

Appendix D



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

Library 2006/2007 Annual Report

August 2007

2006/2007 Library Highlights

Replacement of the Integrated Library System (ILS)

CSU, Chico signed a contract with Innovative Interfaces Inc. to purchase the Millennium Library System on September 13, 2006. The contract was the culmination of over a year's work in preparing the RFP, completion of the bid process, evaluating the offers and making a recommendation to purchase. The Library received \$276,000 in one-time funding from the Provost to partially fund the project. The balance was paid by the Library. The entire expenditure was approximately \$410,000.

The Millennium system includes circulation, reserves, acquisitions, serials control, cataloging, the online catalog, and the business processes to order and pay for all information resources. The Library purchased additional modules for electronic resource management, integrated electronic reserves, digital image management, federated searching, and inventory control. The Library engaged two third-party vendors to extract the bibliographic database (records and items) from the Horizon database and to re-authorize author and subject entries.

Over half the library faculty and staff have been directly involved in the planning and implementation of the Millennium system. Thousands of hours have been spent to re-design and improve the public interface and the backroom functionality. The implementation has met all targets. The Millennium database and cataloging went live on May 28, 2007, the online catalog and circulation went live on June 12. The remainder of technical services and reserve are scheduled for July. The new online catalog is available at <http://opac.csuchico.edu/>.

Users will enjoy many improvements, features and functionality. Among these are:

- Search results sorted by relevance
- Spell checking
- Federated searches that allow users to search several databases at the same time
- Personalized searches can be saved in the patron record and run on a regular basis or delivered via RSS
- Integration of electronic reserve and paper reserve into one search

Collections/Information Resources

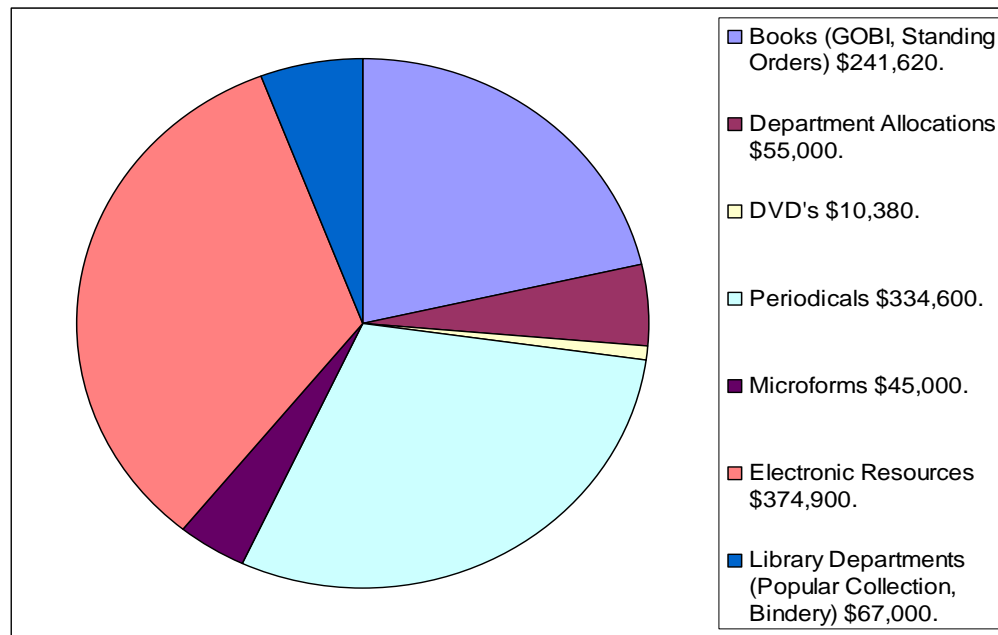
The Library received \$100,000 in additional permanent funding for Library collections. The following targets were established and met:

- \$25,000 – to cover journal price increases/inflation
- \$32,000 – to add 67 new paper and electronic journal subscriptions based on faculty recommendations
- \$25,000 – to increase departmental allocations
- \$18,000 – to add new full-text databases

Full Text Resources: This was a very good year for online index, abstract and full-text databases. Twenty resources were added to the collection. These additions were made possible by switching from print to electronic, finding lower prices for existing content and lower cost sources of new content, and system wide support of core resources included in the CSU Electronic Core Collection. These additions covered many gaps in the curriculum and the collections now cover almost the entire curriculum. The list of new databases is included as Attachment 1.

