

Northeastern State University Broken Arrow Library Annual Report 2012/2013

Linda West, Interim Library Director

Dr. Pamela Louderback, Information Services Librarian

Tom Rink, Instruction Librarian

Stephanie Ingold, Instruction Librarian (June 2012-January 2013)

Tamara Kharabora, Library Tech III (January 2013-May 2013)

Karl Siewert, Instruction Librarian (April 2013-May 2013)

Zac Thorp, Access Services Coordinator

Brad Higeons, Library Tech III (August 2012-January 2013)

Rickey Ray, Technology Support Specialist



Academic year 2012-2013 in review.

The 2012/2013 academic year saw changes and projects as well as regular services at the Broken Arrow Library. Many staff changes during the year challenged the remaining staff to provide consistent services. Fortunately, Lola Todd continued her second year as a part time librarian to fill in for open positions and worked additional hours especially during the fall semester and early spring semester. A major project for the year was a weeding project that started in summer 2012 and continued until early spring. The withdrawn numbers represent a negative gain as we removed more materials than we added. An overview of statistics for the year saw a decline in most areas, including library usage and classes taught. Some of these declines follow national trends and some are probably due to some of the staff vacancies.

Personnel:

- Paula Settoon vacated her position as BA Library Director in July to accept a position at TCC.
- Linda West served as the Interim BA Library Director
- The BA Library Director position is currently being advertised
- Stephanie Ingold vacated her position as College of Education Resource Coordinator in January to accept a position at TCC.
- Brad Higeons was hired in August to fill the Library Technician III vacancy created by the departure of Olaf Standley who took a position in Tahlequah at the Student Success Center.
- Brad Higeons vacated his position in January to teach in the BA Public School system.
- Tamara Kharaboura was hired in February to fill the Library Technician III vacancy created by the departure of Brad Higeons.
- Tamara Kharaboura was on medical leave for a period of time from April to June
- Karl Siewert was hired in April to fill the vacancy created by the departure of Stephanie Ingold.
- The Broken Arrow Library was supported by four to five student assistants during the year

Supplies and Equipment:

The Library made good use of the operating budget this year. Accurate statistics about printed pages meant that we could forecast the number of cases of paper and toner cartridges needed for the year. Ordering early in the year enabled the library to follow-up later in the year with a smaller order and keep supplies in stock during the year. Some operating budget left at the end of the year was used for library material purchases.

Printer usage for the year showed a 15% decrease over last year.

Printer Usage:

Total pages: 342,196

Breakdown by printer:

| Printer | Total Jobs | Total Pages |
|-------------------|------------|-------------|
| BALB 106 | 1,339 | 7,950 |
| BALB 110 | 802 | 7,287 |
| Printer 1A | 15,281 | 102,347 |
| Printer 1B | 14,628 | 100,809 |
| Printer 2A | 11,613 | 66,185 |
| Printer 2B | 8,772 | 56,130 |
| Printer 2C | 317 | 1,069 |
| Color First Floor | 37 | 307 |
| Color Second Flr | 83 | 112 |
| TOTALS | 52,872 | 342,196 |

Administration:

Linda West served as the Interim Director and had a regular schedule of time at the Library. Most visits included time for staff consultations and regular staff meetings. In between in person visits, email and phone calls kept information up to date. Several problems pointed out by library faculty were addressed during the year. We met and updated library policies that had been partially completed. A new cash handling policy was also developed during the year. Library faculty expressed frustration with the lack of the fourth librarian in terms of staffing the desk. Permission was obtained to open the search for the BA Library Director. A search committee was named and applications are currently being received. Staff evaluations were performed in October. It was decided that each librarian would evaluate a staff person. Due to some inconsistencies in the evaluations, follow-up meetings with Ms. West were required to complete the appraisals successfully. At the end of the year, progress was being made to return library space in the first floor hallway to the library enabling the library to regain student group study spaces.

