

# Annual Report of the Missouri State University Libraries

July 1, 2012 through June 30, 2013

## Shorter Version

### Mission of the MSU Libraries

The Missouri State University Libraries, a singular entity, provides information resources, services, and spaces to advance the University's purpose to develop educated persons. Infused by MSU's statewide mission in public affairs and our commitment to inclusive excellence, we provide fundamental support for teaching, learning, research, scholarship, creative activities, and service. We meet information needs of the university community, the Springfield metropolitan area, the Ozarks, the State of Missouri, and diverse social, cultural, and scholarly communities across the nation and the world.

### Strategic Plan for Fiscal Year 2014

During the spring semester of 2013 the faculty and staff of the MSU Libraries developed a strategic plan for FY14 (<http://library.missouristate.edu/info/StrategicPlan/SP-AY14.pdf>). As part of this process, we reviewed and revised our mission statement (above).

### Key Initiatives for Calendar Year 2013

(See pages 7-8 of [library.missouristate.edu/info/StrategicPlan/SP-AY14.pdf](http://library.missouristate.edu/info/StrategicPlan/SP-AY14.pdf) for brief descriptions of these key initiatives and the lead group for each.)

- eTexts: Worked on a MOBIUS consortial agreement that provides access to more ebooks at a much lower cost. New ebook collection became available on July 1, 2013.
- Information Literacy: Began codifying and updating our assessment of student learning outcomes for the various types of learning that occur in and through the Libraries, often in conjunction with other campus units.
- The Mobile and Social Library: Launched a FaceBook page for the MSU Libraries (<https://www.facebook.com/MissouriStateUniversityLibraries>). Mobile website and modified main website are being developed.
- The Sustainable Library: Worked with the Student Government Association, the Office of Energy Management, and other campus units to try to make the MSU Libraries environment more energy efficient, healthy, and sustainable.
- Global, Diverse Perspectives: First full year for the MSU Libraries to serve as a full depository for U.S. State Dept. documents, as well as House and Senate foreign affairs and international relations committees. The UN documents collection receives considerable attention from print media and various external groups.
- User Experience and Outreach: Planned another round of student and faculty surveys, to be conducted in October 2013, in order to better serve the MSU community.

- Space Reconceptualization: Discussed needs and ideas within the Libraries, as well as with the President, the Provost, the Office of Diversity and Inclusion, and others.
- Discovery Services: Continued to survey the market for affordable discovery services. Costs remain fairly high.

### **Organizational Changes in FY13:**

- Faculty and Staff Changes:
  - On August 1, 2012 Tom Peters began serving as Dean of Library Services.
  - Faculty cataloger Becky Thompson left the University in August 2012.
  - Sue Hewitt retired in November 2012 from Collection Development and Acquisitions.
  - Jan Johnson began working in Library Systems on February 19, 2013.
  - Shannon Mawhiney's status was changed from a grant-funded position to full-time, permanent status.
- New Strategic Planning Process: Beginning with the fall semester of 2012, the MSU Libraries instituted a new 12-month planning, key initiatives, and reporting process.
  - Fall Semester:
    - The Libraries' faculty and staff, in consultation with other groups and individuals, discuss and develop a list of key initiatives that will be areas of focused attention, discussion, planning, and action in the coming calendar year.
    - Assess the implementation of the preceding academic year's strategic plan.
  - Spring Semester:
    - Develop a one-year strategic plan for the upcoming academic year.
    - Assess the outcomes of the articulated key initiatives for the preceding calendar year.
  - Summer Session:
    - Write and produce several versions of an annual report (short version, long version, and an outreach version) that assesses progress in our strategic plans, key initiatives, and the pursuit of our mission and vision.
- New Standing Committees:
  - Web Presence and Social Media Committee was formed.
  - User Experience and Marketing Committee was formed.
  - At the conclusion of this fiscal year, the LMT (Library Management Team) was retired as a standing committee, and the LAC (Libraries Advisory Committee) was formed.