Collections expenditures are shown in Chart 1. Note that about one-third of the budget (\$1,128,500) is spent on paper journal subscriptions (about 1000 titles not available in electronic format), one-third is spent over 20,000 electronic journals, and the remaining third purchases books.

Chart 1



In addition to funding on campus, the CSU Electronic Core Collection defrays campus cost by over \$200,000. The ECC program is, arguably, the most effective program in the CSU for the money. The Governor's Compact with the CSU added \$2.5 million to the system wide budget in 2006/07 and another \$2.15 million in 2007/08. The Council of Library Directors is considering several projects to improve the delivery of information resources and electronic content to the entire system.

Library as Learning Place

This continues to be a moving target as the building, furnishings and technology capacity age. However, more progress than usual was made on improving the Library environment.

- Carpet – The west half of the second floor was re-carpeted. This is an enormous improvement.
- Microforms – Two digital microform reader printers were purchased. Reliability improved drastically. The primary advantage of digital is that page images can be downloaded to a flash drive rather than a printer. Since the printers were the most troublesome component of the pre-digital era and students much prefer electronic capture, this has been a win for library services and also for sustainability.
- Information Commons – Although more and more students have laptop computers, the lines at the computer labs do not diminish. In addition, the use of information resources in conjunction with Office applications and Vista continues to increase. As a result, 28 ReSEARCH Station workstations were re-configured to Information Commons stations that accommodate the Internet, Office and Vista. All but nine workstations in the library require campus authentication making them more available to students.
- Lobby/Information Desk – The library directory was moved to a more visible location and the Northeastern California paper art piece was reinstalled. A portable desk and laptop was purchased to be used as a point of information in the lobby during busy periods and at the beginning of semesters when students are new to the Library.
- Reference Desk – New reference desks were purchased and will be placed in a more prominent location. The desks are configured to facilitate librarians working with students rather than across the desk from them.

Information Literacy

An overview of the Information Literacy program was prepared for WASC and is appended as Attachment 2. In 2006/07 librarians presented 221 specialized lectures to 5,979 students studying Agriculture, American Language and Culture Institute, Anthropology, Art, Business Administration, Biology, Communication, Child Development, Construction Management, Education, Geography, Earth Sciences, Health, History, Journalism, Kinesiology, Multicultural and Gender Studies, Management, Marketing, Music, Nursing, Political Science, Social Work, Sociology, Theater and Women's Studies. Librarians also gave 48 information literacy lectures to 24 sections in University 101 reaching 1,168 students; each section has a two lecture series on information literacy, which is integrated into the curriculum to reinforce learning. Total offerings compared to 2005/06

2005/06	274 sessions	6,910 students
2006/07	269 sessions	7,147 students

The attachment includes information on course integrated information literacy, campus outreach, online instruction support, web tutorials, and assessment.

Performance Measures (Included in Information Resources Performance Report)

#9 Use of full-text electronic and web resources.

- Full-Text Databases. Notwithstanding the popular view that "everyone uses Google" the use of full-text resource searches continues to grow and the article views are very steady. These figures do not include the full-text retrieved via Google Scholar.

2005	992,747 searches	577,398 article views
2006	1,014,294 searches	566,976 article views

- ReSEARCH Station (Library home page) use.

2005/06	581,883 hits
2006/07	607,412 hits

- Periodicals List

2005/2006	83,425 searches
2006/2007	91,973 searches

#10 Book Circulation

Book circulation leveled off in 2006/07 (7%) after several years of steeper decline. While we cannot be sure without further analysis, we hope this is due to the strategic purchase of books to support lower division general education. Books circulate less because of the greater convenience electronic resources and the aging of the book collection makes it more difficult to find material relevant to student research.

2005/06	167,354
2006/07	155,211

#11 Use of Reserve materials

Traditional reserve circulations increased slightly and electronic reserves declined slightly. We expect the trend for electronic reserve to continue as more faculty bypass reserve and link directly to full-text in WebCT.

Traditional Reserve	2005/06	12,767	2006/07	13,260
Electronic Reserve		52,650		46,060
Total Reserve		65,417		59,320

#12 Interlibrary Loan

New Interlibrary Loan technology (Illiad/Odyssey) enables faster delivery of material obtained from other libraries. In addition, large documents are no longer delivered by email where long articles can create storage problems. When a request is filled by another library, the article goes directly to the Odyssey server and the user is notified that the article is available and the link to the full-text is provided. Users have been very pleased with the service and the efficiency and productivity of ILL has increased.

