What Was New in 2011-12

Services

Based on assessment data, we expanded operating hours from 6pm until 8pm on Saturdays starting in the Fall semester. Also in the Fall, the Library started opening at 7:30am rather than 8am during the week. Starting at midterm in the Spring, hours were extended from 1am to 2am, Sunday through Thursday.

Attendance at Information Literacy sessions reached 2,645 students, an increase of 616 from the previous year.

More than 50,000 volumes were removed from the collection, allowing the first floor to be almost entirely cleared of books and making room for the move of the IT Help Desk from Vinnie’s to the Library in the summer of 2012. Nearly all student computing will move over as well.

The Library fully implemented a purchase on demand service whereby reference librarians and Interlibrary Loan staff purchase books for students and faculty at the point of need.

The Library agreed to circulate books to students of Christ the King Seminary who are taking courses in the north. We also agreed to handle books shipped from Christ the King Seminary to NU for their students.

Niagara University helped pilot a program where academic libraries agree to allow on site access and lend materials to any college student and/or faculty member without an InfoPass card.

The Library upgraded 36 public computers (an action also the result of assessment data).

Collections

The Library switched vendors for purchasing periodicals from Ebsco to Wolper, resulting in cost savings.

The Library migrated about 100 individual journal subscriptions from print to electronic format. We have very few print subscriptions remaining.

The Library implemented a purchase on demand program for ebooks through ebrary. This allowed us to make available an additional 90,000 electronic books. Books were purchased automatically when viewed for more than 10 minutes. Preliminary assessment reveals that the books purchased were high quality and academic in nature. Page views increased from 28,499 in 2010-11 to 114,815 in 2011-12.

“Library instruction is essential to student success in my class. They benefit from it, they enjoy it, and they can take what they learn into other classes as well.”

-Faculty member commenting on the value of the Library’s user education program.
In response to faculty requests, the Library switched from Westlaw to Lexis Nexis. The Library also initiated subscriptions to:

- Academic Video Online
- Counseling and Therapy in Video II
- JSTOR Collection IV (focuses on the professions of business, education, and law, and also includes titles in psychology and public policy and administration)
- Statista and SBRnet (statistical databases)
- Roper Center Public Opinion Data

AP Images was cancelled due to a lack of use.

The Library began mounting Honors Theses online through ebrary. So far, the response has been a bit disappointing, but it is a start, and we invented a process for the future. An example of what the theses look like is below.

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*Green & Mean (it): A Sustainability Initiative*

A Case Study Detailing Excellence in Practice in the Area of Social Responsibility

Mary A. Gibbon

1/22/2011

Niagara University Honors Thesis

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Library Staff

Charles Dabkowski, Head of Acquisitions/Periodicals, has retired from Niagara University after 25 years of dedicated service.

Helen Farallo and Kathy Urso were the recipients of the Fall 2011 Excellence in Customer Service Award for "going beyond the call of duty to create new student study space."

Raisa Fernandez was hired as a part time Circulation Supervisor but left for another job in May.

Melissa Langridge co-presented with former NU librarian Ellie Jones at the 3Ts 2012 conference in Albany: Engaging Students with Transliteracy, Teaching and Technology. They discussed a pilot project to teach transliteracy to first year Criminal Justice majors.

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

Christine Hurko co-authored “So You Think You're an Expert: Keyword Searching vs. Controlled Subject Headings.” It was published in the Journal of the Louisiana Chapter of the ACRL.

Samantha Gust and David Schoen continued their work as editors on the Journal of Library Innovation.

Outcome of 2011-12 Goals

1. Implement Phase II of an information commons where the research, production, and technology needs of students are satisfied in a consolidated location.
   - Ongoing. We cleared about 50,000 volumes off the main floor. Should be completed in the Summer of 2012.

2. Create three additional private study carrels.
   - Change of plans because of the IT Help Desk. We will create three carrels and lose three.

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.
   - Done but then changed. Needs re-invention.

4. Implement the next phase of Information Literacy Instruction Unit Plan and Outreach plan.
   - Ongoing.

5. Greatly expand access to electronic books through patron-driven acquisitions.
   - Done.

6. Implement a support program for doctoral students in the Leadership Program.
   - Done.

7. Expand operating hours on Saturdays and during the week.
   - Done.

8. Enhance access to library information and services for mobile users.
   - Aborted, and then re-started. Planning for Summer 2012.

Goals for 2012-13

1. Implement Longitudinal Study of Information Literacy Skills of Students.

2. Collaborate with faculty to increase the number of courses with embedded librarians.

3. Implement the IT Help Desk in the Library and develop a coherent Library/IT Service model.

4. Move Acquisitions staff to the Cataloging Office. Implement computer training lab in the space vacated by the Acquisitions Department.
5. Begin the process of re-organizing and cataloging the Archives. Complete a comprehensive survey of collections that may exist in various departments on campus.

6. Implement Information Literacy components into the Sports Management and the Art History and Museum Studies programs (should they be approved by the State).

7. Develop a plan of service supporting International Students.

8. Shut down electronic reserve and migrate faculty to BlackBoard. We will continue to provide assistance and support with course readings but on a different platform.

**Two-to-Five-Year Goals**

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

   Ongoing. Much progress will be made in the Summer of 2012.

   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.**

   Years in the making and finally done. Most individual print journal subscriptions that can be migrated have been migrated.

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.**

   Expected to be completed in the Summer of 2012.

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

   Continues to evolve.

5. **Implement a merged Reference and IT Help Desk.**

   There will be two cooperating desks. Will be completed in Summer of 2012.
6. Implement a long-term longitudinal study that will explore the development of information literacy in students across their four years at Niagara.

We brought the idea to the General Education Committee and will implement in the Fall of 2012.

7. 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.

We upgraded all the student computers controlled by the Library in the Spring of 2012, so we have some time to figure out the budget.

8. 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.

Progress since last year: None.

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

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