- 24 Hours of Finals: We experimented with staying open continuously during Finals Week both in December of 2012 and May of 2013. During Finals Week of December 2012, our hourly head counts taken from midnight through 7 a.m. over the four nights we were open continuously indicates that a total of 4,922 people were using the building. During Finals Week in May 2013, the “four overnight” total count was 4,577.
- Reorganization: On July 1, Microforms and Copy Services moved on the organization chart from Access Services to Music and Media Collections.

### **Key Statistics and Trends**

- Gate Counts: 695,024 (compared to 704,000 in FY12, a decrease of 1.3%)
- E-Resources Hits: 270,223 (compared to 264,536 in FY12, an increase of 2.2%)
- Items Cataloged: 10,074
- Circulation of Print Materials: 89,037 (compared to 96,111 in FY12, a decrease of 7.4%)
  - Circulation increased in the Curriculum Resources Center, with 8,037 items checked out, up from approximately 6,859 in FY12 and 7,739 in FY11.

### **Collections, Acquisitions, and Digitization**

- Electronic Resources: During FY13 the number of electronic resources available through the MSU Libraries reached 200, an increase of 16 e-resources.
- Journals: Conducted serials review in summer & fall, 2012, resulting in the cancellation of 119 titles. Local journals subscriptions currently total 3,581 (2,911 digital, 526 print, 144 mixed state). Locally licensed collection is 81% digital. The collection is supplemented by over 30,000 aggregated serial titles.
- Books: 4,877 orders were placed in FY13.
  - 815 books, with a value of \$18,178.49, were added to the Haseltine Library K-12 collection from the Book Review Board (BRB). A total of 1,608 items were added to the Haseltine Library collection.
- RFP for a supplier of general monographs: A Request for Proposal for general monographs was written and submitted to four vendors, three of whom responded, resulting in the awarding of a 1 year contract with five optional renewals to YBP.
- eBooks: The MSU Libraries participated in the development of MOBIUS consortial agreement to offer 140,000 ebooks to nearly all of the MOBIUS member institutions, including the MSU Libraries. This consortial agreement was reaching in spring 2013. Access to this collection of ebooks commenced in July 2013.
- Government Documents: The net number (additions minus deletions) of MO, US, and UN government documents added in FY13 totaled 12,863.
- Notable digital special collections added in FY13 include the *El Dorado Springs Community Photo Collection* and *MSU Alumni Publications*. 633 items were added to CONTENTdm this year.

- The Maps Dept. acquired digital Cave Maps from the Missouri Dept. of Natural Resources. This collection includes every mapped cave in Missouri.

### **Cataloging and Metadata Services**

- Implemented RDA (Resource Description and Access) a new international cataloguing standard that provides 21st century support for the discovery, identification, and description of information resources.
- Continued to provide ongoing rush cataloging services for patrons who request it (usually no longer than a 24 hour turnaround).
- Performed some preliminary work on cataloging items from the Johnson Library and Museum, in anticipation of a CLIR (<http://www.clir.org/>) grant, which unfortunately was not funded in this round of funding.

### **User Services (Reference, Information Literacy, Tours, Guides, Interlibrary Loan, etc.)**

- Reference Services:
  - Reference and Government Information provided 93 hours (out of the 110 open hours for the library) of reference/information assistance per week at the Reference desk. In FY13 this amounted to answering approximately 14,100 questions.
  - 876 chat and text messaging reference questions were received in FY13.
  - 104 research consultation sessions were held in FY13.
  - Tours: 28 tours were provided for a total of 242 people.
  - Voter Registration: RAGI registered 414 people to vote, primarily in September and October 2012.
- Interlibrary Loan (ILL):
  - At the beginning of January 2013, ILL dropped the \$2 fee for undergraduates to request items from other libraries.
- Information Literacy:
  - Reference and Government Information provided 222 information literacy sessions in FY13, reaching 5,220 people.
  - 50 CRC information literacy sessions served 1,221 students, an increase from FY12 (908) and FY11 (1,175).
- LibGuides (Subject Guides):
  - CRC Subject Guide usage increased in 2013 to 10,315 hits, compared to 7,997 in FY12 and 9,575 in FY11.
  - All staff members in Music & Media Collections invested a significant amount of time updating the online Music Subject Guide, or LibGuide, at