Interlibrary Loan use is a very revealing statistic, electronic full-text journal articles in our collection continue to increase, but the need for books and journal articles is remarkably consistent.

Items borrowed	2005/06	2005/06
Books	3,468	3,538
Articles	4,573	4,450
Total	8,041	7,988
Items lent	2005/06	2006/07
Books	3,040	3,028
Articles	7,147	4,748
Total lent	10,187	7,776

Use of building

This is a very heartening statistic. It shows that even though most students search for information via remote access, the use of the library by students remains consistent. This demonstrates that the library is more than the collection but the most heavily used learning space on the campus.

2005/06	2006/07
852,826 exit turnstile	843,404 exit turnstile

Assessment

In the spring of 2006 the Meriam Library participated in the LibQUAL+ survey to measure our users' perceptions of library service quality. The LibQUAL+ site (www.LibQUAL.com) provides this description of the program. A summary of results is included as Att. 3.

Assessment is also located in Att. 2. Information Literacy

Personnel

- Two tenure-Track Assistant Librarian hires successfully concluded
- Director for Library Services title change to University Librarian
- University Librarian assigned authority for RTP
- University Librarian added to Council of Academic Deans
- Began work on job description for Unit 3 Library Department Chair

Library in the Campus Community

- Library facilitated *Celebrating our Faculty: Scholarly and Creative Works 2005/06*.
- Partnership with Anthropology Museum to display Maidu Bark House as part of campus celebration of partnership with Maidu tribe.
- Agreement with Museum Studies program to provide space for student exhibits; students refurbished and curated the Chinese Ceramics permanent exhibit on 3rd floor.
- Library partnership with Center for the Study of the Humanities to co-sponsor series on "The Book" to be held in 2007/08.
- Provided display space for Black Studies month; 6 diversity displays planned with Tray Robinson (Diversity Office) for 2007/08.
- Agreement with University Public Events to display promotional material for university programs directly related to curriculum and that do not compete with public sector concerts and programs.

Wise use of technology in library programs

Dorothy Hill Collection. The library hired a Recording Student, using endowment funds, to process the approximately 70 remaining Dorothy Hill audio tapes. Target goal for completion of re-mastering and conversion is September 2007. We can then engage the consultant to do an analysis of contents for identification and cultural sensitivity.

Media conversion. The Library is engaged in a long-term project to convert all outdated media formats (slide-tapes, slides, ¾" videotape and VHS to DVD. We are approximately half finished and have been able to free space for "extended hours" student study. More space will be recovered when the project is complete (estimated for May 2008). In addition, this conversion simplifies the variety of playback equipment that needs to be maintained.

Linking Google Scholar to the Library Collection. Google Scholar was added to the Library Target SFX Links database so that searches made directly in Google Scholar will display a [Find It @ Chico](#) link. If the source is included in the library collection you will get a link to the full text article or the library catalog. If the library does not have the source you can link to interlibrary loan and the application even fills in the request form for you!

Useful Tools Integrated Into Databases. Databases are also expanding their services beyond the traditional confines of providing citations and full text articles. One new resource, *ChemFinder* searches chemical literature not only by subject or keyword, but also by chemical structures (2D structures & 3D models) and physical properties. It also displays hyperlinks to other websites with information about the compound. *Artstor* is another example. It is a searchable database of over 500,000 images that enables users to upload images and to create and store customized slide shows and collections from within the database. The user does not need to export images to a third party application, nor does the library have to maintain a server.

Digital Resources Management. Building the image database has continued. The Library works with faculty integrating images into online instruction, Academic Technologies to digitize the university photograph collection and to scan the Library collection of historic photographs and maps into electronic format. In 2006/07 6,684 photographs were scanned and 13,168 image files were created. This is quite remarkable because the main Portfolio support person was also heavily involved in preparing the database to migrate from the old system to Millennium.

And not least

This summary describes only a fraction of what the Library does. The real work of the library is the day-to-day support, services and programs that the Library provides to the campus. Thanks to a very professional and dedicated group of librarians and staff, we continue to offer the best service possible within our resources, to be responsible stewards of the resources entrusted to us and to put students first and foremost.

Attachment 1: Electronic Resources Added in 2006/07

New Electronic Full-Text and Electronic Resources

This was also an excellent year for new electronic resources. The CSU budget to support all system wide purchases increased to \$7.5 million and enabled the addition of important resources to the CSU Electronic Core Collection shared by all CSU libraries. On campus, the library's Collection Development Committee did an outstanding job reviewing, assessing and reorganizing electronic products to enable the library to add significant content at a very reasonable cost. The following databases are now available.

