Niagara University Library
Annual Report
2010-2011

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Director of Libraries
What was New in 2010-11

Services

Attendance surged again in 2010-11 to 182,561, an increase of 9.5% from the previous year. The Library is an increasingly important center of student activity at Niagara University.

Five ranges of shelves were removed from the main floor, creating about 1,500 square feet of new student study space.

With the assistance of a gift from the Class of 2009, six new booths were added to the north end of the second floor and have proven to be popular. The Periodicals Display Area on the main floor was renovated. New carpeting was installed, a couch was purchased, and the Recreational Reading Collection was moved there.

The Teachers’ Studio was physically completed through the addition of a Smartboard, a computer, and a TV for watching videos.

The Library stopped charging overdue fines for books, which had minimal negative impact on overdues, while allowing Circulation Department staff to devote their energy to other tasks.

The Library began providing supplies, like crayons, dry erase markers, glue, etc., to students in a more systematic way.

The User Education Program increased the number of departments with a Library presence to fourteen, which is six more than the previous year. Also, we established a relationship with Lewiston Porter High School, bringing an AP English class to campus in February for instruction on how to use a college library. Thinking of the recruitment possibilities, we involved Admissions as well in the welcome we provided to the students.

The Library continued attempts to be a good neighbor in the community by:

- Expanding the courtesy card program, providing library cards to college and high school students who live in the area, as well as community members who can demonstrate pretty much any sort of connection to Niagara University.
- Gifting the shelving we removed from the building to other libraries, such as St. Bonaventure, the Center for Inquiry, Niagara Falls High School, and the North Tonawanda Historical Society.

Collections

Under the leadership of Joe Umhauer, the Library migrated to the SPYDUS automation system, on time and on-budget, in August 2010.

“Why do you think there’s no one around campus? Everyone's in the library. This the new place to hang out.”

--Student conversation overheard on May 4.
Samantha Gust led the implementation of a link resolver in the summer of 2010, making it much easier for users to access electronic journals from the large array of online databases. Samantha also redesigned and professionalized the Library web site during the summer of 2010 (see image to the right).

In January 2011 the Library initiated a subscription to SpringerLink, a database of 1,750 full-text electronic journals published by Springer. The collection is multidisciplinary with particular strengths in science, technology, and math. Coverage generally dates back to 1997. At the request of a faculty member, the Library acquired the Encyclopedia of Islam, an expensive but critical scholarly resource. Also added was Academic OneFile, Cabell’s Directory of Publishing Opportunities in Education, and American History in Video.

Responding to an idea of Father Maher’s, the Library created a Spiritual Collection consisting of essential writings of modern spiritual masters.

In order to better support student recreational interests, the Library added board games to the collection in 2010-11.

**Library Staff**

Raisa Fernandez was named Niagara University's Student Employee of the Year.

Christine Hurko and Lucy Bungo were hired as part-time reference librarians. Amy Barg was hired as a part-time circulation supervisor.

Lisa Jackson hosted the awards ceremony at the Annual Meeting of the Western New York Library Resources Council.

Samantha Gust was named to the editorial board of *Internet Reference Services Quarterly*.

Melissa Langridge co-authored an article with Assistant Professor of Law Teresa Cardon titled "Bridging the Basics of Business Law through Digital Storytelling." It appeared in the case studies section of the *BRC Journal of Advances in Education*, Volume 1, Number 2, 2010. Melissa, Ellie Jones and NU graduate student Stephanie Meyer presented "Please Make IL Instruction Easy: Applying Educational Theory to Create Active Learning Lesson Plans" at the Georgia Conference on Information Literacy in Savannah. Melissa also published a lesson plan in the book “Let the Games Begin: Engaging Students with Interactive Information Literacy Instruction.”

Melissa Langridge was awarded a CCTL grant which fostered collaboration with Dr. Ireland in providing CRJ 201 students with active learning instruction in information literacy during the fall semester.
Samantha Gust and David Schoen participated in a panel presentation about the *Journal of Library Innovation* during the Western New York Library Resources Council's regional conference on March 18. Both currently serve as editors for that peer-reviewed journal.

Samantha Gust completed an M.A. in Interdisciplinary Studies at Niagara University.

Joe Umhauer and David Schoen participated in the University at Buffalo Graduate School of Education Alumni Association's Annual Hire Ed [sic] Conference in April. As a member of the board, Melissa Langridge assisted in the organization of this conference.