### **Library Science Education Program:**

- Enrollment remained steady, with 25-30 students taking courses in the program in any given semester.
- *Essential Library Science Courses:* The Program continues to offer: Information Literacy (LIS 101), Foundations (LIS 500/600), the four general core courses offered in partnership with MU (LIS 504/604, 506/606, 508/608, 540/640), and the two school library core School Library Courses (LIS 510/610, 628).
- *Library Science Electives and Individualized Other Library Science Courses:* The Program continues to deliver electives and other opportunities in addition to the essential courses. Electives include History of the Book and Libraries (LIS 502/602), Special Topics courses (LIS 597/697) such as Multicultural Issues in Libraries. Individualized study courses delivered include Independent Studies, Service Learning opportunities, and Practicums.

### **Library Systems and Information Technology Initiatives:**

- Migration to Sierra: Late in FY13 the SWAN cluster within the MOBIUS consortium, including MSU, migrated to Sierra, a new system for managing library workflow and resources in an open systems environment.
- 111 computer workstations for use by library visitors and library faculty and staff members were replaced in FY13.
- Four public printers were upgraded.
- 38 computers (including servers) received operating system and/or server software upgrades.
- Transitioned from Symantec Ghost to Microsoft Windows Distribution System for management and deployment of computer images.
- Collaboration Stations: One collaboration station was built in-house (with tutoring from Doug Smith from Illinois State University). The MSU Libraries applied for and received funding from both SCUF (Student Computer User Fund) and the Provost's One-Time Fund to build locally 5 more collaboration stations.
- Self-Service Scanning Stations: The Provost's One-Time Fund also provided funding to purchase and deploy two self-service scanning stations, which will enable users to scan printed documents, images, articles, and chapters, then save them to jump drives or the cloud.

### **Service and Outreach Activities to the Region and Beyond**

- A Memorandum of Understanding was articulated and signed between Missouri State University and the Johnson Library and Museum in Osceola, Missouri. The MOU will help the two libraries to collaborate to improve the physical conditions of the Johnson

Library collections, intellectual access to items in the collection through improved metadata, and physical access to items in the collection for interested users.

- The Curriculum Resource Center continued working with Cataloging and the de Grummond Children's Literature Collection of the University of Southern Mississippi to create historical fiction collection emphasizing regional and multicultural children's and YA literature within the CRC; de Grummond consistently accepts approximately 80% of titles weeded from the MSU collection.
- Drew Beisswenger served as a member of the Board of Directors of the Ozarks Heritage Foundation.
- Grace Jackson-Brown has been instrumental in the creation and development of the Springfield African American Read-In (AARI), a region-wide collaborative effort involving the MSU Libraries, the Springfield Public Schools, the Springfield-Greene County Library District, the Springfield Branch of the NAACP, and Drury University.
- Five maps that Jim Coombs created of the Springfield Civil War battle were published in Dr. William Piston and John Rutherford's essay "Quinine and Courage: The Battle of Springfield, January 8, 1863," in the book of contributed chapters, *Springfield's Urban Histories: Essays on the Queen City of the Missouri Ozarks*.
- Marilyn McCroskey was re-elected to her eighth term on the Marionville School Board, and she continues to serve on the Missouri School Boards' Association Board of Directors. Marilyn also is a member of the ALA ALCTS Cataloging of Children's Materials Committee and the CIP (Cataloging-In-Publication) Advisory Group to the Library of Congress.
- Lisa McEowen served on the planning committee for the Annual Statewide Collaborative Diversity Conference, and organized and managed the first conference in April 2013. Lisa also serves as the Vice President of the Ozark Greenways Board of Directors, one of several regional service activities in which she is involved.
- In June 2013 Tom Peters began serving a three-year term as an at-large member of the MOBIUS Board of Directors.
- Dave Richards served as President of the Springfield-Greene County Library District (July 2012 – June 2013)
- Raegan Wiechert designed and delivered a series of RDA workshops in the Springfield region and around the state. Most of these one-day workshops were organized by the MOBIUS consortium. Raegan also continued serving on the ALA ALCTS CAMMs Recruitment and Mentoring Committee and the ALCTS Task Force on Competencies and Education for a Career in Cataloging.

