

Appendix A



California State University, Chico
Office of the Vice Provost for Information Resources

Meriam Library 2008/2009 Annual Performance Report

June 2009

MERIAM LIBRARY 2008/09 ANNUAL PERFORMANCE REPORT

This report is intended to illustrate how the library has moved forward and made progress in developing, improving and maintaining the library services, collections and programs that serve the campus community. More details are available in the Meriam Library Action Plan and Annual Review of Goals and Accomplishments.

Improving Access to Resources

ReSEARCH Station Redesign

The central project for this year was the complete redesign of the Library ReSEARCH Station, the gateway to library resources and services. The Web Task Force undertook a major overhaul of the look and navigation of the website. Students were engaged to test the design providing significant and useful comments and suggestions. The primary page and all secondary and tertiary pages were revised to create a more integrated look and make information easier to find. Word documents of policies and procedures were consolidated and adapted to a web format. All design work will comply with ADA Section 508 and the CSU ATI initiative. The redesigned website will debut mid August, 2009.

Instant Messaging Research Assistance

The Meebo widget was added to the existing program of patron assistance. This application enables students to IM a reference librarian for time-of-need assistance. A comparison of IM applications in the spring revealed a new and superior application LibraryH3LP. It has many advantages over Meebo, including allowing staffing by multiple librarians and the ability to keep statistics. LibraryH3LP will be available on the homepage of the new ReSEARCH Station and from all subject pages.

LibGuides

The library made the decision to outsource the format and hosting of the ReSEARCH Station subject guides. LibGuides is a web based application to present library resources in a common and well organized format. The primary advantage of LibGuides over standard web pages is that LibGuides does not require specialized knowledge of html/css codes and standards and they can be created and maintained by the subject librarian. In addition, contact information and an IM widget can be added to the pages to raise the visibility of online assistance. All subject pages will be moved to LibGuides with the new ReSEARCH Station.

Chico Digital Repository (CDR)

The Library/Graduate School collaboration to develop an institutional repository for master's theses was completed and the Graduate School beta tested its procedures in the spring of 2009. Beginning summer 2009 all CSU, Chico master's theses will be collected in digital format only, eliminating the paper and the microfilm copies. The library will continue to include theses in the Library Catalog with links to the digital copy housed in the CDR.

Library Catalog

Millennium, the library integrated library system, continues to be updated and improved. The online catalog templates new to Millennium 2007 are an improvement in response time and navigation over the current catalog interface. The look is cleaner and more complete out-of-the-box although it will require customization. The improved catalog will also be rolled out with the new ReSEARCH Station.

Accessibility – Electronic Reserve

The library sent one librarian and one staff to the ATI boot camp in summer 2008. This workshop trained faculty and the library to use OmniPage to make online materials ATI compliant. Library Reserve staff began to create ATI compliant reserves for all class materials that enrolled a student identified as needing ATI compliant course materials. Because the library is one of the most consistent and heavy users of this application, Nina Zamudio has become a campus resource on the creation of ADA Section 508 compliant materials.

Remote Access to Library and Information Resources

This year the library has worked on simplifying remote access to resources. Single-sign-on (SSO) removes the barrier of a second authentication from the portal to Millennium applications. This has been a challenging project because of conflicting advice from Innovative Interfaces but the application went live June of 2009.

Library Collections

The Collections budget for 2008/09 was \$1,107,688. Inflation for 2008/09 resulted in a \$75,000 loss in purchasing power. Each year there are some unencumbered funds when the books close which are used to help mitigate inflation.

For the first time, over half of the collections budget is expended to support electronic journal databases and full-text, 20% on paper journal/periodical subscriptions, and 10% supports books. The out-of-date book collections are increasingly noted by both students and faculty. Students are satisfied with the electronic collections, faculty are notably less satisfied with the limitations of the electronic collections and feel inadequately supported for research quality materials. This situation will only grow over time unless additional resources are added to support faculty and graduate students.