David Schoen began adjuncting at the UB Library School, teaching a section of Management of Libraries and Information Agencies in the spring of 2011 (to be repeated in Spring of 2012).

### Goals for 2011-12

1. Implement Phase II of an information commons where the research, production, and technology needs of students are satisfied in a consolidated location. This will involve downsizing the collection and moving 32 more computers from St Vincent's Hall to the Library, a precursor to moving IT Help Desk staff to the Library and greatly increasing operating hours.

2. Create three additional private study carrels.

3. Restructure the Project Management Committee. Replace it with a Library Innovation Team which will promote organizational creativity and innovation in order to improve service to Library users and to the NU Community.

4. Initiate a large scale assessment of customer/professional service using a secret shopper methodology.

5. Implement the Library Marketing Plan.

6. Implement the next phase of Information Literacy Instruction Unit Plan and Outreach plan.
   - Create course-specific information literacy learning outcomes.
   - Increase awareness of Embedded Librarian Program offered to online courses.
   - Build depth and breadth in relationships to existing partner departments.
   - Promote ethical use of information/plagiarism prevention in instructional activities.

### Outcome of 2010-11 Goals

1. Install Spydus Automation System.
   - Done

2. Eliminate paper overdue notes, which is more environmentally friendly.
   - Done

3. Implement a text message reference service.
   - Done, though it is rarely used, so we need to market it better.

4. Install a Link Resolver to allow students to access full text journals more easily.
   - Done

5. Re-design and modernize the Library website.
   - Done

6. Install a swipe card system that will allow students to use their campus funds to pay fines or purchase items at the Circulation Desk.
   - Not Done

7. Remove shelves and re-allocate 1,500 square feet on the main floor to student study space.
   - Done

8. Complete the rebranding of the Library and implement a marketing plan.
   - Nearly done. Abandoned the focus on branding, but completed a draft of a marketing plan in May 2011.
7. Greatly expand access to electronic books through patron-driven acquisitions.

8. Implement a support program for doctoral students in the Leadership Program.

9. Expand operating hours on Saturdays and during the week.

10. Enhance access to library information and services for mobile users.

## Two-to-Five-Year Goals

### Previously Identified

1. Modernize the building and create better and more numerous collaborative and quiet study spaces.

   Progress since last year: Five ranges of shelves were removed from the main floor, creating about 1,500 square feet of new student study space. Six new booths were added to the north end of the second floor and have proven to be popular. The Periodicals Display Area on the main floor was renovated. New carpeting was installed, a couch was purchased, and the Recreational Reading Collection was moved there. Capital funding will be provided in 2011-12 to create new computer and silent study spaces. A part-time Collection Assistant (an NU student) was hired to speed up the withdrawal of books.

   Obstacles: Cost. Despite recent capital funding, most furniture in the Library is outdated. The carpeting in the basement needs replacement. Massive logistical challenge in downsizing the collection.

2. Complete the migration from print to electronic journals.

   Progress since last year: Substantial. The implementation of a link resolver provides the foundation for the final phase of the migration. 1,750 full text journals were added last year. In Summer 2011, a contract will be signed with Copyright Clearance Center for greater access to purchase on demand articles, allowing us to migrate the print collection even faster than we anticipated.

   Obstacles: None

3. Create a User Education classroom that is designed for collaborative, active learning to promote critical thinking, problem solving, and teamwork. The computer lab used for teaching is not enclosed and is not optimally designed.

   Progress since last year: None

   Obstacles: Cost
4. Develop new public service models to meet the newly emerging needs of students and faculty.

   Progress since last year: The Library began revamping its project management structure to encourage innovation, experimentation, and creativity.

   Obstacles: Figuring out how to foster innovation.

**Newly Added Two-to-Five Year Goals**

1. Implement a merged Reference and IT Help Desk.

   Obstacles: Logistical and space issues; meshing organizational cultures.

2. Implement a long-term longitudinal study that will explore the development of information literacy in students across their four years at Niagara.

   Obstacles: None

3. Create a sustainable upgrade cycle for computers. Currently we provide access to far more computers to students than we have the funds to upgrade on a reasonable cycle.

   Obstacles: Cost

4. Upgrade the compact movable shelving in the basement, which has reached end-of-life, is failing, and not easily repairable because replacement parts are not available.

   Obstacles: Cost and also timing. The expenditure will be significant, but the architectural re-design of the Library has us removing those shelves.

5. Install a new Security Gate, which has reached its end-of-life and needs replacing.

   Obstacles: Cost