Faculty Activities:

Major Library Accomplishments of Faculty and Staff:

- Tom Rink was appointed to:
 - The Finance Committee of the Special Libraries Association.
 - The Intellectual Freedom Committee of the Oklahoma Library Association.
 - The Membership Chair and the Annual Conference Program Planning Team of the Leadership and Management Division of the Special Libraries Association.
 - The Membership Chair of the Oklahoma Chapter of the Special Libraries Association.
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- Tom Rink was elected:
 - Secretary of the Oklahoma Chapter of the Special Libraries Association.
- Tom Rink serves on the Board of Directors for the following organizations:
 - Knowledge and Information Professionals Association (KIPA).
 - Program Advisory Board for the Criminal Justice Program at Vatterott College
- Dr. Pamela Louderback was elected:
 - President of the Oklahoma Chapter of the Special Libraries Association (OK-SLA)
 - Vice President of the Knowledge and Information Professionals Association (KIPA)
- Dr. Pamela Louderback serves on the Board of Directors for the following national and international organizations:
 - SLA Information Outlook Advisory Board
 - SLA Committee on Cataloging
 - Community of Practice for Information Literacy Online Teaching (CoPILOT)
 - Fulbright Commission: Regional Peer Review (U.S. and U.K.)
- Dr. Pamela Louderback developed, planned, organized, and facilitated grant related programs for NSU and community
 - IMLS -Joseph Bruchac Author’s Workshop, June 15
 - IMLS - Rita Pierson Poverty Workshop, September 22
 - IMLS – David Loertscher Virtual Learning Workshop, June 7-8
 - IMLS – Cynthia Leitich Smith Author’s Workshop, June 7
 - LTAIO – *Thrills and Chills* Monthly Book Discussion, July-December
 - LTAIO – *Not for Children Only* Monthly Book Discussion, January-May
 - ALA/ NEH – “Bridging Cultures: Muslim Journeys” Bookshelf Program

Access Services:

Zac Thorp moved from BA Technical Services to take over the responsibilities of Access Services Coordinator. He maintained the desk schedule and insured regular desk coverage despite numerous changes and vacancies during the year. Tom Rink compiled detailed library patron usage statistics by day and hour. The staff then proposed a reduction in library hours based on the report. The proposal was presented to Interim Vice President Janet Bahr, approved, and we were able to start fall semester closing on hour earlier at 9:00 pm. Patron door counts are 18% lower than last year 44,767 compared to 54,535.

Patron door counts:

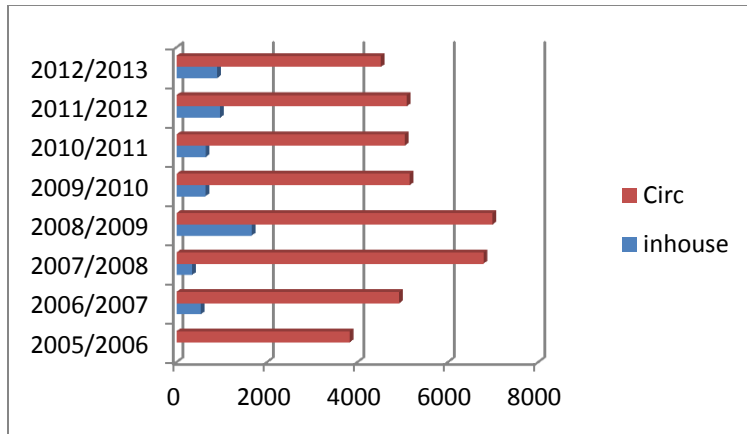
Patron Counts for 2012-2013

| | 1st Floor | 2nd Floor | TOTAL |
|------|-----------|-----------|-------|
| June | 1,070 | 892 | 1,962 |
| July | 1,521 | 1,194 | 2,715 |

| | | | |
|-----------|--------|--------|--------|
| August | 1,407 | 1,432 | 2,839 |
| September | 2,113 | 1,671 | 3,784 |
| October | 2,752 | 2,058 | 4,810 |
| November | 3,124 | 1,792 | 4,916 |
| December | 1,753 | 1,231 | 2,984 |
| January | 2,508 | 1,828 | 4,336 |
| February | 2,635 | 2,104 | 4,739 |
| March | 2,240 | 1,512 | 3,752 |
| April | 3,017 | 2,197 | 5,214 |
| May | 1,628 | 1,088 | 2,716 |
| TOTALS | 25,768 | 18,999 | 44,767 |

Eight Year Circulation Comparison:

| | Inhouse | Checkouts |
|-----------|---------|-----------|
| 2005/2006 | | 3829 |
| 2006/2007 | 537 | 4931 |
| 2007/2008 | 345 | 6790 |
| 2008/2009 | 1662 | 6994 |
| 2009/2010 | 640 | 5164 |
| 2010/2011 | 652 | 5049 |
| 2011/2012 | 969 | 5094 |
| 2012/2013 | 896 | 4521 |



Circulation shows a 12% decrease over last year and in-house use shows an 8% decrease.