Library Collections Budget Allocation

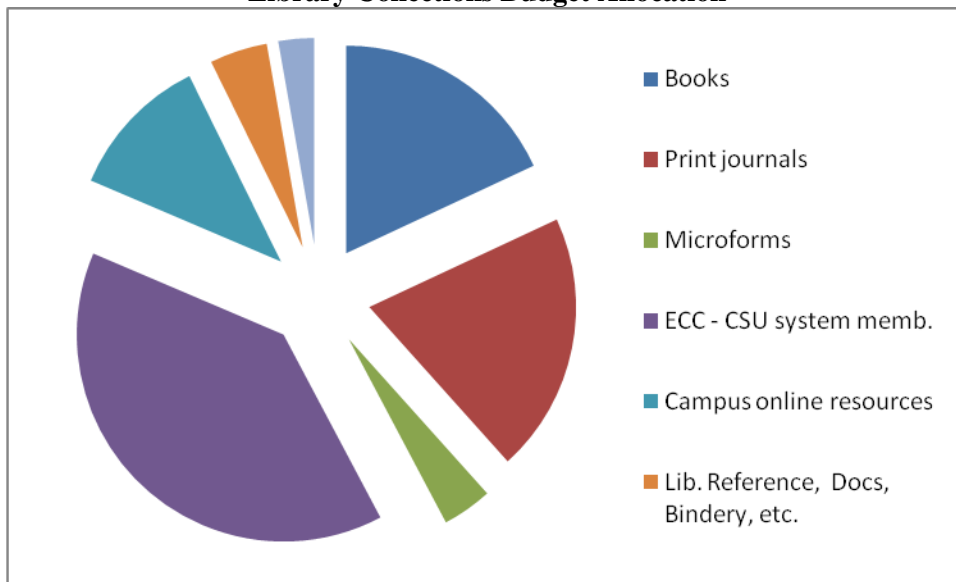


Chart 1

Library as Learning Space

All of the spaces reorganized in 2007/08 have worked well. The Laptop Lounge on the first floor is the most interesting. At the start of the fall semester, it was clear that students were treating the

space as a quiet study area. This was not anticipated because of the proximity to the lobby but it has proven to be self-enforcing and increasingly used throughout the year. Merging Circulation and Reserve was highly successful. The Media and Microforms merge has also made sense to students who appreciate having the playback equipment, the collections and assistance located in one place.

The primary space discussion with the campus was the proposal by the library to gain five years of collection growth by culling the print collections so that the current number of study seats could be maintained. The proposal to rely on the JSTOR electronic archive and remove the duplicate JSTOR print content was introduced at the fall Book Chairs/Library Advisory Committee meeting and was heatedly discussed throughout the year. In March, the Library Faculty proposed a complementary project to review duplicate copies in the Main Collection and the printed indexes to recover shelf space. The proposal was also vetted in the Council of Academic Deans and the Academic Senate. In May, the Library Faculty and University Librarian endorsed the combined proposal and forwarded it to the Vice Provost/CIO for final approval. The final proposal requested that faculty review the JSTOR title list and note titles in their area that have a compelling reason to justify the retention of the print volumes. This proposal also includes the provision that departments will be able to remove bound journals identified for removal to their departments.

Assessment

The library participated in two significant assessment projects in 2008/09. The national LibQUAL+ survey was administered in spring semester. We now have LibQUAL+ data from 2005/06 and 2008/09. In addition, the library was chosen at the client for CMST 484: Advanced Interviewing. Two sections of this class convened focus groups to discuss library services, facilities and collections. These reports reinforce the LibQUAL+ findings. A detailed analysis and action plan based on these findings will be available in the spring of 2009. A quick review revealed that there has not been much change between the 2005/2006 and the 2008/2009 survey results. The library was also included in the spring 2009 Faculty and Staff technology survey.

Special Collections

In May, a representative of the California Conservation Project visited the campus to do a preservation assessment of the Special Collections and Archives. Barclay Ogden, Preservation Librarian at Berkeley, was sponsored by the Council of Library Directors to visit several campuses to assess the condition of unique collections in the CSU. We were already addressing one of his major findings, updating the disaster plan for Special Collections. His other major finding was that we do not have a fire suppression system that does not use water but it is doubtful we will be able to address this issue. He made several other excellent suggestions and generally found the collections to be well preserved and well taken care of. We had no idea what to expect and were pleasantly surprised at the good review.

Electronic Collections

Additions:

- Mintel Oxygen (Business)
- New York Times electronic archive
- JSTOR Arts and Sciences V and VI (ECC)
- Dissertation Abstracts for Social Sciences and Humanities (ECC)
- Wiley electronic archive (ECC)
- Blackwell electronic archive (ECC)
- A-Z Maps Online

Deletions:

- Applied Science and Technology Index – low use, subjects covered in other sources
- Twentieth Century North American Drama – low use
- Associated Press Images – low use, many free sources for images
- US Trade Online – cancelled to purchase more important database

Planning for 2009/10 budget cuts: The library was asked to prepare a plan for a 5% (\$165,000) cut for 2009/10. The lottery allocation (non-general fund) for collections was exempt. This goal will be met with staff reductions.