### **Development Highlights**

- Gifts and commitments in FY13 totaled more than \$400,000.
- Special Collections and Archives was named in honor of Karen Horny, Emeritus Dean of Library Services.

- A study room on the Second Level east side was named in honor of the Lande Family.
- The MSU Libraries received 1,979 library materials items for the general circulating collection from 22 individuals.
- The Maps Dept. received a major gift of approximately 1,100 Missouri river aerial photos from Bryan Simmons of the U.S. Fish and Wildlife Service.

### **Grants and Other Support**

- NEH grant: \$2,500 awarded in July 2012 for “America’s Music: A Film History of Our Popular Music from Blues to Bluegrass to Broadway.” A six-part film series will be held in the fall of 2013 on the MSU campus. Drew Beisswenger is the principal investigator.
- CERES grant: \$2,000 awarded in March 2013 to digitize various bulletins, circulars, annual summaries, and miscellaneous publications representing the history of the Missouri State Fruit Experiment Station in Mountain Grove. Pamela Mayer is the principal investigator.
- Haseltine Library received over \$4,000 in support from the Greenwood PTA.

### **Awards and Honors**

- Anne Baker received the Staff Excellence in Community Service Award (January 2013).
- The head of Haseltine Library, Dea Borneman, and Becky Crowder received the 2013 TLC (Teacher Librarian Collaboration) Award from the Missouri Association of School Librarians.
- In June 2013 Shannon Mawhiney was selected to participate in the MSU University Staff Ambassadors Program.

### **Media and Social Media**

- Ann Furman and the UN collection were featured in a January 14, 2013 front-page, above-the-fold article in the Springfield News-Leader. The Kansas City Star also picked up and ran the story.
- An article about the Johnson Library & Museum appeared in the June 10, 2013 edition of the Springfield News-Leader.
- The main MSU Libraries’ Facebook page was launched in FY13. As of early August 2013 it had received 240 likes.
- Blackboard: Tracy Stout worked with Nancy Gordon from the FCTL (Faculty Center for Teaching and Learning) to get a “My Library” button on the BlackBoard course management system template used by instructors in setting up their page for assignments, etc., thus providing more visibility for the Libraries and its services.

### **Events and Speakers**

- Carillon Concerts: In FY13 concerts were held in July, August, September of 2012, as well as in June of 2013, with a special Alumni Association concert in April 2013. These

concerts are a collaborative effort between the Music Department, the College of Arts and Letters, and the University Libraries.

- Rare Wine, Rare Books: The William Daggett Society organizes and hosts these events. Special Collections and Archives hosted another *Rare Wine, Rare Books* wine tasting dinner on October 27, 2012. The event featured MSU historian Dr. Don Landon, who provided a presentation on the history of Normal School, No. 4/MSU. This was the fourth RWRB event hosted by the University Libraries.
- Children's Literature Festival of the Ozarks: Although the group that organizes and produces this festival is a not-for-profit entity, over the years the MSU Libraries has been very involved in this festival. In FY13 Dea Borneman, Bill Edgar, Grace Jackson-Brown, and Cherri Jones served on the organizing committee.
- General Education Program Pizza Party: This well-attended event in August 2012 had a Hunger Games theme.

### Exhibits

- The two main interpretive exhibits showcased by the Special Collections and Archives Department were *Ozarks African American Resources at Missouri State University* (Spring - Summer 2013) and *Divided Loyalties: Civil War Documents from the Missouri State Archives* (Summer 2013).
- Ann Fuhrman from Reference and Government Information and Scott Fisher from Music and Media developed an exhibit on Inclusive Excellence that tied into the theme of the April 2013 Public Affairs Conference.
- Jeffrey Lawson from Access Services and Scott Fisher from Music and Media developed an exhibit on Award-Winning Films.
- The Music and Media Department had 7 exhibits in FY13:
  - August: Marvin Hamlisch Retrospective (American musician/composer who died August 6, 2012)
  - September: Traditional Music of the Ozarks (to coincide with the Ozarks Celebration Festival on campus)
  - October: Scary Movies (Halloween)
  - November: Voices From the Past (highlighting music theater selections from our LP collection)
  - January: Jazz History in Missouri
  - March: Women in Music (Women's History Month)
  - June: Classic Summer Films