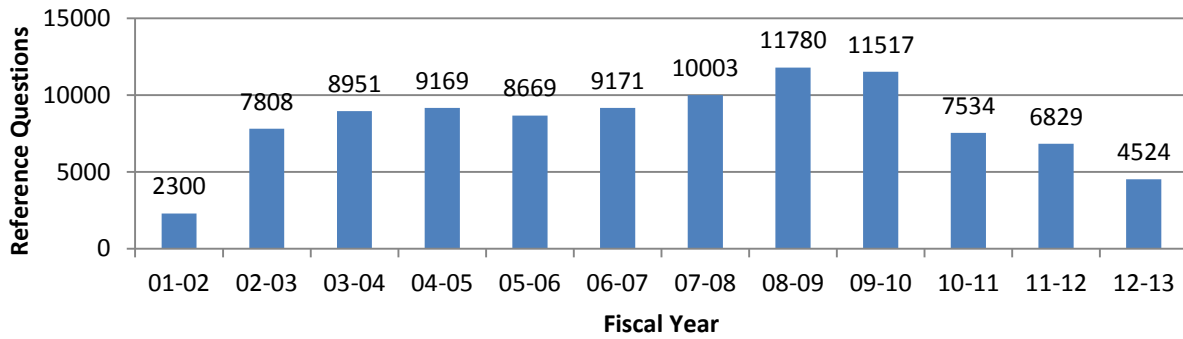
Circulation by location:

| Location | % | Checkouts | Inhouse |
|-------------------------------|-------|-----------|---------|
| BA Campus-AV | 8.2% | 371 | 14 |
| BA Campus-Curriculum Material | 2% | 97 | 97 |
| BA Campus-ILL | 7% | 323 | |
| BA Campus | 21% | 961 | 135 |
| BA Campus-Oversize | .01% | 7 | 6 |
| BA Campus-Periodicals | 0% | 0 | 9 |
| BA Campus-Permanent Reserve | 10.9% | 496 | 5 |
| BA Campus-Reserve | 15.7% | 712 | 39 |
| BA Campus-Reference | .02% | 10 | 191 |
| BA Campus-Law Reference | .07% | 36 | 153 |
| BA Campus-Ready Reference | .004% | 2 | 7 |
| BA Campus-Y Collection | 33.3% | 1506 | 240 |
| Totals | | 4521 | 896 |

Reference Services:

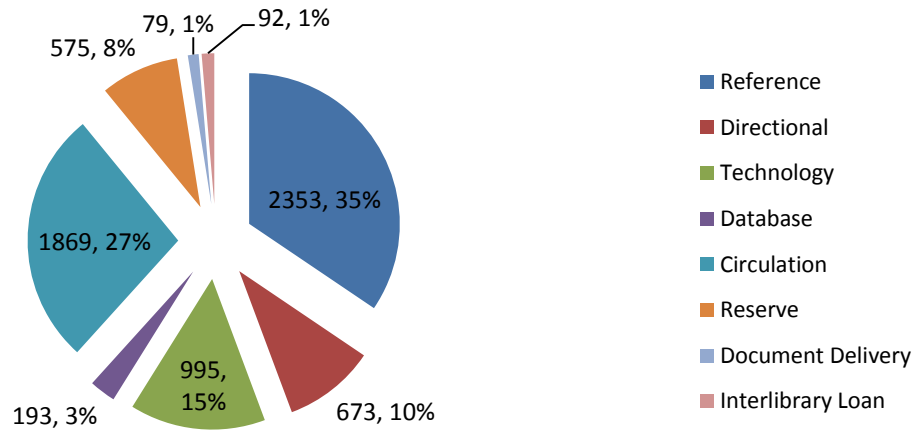
Reference desk questions declined 34% over last year. This number reflects the national trend of steep decline in questions of all kinds asked at University reference desks. Within the variety of types of questions asked at the service desk, reference questions and database questions declined by almost 50%.