[CollegeSource Online](#) features over 7,500 complete College Catalogs in original page format representing 2-year, 4-year, graduate and professional schools. Tables of contents and indexes are fully hyperlinked so you can quickly find all the details you need.

[Books in Print](#) Complete publication information for over 3.4 million books, along with some full text reviews of many of these books.

[Standards & Poor's NetAdvantage](#) NetAdvantage contains content from essential Standard & Poor's publications such as *Industry Surveys*, *Stock Guide*, *Bond Reports*, *Stock Reports*, *Register of Public Companies*, *Register of Corporate Executives* and more. Includes company profiles, stock and bond data, industry analysis, etc. The library was able to subscribe to NetAdvantage because duplicate paper subscriptions were discontinued and the content combined in the electronic resource.

[Mediamark Research Inc. + \(MRI+\)](#) Mediamark Reporter, part of MRI+, provides information on demographics, lifestyles, product and brand usage and advertising media preferences.

[Political Reference Suite](#) Searches multiple political sources simultaneously. Includes Congress and the Nation (1945-present), Historic Documents (1972-present), Supreme Court Yearbook (1990-present), Political Handbook of the World, Politics in America, Vital Statistics on American Politics, and Washington Information Directory

[ArtSTOR](#) (partnership with Art and Art History Department) is a collection of 500,000 images of the cultural world. It contains images of painting, architecture, sculpture, decorative arts and many forms of material culture from around the world. A unique feature of ArtSTOR is its offline image viewer that can be used to create classroom presentations.

[Oxford English Dictionary](#) is an authority on the evolution of the English language over the last millennium. It is a guide to the meaning, history, and pronunciation of over half a million words, both present and past. It traces the usage of words through 2.5 million quotations from a wide range of international English language sources.

[Blackwell Synergy](#) is a collection of 746 journals covering a broad range of disciplines -- science, technology, medicine, business and humanities.

[Sage Journals Online](#) is a collection of 419 journals published by Sage covering a broad range of disciplines - science, public policy, technology, medicine, business and humanities.

[Linguistics and Language Behavior Abstracts \(LLBA\)](#) abstracts and indexes the international literature in linguistics and related disciplines in the language sciences. The database covers phonetics, phonology, morphology, syntax and semantics. Complete coverage is given to various fields of linguistics including descriptive, historical, comparative, theoretical and geographical linguistics. The database provides abstracts of journal articles and citations to book reviews drawn from over 1,500 serials publications, and also provides abstracts of books, book chapters, and dissertations.

Anthro Source (Coming Soon)

[Music Index](#) is a comprehensive subject and author guide to music periodical literature. *The Music Index* online coverage spans from 1976 to the present and contains 775 international music periodicals from over 40 countries, with English translations in 22 languages. Some back-file data from the period 1962-1975 is also included. Topics concerned with every aspect of the classical and popular world of music.

[Westlaw](#) (Campus Research) Full text access to federal and state court cases, laws and regulations; legal periodicals and encyclopedias; European Union legal documents; and legal guides and information for legal studies. The library was able to subscribe to Westlaw because duplicate paper subscriptions were discontinued and the content combined into Westlaw.

[Oxford Reference Online](#) Provides full-text access to more than [100 titles](#) from Oxford University Press. The collection includes subject encyclopedias, dictionaries, and reference works in more than [20 subject areas](#).

[CAB Abstracts](#) Over 5 million records covering the applied life sciences, including: agriculture, animal and veterinary sciences, environmental sciences, human health, food and nutrition, leisure and tourism, microbiology and parasitology and plant sciences

CSU Electronic Core Collection

PsycARTICLES™ (Coming Soon)

Sociological Abstracts (Coming Soon)

[Communication & Mass Media Complete](#) Contains abstracts to over 200 scholarly and trade publications in the fields of communications, communication disorders, and journalism/mass media.

[Philosopher's Index](#) database provides indexing and abstracts from books and journals of philosophy and related fields. It covers the areas of ethics, aesthetics, social philosophy, political philosophy, epistemology, and metaphysic logic

[American Chemical Society](#) provides full text access to selected titles published by the American Chemical Society; provides coverage of chemistry, chemical engineering, biochemistry, physical chemistry, and organic chemistry.

