Through developing and providing access to collections of books, journals, newspapers, manuscripts, photos, and maps, and supporting our users with personalized reference and instructional services, the Library supports the teaching and learning mission of CSU, Chico. The Library is also a central learning space on campus offering students computer labs, laptop friendly areas, a quiet study floor, group study areas, and net study rooms. This report highlights facts, figures, and changes within the library that are of general interest to faculty, staff, and students. It is not meant to be a comprehensive list of everything that has been accomplished by our faculty, staff, and students this year.
Library as Place

Library Building Usage

The gate count for 2009/2010 was 870,267. The Library continues to be a popular place for students to congregate and study.

New Study Furniture

In the last two LibQUAL user satisfaction surveys conducted by the library, users made it very clear that they wanted more contemporary and comfortable furniture. With that in mind, we have refurbished two areas, the 1st floor Laptop Lounge and the space next to the 4th floor computer lab. In the Laptop Lounge we maximized available electrical outlets by placing counter height desks against the walls where the outlets are located. We put in overstuffed lounge chairs, some with tablet arms, and contemporary drum side tables. The 4th floor is a group study area so we provided a variety of shapes and sizes of movable furniture. Everything is on casters, including white boards that serve double duty as dividers.

New Carpeting on the 4th Floor

The Library 4th floor was re-carpeted. The existing carpet was over 25 years old and held together by duct tape so the new carpet is a real improvement!

Stack Shifts

New stacks were installed on the third floor to the left of the elevators. Because we have gained seating on the 1st floor in the Laptop Lounge area, and in the 4th floor map area, we were able to install additional stacks and create growth space for our Main Collection books and folios. This extra space should meet our needs for at least ten years.

Theses, Bibliographic Center, Indexes, HRAF, and Folio moves

The CSU, Chico Master’s theses that were located on the third floor have moved to the 2nd floor next to Interlibrary Services where the Bibliographic Center was formerly located (turn right at the Reference Desk and left where the stacks begin).

The Bibliographic Center books are now at the end of the Periodicals Collection (after the Z’s) on the 2nd floor.

The periodical indexes that were located behind the Reference Desk moved into the Reference Collection on the 2nd floor.

The Human Relations Area File (HRAF) is now located in the Media and Microforms Room.

The Folios have moved from the breezeway on the 3rd floor into the new stacks to the right of the elevators.
Library Services

ReSEARCH Station (RS)

In September we brought up the redesigned ReSEARCH Station offering easier navigation, front page IM reference, and a search box that searches across multiple EBSCO databases with one search. The RS received 610,630 hits last year, up from 586,533 hits the year before.

bX Recommender

When a user clicks on Find It in one of our databases they may now see a message that reads: **Users interested in this article also expressed an interest in the following.** This is our new bX recommender service. bX recommender generates recommendations based on article usage within the scholarly community helping users find relevant authoritative articles.

Circulation & Reserve

Over the winter break Circulation began using CashNet, a service that allows users to pay their fines or fees using a credit card.

Reserves completed a successful beta test of placing E-Reserves directly into the class Vista shell, eliminating the need for an e-reserve password. Plans are underway for a more extensive testing of this service in Fall of 2010.

Reference and Instruction

Our classroom information literacy efforts reached over 5040 students in 193 classes. The drop-in reference desk fielded over 10,300 questions with an additional 923 questions received through our online IM H3LP service and 300 reference questions answered through e-mail. Additionally CSU, Chico librarians participated in QuestionPoint, a national reference consortium answering 539 questions from students nationwide. Chico State students used Questionpoint's 24/7 service to ask 279 questions.

Interlibrary Services (ILS)

This year ILS successfully borrowed and electronically delivered 4356 articles from other libraries to our faculty, students, and staff. They also borrowed 3841 books and media. The pick-up point for ILS books was moved to Circulation which increased the available hours faculty and staff can pick up a book.

Quick Look Up Computers

Quick look up computers were placed on every floor of the library to allow users to search the catalog and library databases without having to take the time to log-in.
Library Collections

Electronic Journal Usage

There were 851,745 electronic article views. Our most accessed database was Academic Search, followed by JSTOR.

Circulation Statistics for Books and Reserves

Books, media, reserve materials, and maps circulated a total of 101,586 times.

New Acquisitions

Our collections budget was $1,100,436.00. Twenty percent was spent on books, twenty-nine percent was spent on serials and periodicals, forty-eight percent was spent on databases, and four percent was spent on microforms and other costs.

Databases & Discovery Tools

Literary Criticism Online  The Library was able to replace the print standing orders for Contemporary Literary Criticism, 20th Century Literary Criticism, and 19th Century Literary Criticism with the online database Literary Criticism Online. The package also included electronic backfiles for Literature Criticism from 1400-1800, Poetry Criticism, Drama Criticism, and Short Story Criticism.

U.S. Serial Set  The Library acquired this online collection of every publication from the 15th through the 103rd Congress, covering the dates 1789 to 1994. It includes reports and documents either produced or ordered by Congress, Presidential communications, maps, and information related to treaties. Digital images of each document have been reproduced so that they can be viewed in their original form, and the maps and images are available in high resolution color.

IBISWorld  Comprehensive collection of market reports. This database replaces Mintel and provides better coverage for the Enterprenuership minor and major due to broader industry coverage.

ContentDM  The Library purchased ContentDM digital collection management software to facilitate making our digital collections available.

Databases Cancelled

Twentieth Century North American Drama –low use

Mintel—replaced, see IBIS World above
Library Staff & Faculty

Comings and Goings…..

Liz Colson, Reference Librarian for Sociology, Health & Community Services and MC&GS left in January to move to Kalamazoo Michigan to join her husband who is Director of the School of Music at Western Michigan University.

Julianne Clarke, Librarian and Head of Collection Management and Technical Services completed her FERP and is now officially retired.

Nathan Methvin-Terry, Library Information Technology Support, accepted a job with Information Technology Support Services. We miss his quick attention to our technology woes but wish him the best in his new job.

Carolyn Dusenbury, University Librarian, stepped down after 20 years of service and is FERPing as Reference and FYE Librarian. Sarah Blakeslee, formerly the Information Literacy/Instruction Librarian, accepted an interim appointment as University Librarian.

Dorcas Erickson moved out of Library Instruction into Building Management and then moved to Reference where she replaced the recently retired Alice Dilts as the Reference Office Manager. Thanks for your flexibility Dorcas and good luck Alice!

Faculty and Staff Achievements

Wendy Diamond received a faculty fellowship for a two week tour of Israeli Universities. The main purpose of the trip was to foster collaborative relationships with faculty and academics for the U.S. with their counterparts in Israel.


Jay Fuller had two stories published,

“Dancing With Aurora”, http://blacklanternpublishingdancingaurora.blogspot.com/


Kathleen Purvis received Environmental Health and Safety’s Staff Safety Award.

Paula Scholtes completed her first year as the Staff Council President.

George Thompson received a Council on Library and Information Resources Hidden Collections Grant: Uncovering California’s Environmental Collections.