Reference Services

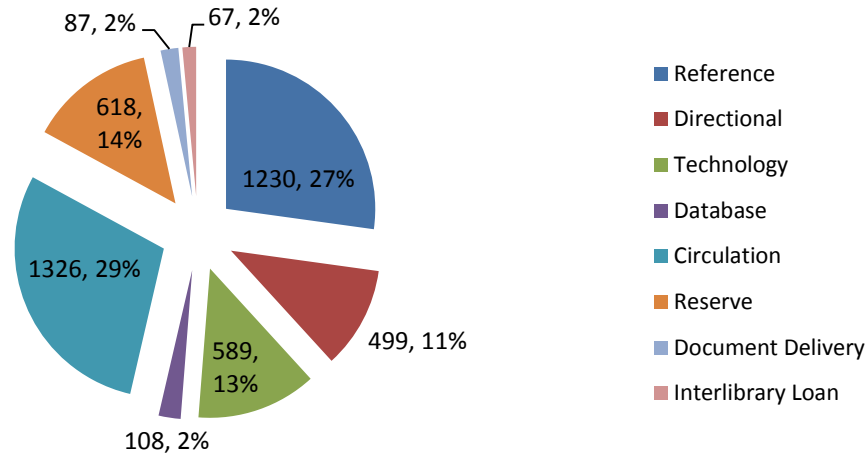


Below is a comparison of the last two years when breaking down the “reference” questions by the “type” of question.

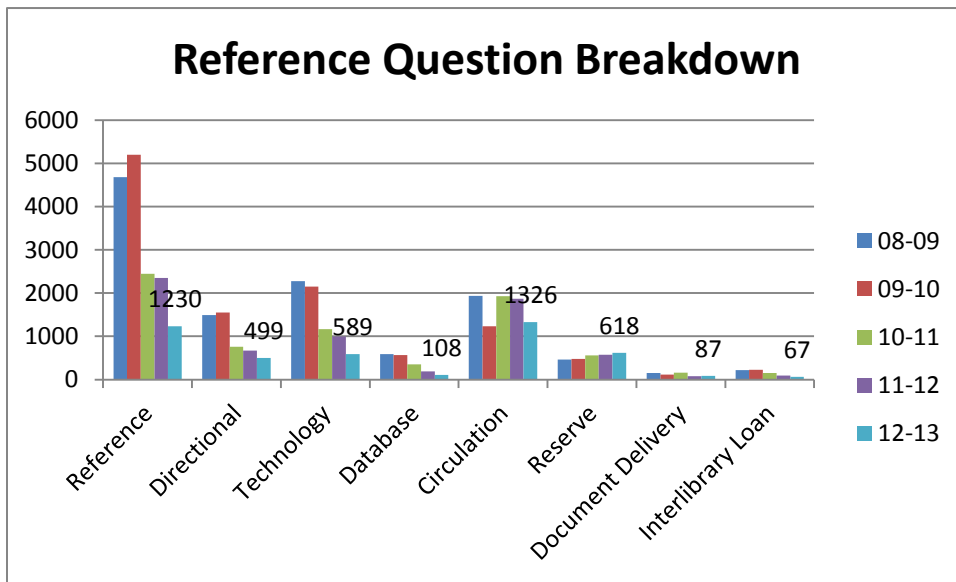
Reference Services Activity Detail, '11-'12



Reference Services Activity Detail, '12-'13



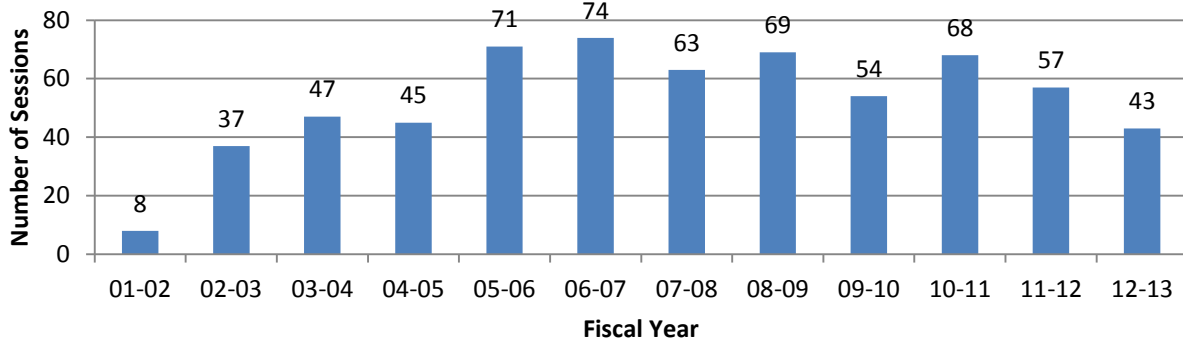
The next graph shows the same info as the above two pie charts, except it includes the last five years and is in bar chart format (with labels for the current year's values).



