

Niagara University Library
Annual Report

2012-2013

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What Was New in 2012-13

Service

Assessment data has repeatedly shown a student desire for longer operating hours. For several years, the Library has been expanding hours, culminating in April 2013 with opening half of the main floor 24 hours. Students enter the building by swiping their NU ID cards to gain access to study areas, 38 computers, and a printer. With a few exceptions (for example, Christmas week), keeping part of the Library open 24 hours will continue year-round.

Melissa Langridge, User Education Librarian, increased collaboration with Instructional Support, especially in the area of supporting faculty teaching online courses. She also introduced online information literacy training using Guide on the Side software, which uses active learning to provide students with the opportunity to practice using the skills they're learning in an engaging way.

In order to improve customer service at the Circulation Desk, the Library developed a Work Study Handbook that sets standards and performance expectations for work-study students. Preliminary training occurred in 2012-13. Will be fully rolled out in 2013-14.

To support student collaborative work, the Library added projectors and screens to two group study rooms.

Collections

The Library started subscriptions to PsycTESTS and Women's and Social Movements in the United States. The Library also acquired two major electronic journal platforms:

Wiley Online Library: More than 1,300 journals in all disciplines

Taylor & Francis Online: More than 1,000 journals in the social sciences and humanities

The mostly completes a strategic goal to acquire more journals directly from publishers and decrease overreliance on aggregators such as Ebscohost and ProQuest, who had been losing journal rights, creating holes in the collection. The result--our electronic journal collection is stronger and more stable than it was five years ago.

Library Staff

Helen Farallo retired from her position of Acquisitions Technician. Samantha Gust was named Head of Acquisitions.

Outcome of Goals for 2012-13

1. Collaborate with faculty to increase the number of courses with embedded librarians.
Some success, but this will take time. We were short staffed due to the Outreach Librarian vacancy.
2. Implement the IT Help Desk in the Library and develop a coherent Library/IT Service model.
IT Help Desk implemented. Developing a coherent service model is a longer term process.
3. Move Acquisitions staff to the Cataloging Office. Implement computer training lab in the space vacated by the Acquisitions Department.
Done
4. Begin the process of re-organizing and cataloging the Archives. Complete a comprehensive survey of collections that may exist in various departments on campus.
Progressing. The collection was physically re-organized. Next step is the bibliographic description of the collection. An advisory committee was established and will meet in the Fall.
5. Implement Information Literacy components into the Sports Management and the Art History and Museum Studies programs (should they be approved by the State).
Ongoing.
6. Develop a plan of service supporting International Students.
Ongoing. Tried to conduct focus groups with students from Asia. No one signed up.
7. 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.
Done. The transition was mostly trouble-free.

Goals for 2013-14

1. Implement a year-long evaluation of a Discovery Service, which makes most Library databases accessible via a single search box.
2. Explore membership in ConnectNY, which is a consortium of independent academic institutions in New York State. The mission of ConnectNY is to share collections, leverage resources, and enhance services through cooperative initiatives and coordinated activities.
3. Create a stronger online presence in the Educational Leadership and Policy Ph.D program.
4. Assess students' information literacy development. Provide our own standardized Research Readiness Quiz as a support to faculty to assess their students' information literacy development. Results may show that their students are prepared for the academic rigor of their course assignments or that the students need a refresher and research instruction is required.
5. Pilot a book and DVD delivery system to dorms and campus offices.
6. In response to the newly developed Common Core Education Standards, greatly increase the size of the nonfiction section of the Children's Literature collection. Assess usage at the end of the school year.
7. Begin working more closely with Student Government. The ground work for a closer relationship with Student Government was laid in a series of meetings in the Spring of 2013. Establish a relationship with the Graduate Student Council.

Two-to-Five-Year Goals Previously Identified

1. Modernize the building and create better and more collaborative and quiet study spaces.
Ongoing. A 24-hour section of the Library was created in April 2013. 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. 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.
Completed in the Spring of 2013.
3. Develop new public service models to meet the newly emerging needs of students and faculty.
Continues to evolve.
4. Implement a long-term longitudinal study that will explore the development of information literacy in students across their four years at Niagara.
Ongoing. Piloted a standardized informational literacy assessment tool in the Spring of 2013.
5. 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.
6. Install a new Security Gate, which has reached its end-of-life and needs replacing.
Funded. To be installed in 2013-14.

Two-to-Five-Year Goals Newly Identified

1. Establish a stronger support presence in the mobile space.
2. We have done a lot of assessment, but not always in a coherent way. We will develop a new framework for assessment, focusing on creating a systematic process for collecting and sharing information about the ways library users work and experience the Library and its services. This is commonly referred to as the “user experience.”
3. Explore collaboration opportunities with the Division of Academic Services.

A Selection of Assessment Activity in 2012-13



A Selection of Assessment Activity Planned for 2013-14