- 1 FERP Retirement
- 1 University Librarian move from MPP to FERP
- 2 Non-appointments of Retired Annuitants LA's
- 1 Retirement of LAIII

Staffing Changes

Vacant positions are noted above. The following unit changes and reassignments have been made to continue efficient operations.

- Sarah Blakeslee appointed Interim University Librarian, Library Instruction Unit dissolved
- George Thompson moved from Reference Dept. to Head of Special Collections; retains Humanities subject assignments
- Carolyn Dusenbury moving from MPP to FERP as reference/instruction librarian
- Jacquie Foster moved from Library Instruction Unit to Reference Department and assumes coordination of University 101 information literacy curriculum
- James Tyler moved from Collection Management & Technical Services to the Reference Department.
- Julie Steele became Supervisor for Collection Management and Technical Services, temporary reclass in process
- Dorcas Erickson moves on July 1 from Library Instruction Unit to Building Management

Technical Services Reorganization

The library engaged Brad Eden as a consultant to review and make recommendations on the future organization and role of the technical services units. He made a site visit to the library in April and has submitted a report that will be used in 2009/10 to re-define job descriptions and assignments to streamline processes, outsource copy cataloging and help these units progress into the changing electronic information and information management environment.

Information Literacy

The library's remodel of the Library Education Room (MLIB 226) proved very popular with students, librarians, and faculty. Changing the orientation of the room, adding desks with laptop garages, increasing the number of laptops from 14 to 25, and providing two screens creates a vastly improved learning space.

In addition to the information literacy programs concentrated on the first-year experience, CMST131, University 101 and English 130, the librarians gave presentations to 31 departments in all colleges (Table 1). Eighteen general library tours were offered during the first 3 weeks of each semester. The library also updated the self-guided tours in paper and on the ReSEARCH Station.

Information Literacy Instruction

Instruction	2004/05	2005/06	2006/07	2007/08	2008/09
<i>Sessions</i>	276	274	250	232	223
<i>Student contacts</i>	7,655	6,910	6,837	5,433	4848

Table 1

Results of the pre and post- test information literacy assessment in University 101: Introduction to University Life showed statistically significant improvement in the information literacy of students. This indicates that the revised curriculum that embeds information literacy into the curriculum of the course more meaningfully was very successful. This has been a work in progress for several years and it is gratifying to have developed a model that really works.

Library Performance Measures

Below are the library performance measures included in the Information Resources Performance Report.

Use of Electronic Databases	2004	2005	2006	2007	2008
<i>searches</i>	n/a	992,747	1,014,294	1,084,955	1,409,520
<i>article views</i>	576,765	577,398	566,976,	639,542	1,155,240
	2004/2005	2005/2006	2006/2007	2007/2008	2008/2009
Research Station Hits	669,775	598,877	610,444	619,914	586,533
Circulation Total (including library circulation and reserve paper/media circulation)	155,894	162,095	117,914	105,760	85,670
<i>Library circulation</i>	137,087	149,220	104,622	92,458	71,508
<i>Reserve paper/ media circulation</i>	18,807	12,875	13,292	13,302	14,162
E-Reserve	57,205	53,165	46,424	33,237	33,280
ILL borrowed from other libraries	7,276	8,041	7,966	8,156	8,246
Visits per year	1,016,295	869,192	858,718	921,637	900,508

Notes on measures:

- Searches and article views within electronic databases increased substantially from last year. A number of factors contributed to this increase including two new databases, 14 more databases reporting statistics, the addition of a federated search tool (Xerxes), and an increase in article views in some of our most popular databases (for example, Academic Search, Business Source and SocINDEX doubled their number of article views from 2007 to 2008.)
- The use of the ReSEARCH Station declined slightly, one cause being more students using bookmarks to get to pages rather than navigating through the home page.
- Circulation numbers dropped again continuing to reflect a trend in less usage of print and media resources. The paper/media reserve circulation however grew indicating that faculty still feel that the print materials have something to offer to their students. E-

reserve showed slight growth and will probably continue to be stable or even decline as more faculty integrate articles into their Vista classes.

- The Interlibrary Loan titles requests were up slightly. This program continues to grow despite the thousands of journals and other resources available via the electronic journal collection, Google scholar and other Internet resources. This was the first year that the number of books borrowed exceeded the number of articles requested, another indicator that our electronic journal collections are coming closer to meeting the needs of our users.
- The number of visits to the library dropped 2 % in 2008/09 1% of which is attributed to the Student Learning Center move. The library continues to be a popular destination for students on campus.