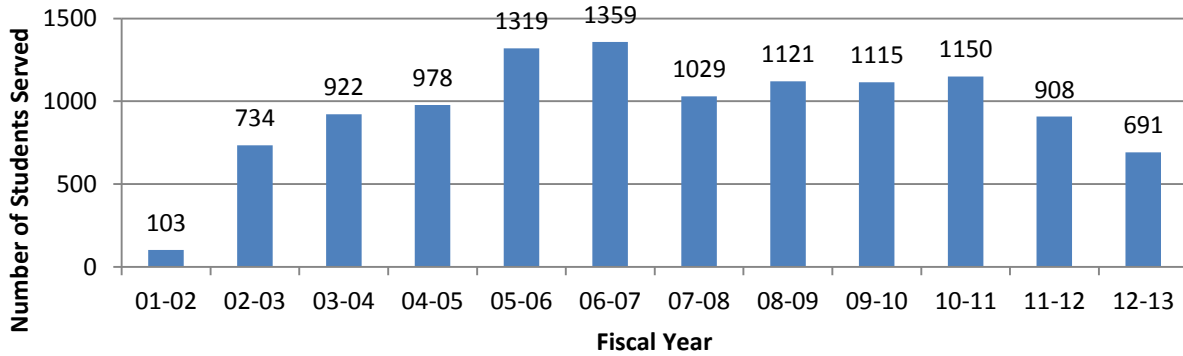
Library Instruction:

Library Instruction classes also declined this year both in number of classes taught and in students attending instruction sessions. Part of this decline could be attributed to the spring semester vacancy in the Instruction Librarian for the College of Education. As enrollment at Broken Arrow increases we should see an increase in usage and instruction at the Broken Arrow Library.

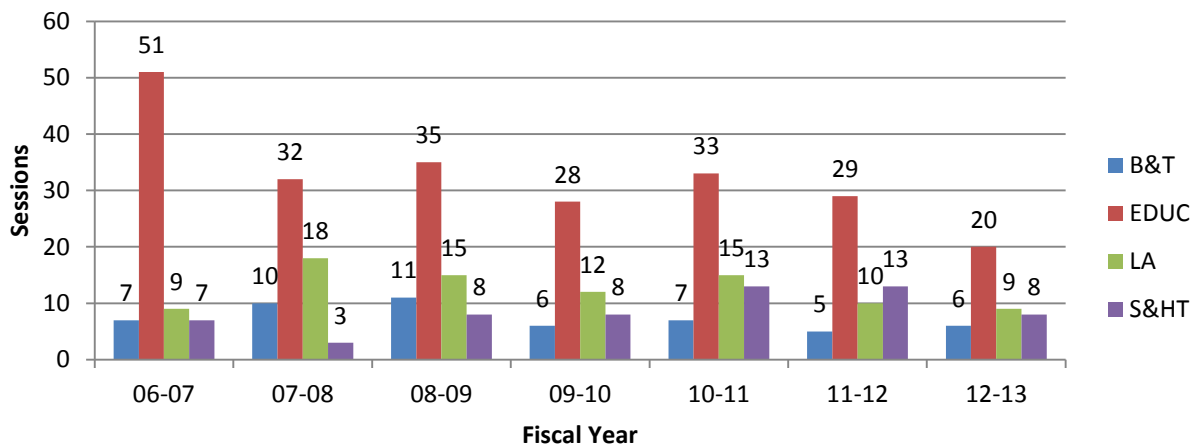
Bibliographic Instruction Sessions



Students Attending BI Classes



Instruction Sessions by College



Reserve:

Processing course reserves showed a bit of a decrease this year (547 this year versus 644 last year; down 17.5%), but the use of course reserves was up by approximately 6%.

- Added physical reserve items to 23 different course(s) for 18 different professors. (Total items added: 216 documents/monographs.)
 - Of these, I added six (6) electronic reserve items to 2 different courses for 2 different professors.
- Removed physical reserve items from 20 different courses for 15 different professors. (Total items removed: 187 documents/monographs.)
 - Of these, I removed six (6) electronic reserve items from 2 courses for 2 professors.
- Modified or updated 1 different course for 1 different professor. (Total items modified/changed: 144 documents/monographs [the Music materials for Professor Lindroth]).