[SpringerLink](#) collection offers more than 1,100 full text scientific, technical, and medical journals

Attachment 2: Information Literacy Overview

University 101

This is a first-year experience course that satisfies 3 units of GE credit in Area E. The course is not required; the campus offers 26 sessions each Fall. Information literacy has always been part of the mandated course curriculum. Over the last ten years we have experimented with the best way to integrate information literacy into UNIV101. Currently there are [six information literacy goals](#) addressed through librarian lectures and by the instructors of record.

- Two multi-day information literacy training workshops have been offered to instructors over the past five years to teach them how to effectively integrate the teaching of information literacy into UNIV101
- A UNIV101 WebCT page for instructors has been developed which includes an information literacy module providing support materials for teaching information literacy.
- One and a half librarians are designated support for the course

Another major information literacy re-design is planned for 2007/08.

Assessment of University 101 is rigorous and ongoing.

- Conducted pre and post information literacy tests in UNIV101C, 2004 & 2005
- Conducted evidence based information literacy assessment through the use of ReSEARCH Logs, UNIV101, 2006.

Academic Writing

Information Literacy sessions were presented to 42 sections of English 130 reaching 1,051 students.

Course & Program Integrated Instruction

The following courses, departments, or programs have redesigned their curriculum to emphasize and promote information literacy.

- Research Methods in Religious Studies (RELS 481)
- Research Skills in Politics and Law (POLS 330)
- Speech Communication Fundamentals (CMST 131)
- Small Group Communication (CMST 132)
- School of Nursing

Faculty-Requested Class Instruction

Faculty requested 227 specialized subject lectures that reached sessions to 6090 students ranging over all colleges and many departments.

First Year Experience (excluding English 101 and University 101)

2006/07 activities included:

- Provide instruction for the Summer Bridge program, an intensive, week long transition program for EOP first-time freshmen.
- Collaborate with Student Computing in the Spring and Fall in presenting workshop(s) to introduce new students to library and computing facilities during Getting Connected week
- Offer a graduate student research workshop every Fall

Distance Instruction

Librarians have collaborated to integrate information literacy in Web CT for

- Cris Guenter EDCI 336A and EDTE 228A – HorizonLive archived lecture
- Guy King Geography 152 – HorizonLive archived lecture SOCI 310 – HorizonLive archived lecture
- MS Nursing online program – online assignment
- RN-BSN Nursing online program – online assignment

In addition, the Online Learning Librarian has offered numerous workshops in conjunction with the Technology and Learning Program for faculty using WebCT to assist them to link articles, handle copyright issues and find appropriate learning objects and content for online courses. The Online Learning Librarian is assigned to Distance Education as the liaison for students who are off-campus.

Student Workshops & Tours

- Library tours are offered during the first three weeks of every semester.
- Drop-in workshops on a variety of topics are available to students.

Point-of-need information and information literacy services.

The Library provides one on one help at the Reference Desk and through Reference E-mail, Chat Reference, and consultation services

Web-Based Information Literacy

For Faculty and Staff

- Graduating Information Literate Students [.ppt](#)
- Incorporating Information Literacy into Coursework: tools and tips [.ppt](#)
- The Four Rs in WP Courses [.ppt](#)
- [Creating Great Assignments](#)

Patrons can take advantage of a number of web-based tutorials, handouts, and tours to increase their knowledge of the library and information literacy skills.

- [Chico Rio](#)
- [ChicoOasis](#)
- [Online Tour](#)
- [Subject Pathfinders](#)
- Class Guides (found on individual Subject Pages)
- [How To... Guides](#)
- [Self-Guided Tour](#)
- [Audio Tour](#)

Assessment

- Participated in Phase One and Phase Two of the ETC ITC Literacy Assessment Library instruction evaluation forms
- Administered the LibQUAL library satisfaction survey in Spring of 2006 ([results](#))
- Library reference collection usage study conducted in 2006
- Library reference service user satisfaction survey conducted in 2005
- Library reference questions answered statistics.

Attachment 3: LibQUAL+ Survey Results 2006

“LibQUAL+(TM) is a suite of services that libraries use to solicit, track, understand, and act upon users' opinions of service quality. These services are offered to the library community by the Association of Research Libraries ([ARL](#)). The program's centerpiece is a rigorously tested Web-based survey bundled with training that helps libraries assess and improve library services, change organizational culture, and market the library. The goals of LibQUAL+(TM) are to:

- Foster a culture of excellence in providing library service
- Help libraries better understand user perceptions of library service quality
- Collect and interpret library user feedback systematically over time
- Provide libraries with comparable assessment information from peer institutions
- Identify best practices in library service
- Enhance library staff members' analytical skills for interpreting and acting on data

More than 500 libraries have participated in LibQUAL+(TM), including colleges and universities, community colleges, health sciences libraries, law libraries, and public libraries -- some through various consortia, others as independent participants. LibQUAL+(TM) has expanded internationally, with participating institutions in Canada, the U.K., and Europe. The growing LibQUAL+(TM) community of participants and its extensive dataset are rich resources for improving library services.”

