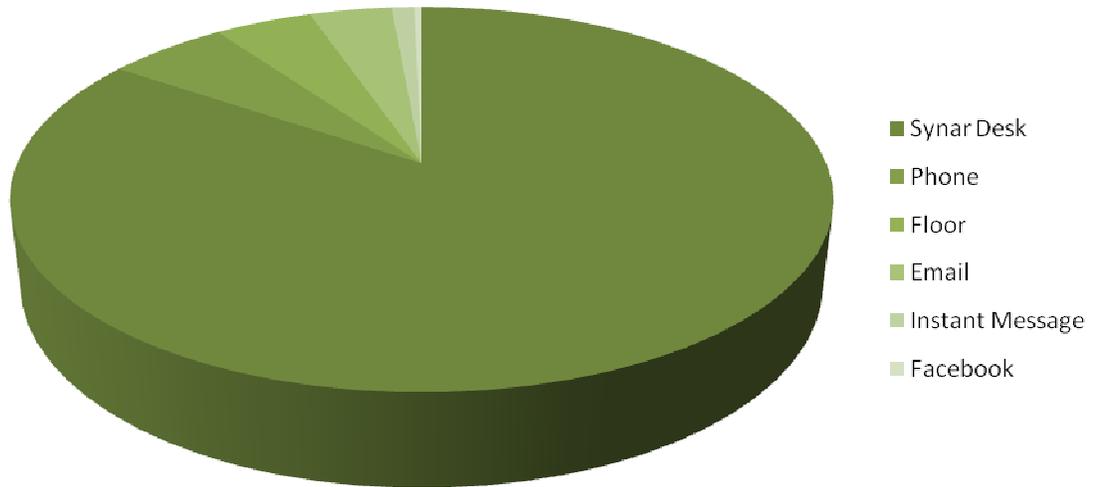
Worked with the Literacy Center to give away free books.

Reference Questions

**2008: Non Reference Desk Reference Questions**



## 2009: Library Synar Questions, Reference Desk and Otherwise



Reference Questions in Numbers:

Non Reference Desk Reference Questions

In Office	40
Floor	36
Phone	16
Email	5
Facebook	5
Instant Message	5

Library Synar Questions, Reference Desk or Otherwise

Synar Desk	240
Phone	16
Floor	13
Email	11
Instant Message	3
Facebook	1

### E. Goals

Meet with all professors that teach on the Muskogee Campus.

Participate in nationwide discussions of pertinent library issues and topics.

Attend national conferences in order to develop professionally.

Present at state wide and national conferences, if possible.

Create a small ready reference collection in the Library Synar

Build upon the blog for instruction as a concept, and apply to present at conferences.

Continue to participate in groups like COIL and OLA.