Here's a breakdown of reserve activities by month and type

| 2012-2013 | Added | Removed | Modified | Physical | Electronic |
|---------------|------------|------------|------------|------------|------------|
| June | 0 | 0 | 0 | 0 | 0 |
| July | 8 | 13 | 0 | 21 | 0 |
| August | 64 | 40 | 144 | 247 | 1 |
| September | 25 | 4 | 0 | 28 | 1 |
| October | 13 | 0 | 0 | 12 | 1 |
| November | 19 | 0 | 0 | 19 | 0 |
| December | 0 | 13 | 0 | 10 | 3 |
| January | 24 | 50 | 0 | 74 | 0 |
| February | 42 | 24 | 0 | 66 | 0 |
| March | 2 | 4 | 0 | 6 | 0 |
| April | 2 | 27 | 0 | 29 | 0 |
| May | 1 | 12 | 0 | 13 | |
| June | 16 | | | 0 | |
| TOTALS | 216 | 187 | 144 | 547 | 6 |

Reserve Usage:

| | 2011/2012 | 2012/2013 |
|--------------------|------------|--------------|
| Print Reserve | 905 | 751 |
| Electronic Reserve | 64 | 3,759 |
| Totals | 969 | 4,510 |

Interlibrary Loan/Document Delivery:

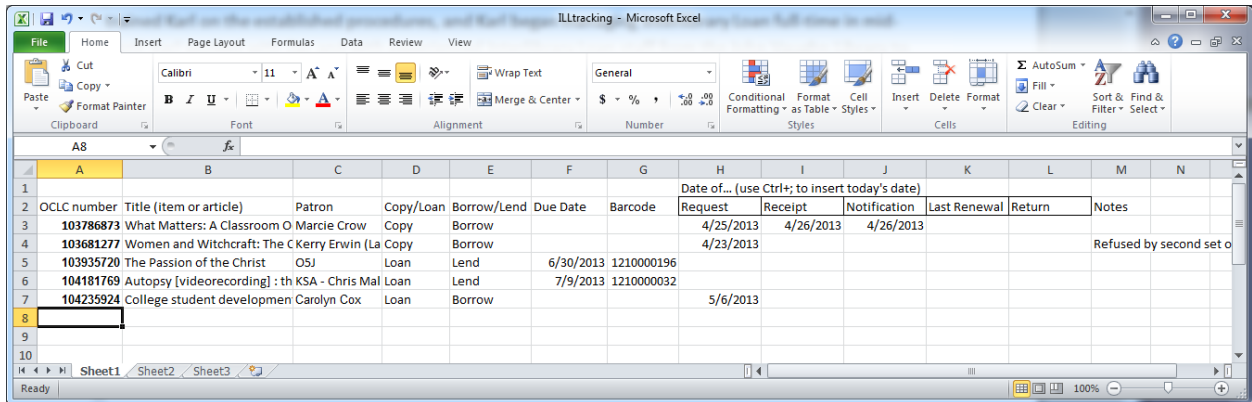
Fiscal year 2013 was an eventful one at the NSU Broken Arrow Library, particularly in Interlibrary Loan. When the year began, Stephanie Ingold was in charge of Interlibrary Loan and supervising Zac Thorp in Document Delivery Services. NSU students, staff and faculty were using OCLC's ILLiad software to make Interlibrary Loan requests. ILLiad also kept a record of a patron's borrowing history, which faculty and students found useful when compiling bibliographies and other records of scholarship.

In September, a planned upgrade to ILLiad version 8.3 failed. The new software was incompatible with the operating system and database engine on the server. Because backups had not been made, it was impossible to roll back to the previous ILLiad installation, and patrons lost access to ILLiad entirely. This access is expected to be restored in the fall of the upcoming fiscal year. As an interim solution, Stephanie and Zac established a system of taking requests via e-mail to illba@nsuok.edu and filling requests through OCLC WorldCat's Resource Sharing module. This system included a practice of printing the Resource Sharing record for each item borrowed and keeping the printouts in a binder as they moved through the process. Completed printouts were kept on file to provide a record of patron borrowing in case faculty or students needed it, to maintain copyright records, and to act as a backup for library recordkeeping.

In January of 2013, Stephanie Ingold resigned to take a position at Tulsa Community College. As NSU prepared to search for a replacement, Zac Thorp stepped in to ensure the successful delivery of Interlibrary Loan as well as Document Delivery Service.

Zac provided consistent quick and courteous service to patrons, allaying some persisting patron confusion in the shift away from ILLiad. He relied on some assistance in the shipping of items from student worker Diamond Urbano.

Karl G. Siewert joined the NSU-BA team at the beginning of April as Stephanie's replacement. Zac trained Karl on the established procedures, and Karl began managing Interlibrary Loan full-time in mid-April. Karl worked with Zac and with experienced Interlibrary Loan staff from the John Vaughn Library to establish a more streamlined method of tracking Interlibrary Loan borrowing and lending. He determined that the paper printouts were unnecessary. An Excel spreadsheet on a shared server will be used to keep track of each item borrowed and lent (see illustration).