Here is a brief summary of the results and analysis of our strengths and areas for improvement. Also included are the actions planned as a result of the survey. For more data and complete survey results visit:

www.csuchico.edu/library/libqual/

Respondents

- 1286 returned surveys (18%)
 - Male 477; Female 244
 - Undergrads 657; Grads 109; Faculty 244; Staff 189
- Response rates were disproportionately low for first, second and fourth year students, and high for graduate students and faculty
- Excellent representation from every college

Service Measures

LibQUAL asks for responses using three basic concepts with multiple questions under each. Respondents answer on a nine point scale. The information below represents the level of service respondents feel they receive (perceived service) and the “service gap,” the ideal level of service.

Measure One: Affect of Service (9 questions) — user interactions with and general helpfulness and competency of library staff.

- Faculty: Library service received the highest ratings on the survey. Faculty feel that employees are caring and willing to help. The greatest concern was for employees who did not understand the needs of, or instill confidence in, their users.
Perceived Service: 7.44; Desired Service: 8.02; Satisfaction Gap: -0.58; n=193
- Students: Students were not as satisfied with Library Service as faculty. Their main concern was for employees who instill confidence in their users followed by dependability in handling users' services problems.
Perceived Service: 6.96; Desired Service: 7.76; Satisfaction Gap: -0.80; n=765

Affect of Service action plan and status:

- Investigating having an information desk on the 1st floor (planned for 2007/08)
- Discussions underway about how to improve customer service (ongoing)
- Investigating implementation of a paging system to help users locate items
- Design a more friendly looking reference desk (planned for 2007/08)

Measure Two: Library As Place (5 questions) — physical environment of the library as a place for individual study & group work

- Faculty: The faculty's main concern with the library environment was that it did not inspire nor serve as a gateway for study, learning, or research. They also were concerned with the library not being a comfortable and inviting location.
Perceived Service: 6.50; Desired Service: 7.38; Satisfaction Gap: -0.88; n=192
- Students: The student's perceptions of the library were higher than faculty perceptions but they also desired more in all instances, perhaps because they spend more time in the library than faculty. Their main concern was with the library not being a comfortable and inviting location.
Perceived Service: 7.16; Desired Service: 7.95; Satisfaction Gap: -0.79; n= 765

Library as Place action plan and status:

- New carpeting on 2nd floor (Complete)
- New furniture for a comfortable lounge/study area (Planned for 2007/08)
- New signage on 3rd floor to encourage silent study (Completed)
- Wireless throughout the building (Complete)
- Popular reading collection (Complete)

Measure Three: Information Control (8 questions) — ability to find information in an independent and autonomous way.

- Faculty: Faculty were the most critical of library collections and tools to access these collections. The primary concern was with the lack of printed resources and print and/or electronic journals they need for their work, but they also want easier access tools that are accessible from home or office.
For five of the eight questions in this dimension the library did not meet the minimum requirements of the faculty.
Perceived Service: 6.91; Desired Service: 8.24; Minimum Service: 7.14; Satisfaction Gap: -1.33
- Students: Students also had concerns about collections and access tools, with Graduate Students being much more critical of the collection than Undergraduates. Students were not as concerned with the availability of printed resources but did express great concern regarding the availability of the print and/or electronic journals they needed, followed closely by their desire to work from off-campus and have easy to use access tools to the information.
Perceived Service: 7.20; Desired Service: 7.76; Satisfaction Gap: -0.97

Information Control action plan and status:

- Used one time allocation of \$50,000 to buy books to support lower division General Education (complete)
- 20 new or upgraded databases (complete)
- \$30,000—\$35,000 allocated towards new journal subscriptions (complete)
- New integrated library system (Scheduled for fall 2007)

Sample Comments

The 546 comments received supported the core question results and highlighted additional, more specific concerns.

- Library and Staff Rocks
- You guys need better chairs and couches
- I know that the library has a lot of useful information, but the web is so much more convenient to find those topics
- I find that the biggest issue I have with the library is that many of the books and other non electronic information is pretty old.