This will provide statistics for library staff and records for patrons if needed, and any copyright questions can be resolved by retrieving the record from Resource Sharing. This change will eliminate a lot of wasted paper. Karl has spent the month of May ensuring that this spreadsheet will be an effective solution to maintain records until ILLiad comes back online in the fall.

Because of the loss of ILLiad data, our best source of statistics is Resource Sharing on WorldCat, which includes a statistics module. It indicates the following:

Borrowing

| | Copy | | | Loan | | |
|-----------|--------|------------|---------|--------|------------|---------|
| | FY2012 | FY2013 | %change | FY2012 | FY2013 | %change |
| June | 8 | 10 | 25% | 1 | 8 | 700% |
| July | 12 | 14 | 17% | 1 | 11 | 1000% |
| August | 20 | 8 | -60% | 4 | 18 | 350% |
| September | 28 | 27 | -4% | 8 | 22 | 175% |
| October | 8 | 31 | 288% | 17 | 16 | -6% |
| November | 24 | 11 | -54% | 29 | 9 | -69% |
| December | 16 | 5 | -69% | 24 | 12 | -50% |
| January | 25 | 11 | -56% | 18 | 7 | -61% |
| February | 54 | 27 | -50% | 13 | 5 | -62% |
| March | 34 | 13 | -62% | 28 | 16 | -43% |
| April | 34 | 37 | 9% | 18 | 30 | 67% |
| May | 9 | 0 | -100% | 19 | 28 | 47% |
| | 272 | 194 | -29% | 180 | 182 | 1% |

Lending

| | Copy | | | Loan | | |
|--------|--------|----------|---------|--------|----------|---------|
| | FY2012 | FY2013 | %change | FY2012 | FY2013 | %change |
| June | 0 | 2 | 200% | 7 | 0 | -100% |
| July | 32 | 0 | -100% | 6 | 4 | -33% |
| August | 1 | 0 | -100% | 6 | 1 | -83% |

| | | | | | | |
|-----------|----|---|-------|-----|----|-------|
| September | 1 | 0 | -100% | 4 | 0 | -100% |
| October | 4 | 3 | -25% | 9 | 4 | -56% |
| November | 3 | 0 | -100% | 11 | 0 | -100% |
| December | 1 | 0 | -100% | 4 | 0 | -100% |
| January | 0 | 1 | 100% | 4 | 3 | -25% |
| February | 10 | 1 | -90% | 14 | 8 | -43% |
| March | 1 | 0 | -100% | 19 | 5 | -74% |
| April | 2 | 0 | -100% | 13 | 7 | -46% |
| May | 2 | 0 | -100% | 21 | 11 | -48% |
| | 57 | 7 | -88% | 118 | 43 | -64% |

| | FY2012 | FY2013 | |
|------------------|--------|--------|------|
| Copy Borrowed | 272 | 194 | -29% |
| Loan Borrowed | 180 | 182 | 1% |
| Copy Lent | 57 | 7 | -88% |
| Loan Lent | 118 | 43 | -64% |
| All Transactions | 627 | 426 | -32% |

These numbers show a significant reduction in the number of Interlibrary Loan transactions across the board, but especially on the lending side. It is difficult to say how much of this reduction is real and how much is due to the difference in statistics collected by ILLiad and WorldCat. It should be noted that the absence of access to ILLiad might account for a reduction in borrowing, since it is less convenient for patrons to make requests via e-mail. In addition, a large weeding project moved many of our older holdings to John Vaughn Library or eliminated them entirely. This may account for the reduction in lending.

Document Delivery

Beginning in June 2012, Zac Thorp took on Document Delivery duties as he made the transition to Access Services Coordinator.

There were 173 total document delivery requests fulfilled by BA-Library

- 124 loans

- 49 articles

82 in-house holds were filled.

Cataloging:

Cataloging Department Personnel:

Pamela Louderback continued to oversee the Technical Services Department. Personnel changes occurred with Zac Thorp moving to Access Services Coordinator when Brad Hidgeons was hired in August as the Library Technician. After five months of employ, Mr. Hidgeons left the University. Ms. Tamara Kharabora was hired in February to provide support in pre-order searching of gifts and periodicals check-in. Dr. Louderback continues to split her time between the BA campus and Muskogee campus to improve the maintenance/organization of the Muskogee collection, and to help facilitate a variety of grant activities co-sponsored with Connors State College. Statistics reflect this.

Gifts:

Tom Rink continues to provide 24 gift subscriptions to the BA serials browsing collection. A total of twenty-four (24) titles are donated (mostly in the area of Criminal Justice, but also some library or information science titles). The total value of these subscriptions in savings to the library: \$656.92.

Highlights

- Three new projects provided opportunities for additional needed space (main collection weeding project) and ease of use (Youth Collection reading level relabeling project, Law Reference call number relabeling project).
- No major gifts were received this fiscal year. Remaining items from gifts received in previous years were processed and added to the collection.
- Projects in Muskogee include: the weeding project, updating of the Reserves section, and maintenance of the AV section.
- New items cataloged in BA by Dr. Louderback include the following items:
 - 138 monographs
 - 4 multimedia items
 - 257 law serial volumes
- Approximately 96.5% of all Broken Arrow cataloging was done on the Tahlequah campus by Jenifer, Jeanne, Jackie and Harriett. Approximately 3.5% was cataloged on the Broken Arrow campus by Pamela Louderback. All Broken Arrow original cataloging was done by Jackie, and 100% of the audiovisual cataloging was done by Jackie and Jenifer.
- Items withdrawn include:
 - Muskogee – 54 AV items
 - BA – 80 serial titles; 413 additional volumes
 - BA – one gift periodical received from Tom Rink – cancelled
- A mold outbreak occurred in April requiring 87 items to be removed and repaired
- A major leak over the periodicals section occurred in May requiring repair and maintenance of 29 items; 4 issues required replacement due to extensive damage.
- 25 book titles and 3 AV titles were acquired through Dr. Louderback's affiliation with the ALA/NEH *Bridging Cultures: Muslim Journeys* grant.

| New materials | Titles | Volumes/Copies | Withdrawn |
|---------------|--------|----------------|-----------|
| Monographs | 603 | 77 | 1437 |
| Serials | 7 | 496 | 444 |
| AV | 22 | 166 | 45 |
| Totals | 632 | 739 | 1926 |

Goals for the 2013/2014 fiscal remain similar as in previous years:

1. Increase cataloging output with special emphasis on backlog
2. Improve maintenance/organization of the collection, specifically relabeling of Law Reference call numbers
3. Enhance/develop the collection through gift acquisitions

Grants Received: Ongoing

Laura Bush 21st Century Librarian Program

Northeastern State University's Project I'M READY received funding (\$966,337.00) from the Institute for Museum and Library Services under the Laura Bush 21st Century Librarian Program, Category 5, Programs to Build Institutional Capacity. The Northeastern State University (NSU) Library Media and Information Technology program, the NSU College of Education, and the NSU Libraries, in cooperation with the Cherokee Nation, the Oklahoma Department of Libraries, the Oklahoma State Regents for Higher Education, and targeted Oklahoma school districts began an innovative program to educate twenty school librarians to serve in high poverty rural areas of Oklahoma, and develop culturally sensitive curriculum resources for schools serving Native American students. The grant runs through July 2013. A no cost extension has been applied for to extend the grant to July 2014. Percentages of Dr. Louderback's time are donated to this project. Also a position loaned from the Tahlequah campus is committed to the grant until June 30, 2014.

Grants Submitted:

A Big Read grant was submitted that would take place in 2014 if awarded. The grant includes a commitment of Dr. Pamela Louderback's time.

Technology Support:

- Installed 49 new monitors in first and second floor main areas
- Upgraded faculty/staff desktops and laptops to Windows 7
- Coordinated installation and configuration of 47 new Dell computers in Lab 106 and 110 and ITV room
- Installed 4 new scanners in first and second floor main areas and labs
- Improved and updated scanning procedures documentation for scanners
- Completed installation of projector and screen in ITV room 105
- Kept Library Technology Equipment inventory updated with the myriad of changes

- Developed new administration techniques on new Windows 7 computers using existing and custom group policy scripts.
- Coordinated Surplus of computer and technology equipment.
- Installed and configured new monitors at second floor Circ desk
- Administered print server
- Administered EZproxy server issues
- Installed 2 Xerox document feeder scanners for staff
- Installed iMac in second floor main area
- Assisted faculty/staff and student patrons with technology issues and problems
- Coordinated 25 work orders with ITS

Conclusion

The new normal at the Broken Arrow Campus library has demanded flexibility from the remaining staff. Everyone has been very willing to work the desk when needed, step in to order library materials or teach classes in areas that had vacancies. Some of the decline in various statistics can be attributed to staff shortages, however, many of the statistics that have declined are part of a general nationwide decline in library usage.

Linda West
Interim Broken Arrow Library Director