

2005

Annual Report 2005

Henry Whittemore Library, Framingham State University

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WHITTEMORE LIBRARY
ANNUAL REPORT
Academic Year 2004-2005

The Library staff members serve the campus community by providing access to a variety of resources and services, assisting students in developing research strategies and promoting information literacy skills. The following are activities, issues, and on-going initiatives that support the library's mission and reflect the staff's commitment to providing students with the tools they need to be academically successful.

Activities

The Library provides an extensive offering of research sources that are accessible to students and faculty from on and off campus locations. Reference Librarians offer one-on-one and formal instruction in the use of the in-house collection and the electronic subject databases. In addition, students and faculty in the online community and in the International program are able to access most of the Library's electronic resources and can contact Librarians via email. Training in the use of electronic resources, forming research strategies, and evaluating web resources are all important components of the library instruction program and the addition of wireless access and smart classrooms in the building allow for hands-on training and enhanced access during library instruction classes. The ability to provide research assistance in traditional settings, in classrooms, and on blackboard course sites allows librarians to develop creative methods of teaching information literacy skills. This past year, 136 library instruction classes were taught (28% increase) reaching 2144 students. As the library staff continues to reach out to faculty and increase awareness of services, direct contact with classes is expected to increase. As much as the staff encourages these kinds of services, it is, at times, difficult to keep up with the demand for tailored library instruction. Filling vacant professional positions would help to alleviate the pressure on existing staff to fulfill faculty requests and ensure that the instruction options are responsive to changing needs and are part of a formal program that is systematically assessed.

The Special Collections and College Archives continue to be an area of growth. The addition of the McAuliffe collection, exhibit, and mural bring many visitors and researchers into the Library. There is a great deal of interest in these materials and the Special Collections Librarian/Archivist, Colleen Previte ensures the collection is readily available for research and display. She collaborates with the Challenger Center staff and Mrs. Corrigan to provide presentations and programs that promote the use of the McAuliffe collection and works closely with faculty in the education and history departments in promoting the use of primary source historical documents in the college archives. The archives collection consisting of college records, journals, diplomas,

photographs, and manuscripts are now housed in the newly renovated room 101. The exhibit area contains historical photographs and documents and is a reminder of the college's rich history. In addition, the exhibit area contains the Kingman collection of hand-made puppets and marionettes that were donated to the Library over 20 years ago.

The annual David McCord Children's Literature Festival, organized by Curriculum Librarian, Mary Pat Craig and her assistant, Anne Levine, is held each November and over 300 teachers and librarians participate annually. The favorable reputation of the festival and the curriculum library has resulted in the donation of materials from text and trade book publishers of 1124 titles worth over \$ 26,000. The Curriculum Library staff provide instruction for education majors and work closely with education department faculty to ensure the collection is updated and meet the student's research needs.

Other activities and accomplishments include:

1. Improved access to Library Services:

- Distributed user satisfaction surveys and questionnaires to students in library instruction classes and incoming freshmen regarding their research needs. Feedback resulted in prioritizing group study areas, redesigning the library Web page and mounting online tutorials.
- Conducted faculty focus groups. Feedback resulted in providing faculty workshops on library offerings and research instruction options.
- Designed an online library floor plan.
- Conducted collection development meetings with 7 academic department Chairs and library liaisons. Feedback resulted in developing an online purchase request form and online subject guides and journal usage analysis.

2. Improved access to Library Resources

- Improved web page by adding tutorials on research skills and citing sources and by providing a direct link to electronic subject guides.
- Worked with vendors to provide easier remote access to databases.
- Developed a direct link to the electronic journals holdings of the library.
- Provided electronic journal finder software that allows for an A to Z listing of journal titles from within the group of databases.

3. Participated in Collaborations and Outreach activities

- Hosted Teacher Education Forum
- Hosted a Faculty workshop on plagiarism.
- Compiled and distributed a library staff cookbook.
- Worked with Robin Robinson to improve access to library services for online faculty and students.
- Conducted library presentations at online faculty workshops and developed surveys to determine the extent of library usage by the online community. This resulted in a "pilot project" to provide a direct link to library services on blackboard course sites and have a Librarian

embedded as a teaching assistant and participate in the course discussion boards. Professors Stanford-Pollock and Bretschneider agreed to be part of this project.

- Collaborated with Robin to mount information on the Teach Act copyright compliance on the Library's web page
- Worked with the Residence Hall Director and R.A.'s to conduct a "Librarians in the Dorms Night" in the fall and spring semesters to assist students with their research questions outside the library environment.
- Hosted the English Club's "Spooky Reading" night where proceeds were used to purchase a literature journal.

4. Filled vacant positions

- a. Shin Freedman - Acquisitions and Serials Librarian
- b. Richard Clare – Technical Services Librarian
- c. Colleen Couture – Special Collections Librarian

Staff:

The use of the Curriculum Library materials that support the education program has steadily increased over the years. Almost half of the Library's total circulation activity is from Curriculum Library materials. Reference service for the education majors, library instruction, story hours, cataloging and classification of the curriculum materials, and all other related tasks are completed by one full-time professional, one full-time library assistant, and a part-time contractor. The contractor, Kathy Dargan, has been an asset to the staff and would be able to contribute even more, if she had a full-time permanent state position. This would remove her salary from the Library Trust Fund and free up funds for materials.

The Search for a full-time tenure track Reference Librarian came to a halt because of the Governor's FY '02 hiring freeze. Because this position remains unfilled the ability to effectively address the growing demand for library instruction is negatively impacted. In order to begin to address this issue, part-time contractor, Shin Freedman, was hired in FY '04 to cover the Reference desk and assist with Bibliographic Instruction. This worked out well until Mrs. Freedman was hired to replace Maureen Krier, Acquisitions Librarian, who retired in December 2003. Part-time Reference Librarian Elizabeth Bolton was asked to work day hours and assist with classes and other projects. In addition, Richard Boehme, Technical Services Librarian retired in June 2004 and was replaced by Richard Clare. Shin Freedman and Richard Clare have the research and technical skills to assist faculty and students and will be part of the teaching team along with the department's part-time contractors.

Lori Gannon and Benjamin Ramsey have filled two new staff positions that became vacant with the resignation of the Circulation Supervisor and the Security Monitor.

Technology and Facility Upgrades

I.T. Services staff continues to work with Library staff to ensure connectivity for laptops and improve printing capabilities in areas throughout the building. The library instruction classroom LM 15, was renovated and is now a “smart classroom” available for general use. The Archives meeting room was adapted as an alternate presentation room. Most library instruction classes meet in the Archives meeting room, but librarians have worked directly with students in either regular or “smart” classrooms. The use of laptops and portable projectors allow librarians to teach effectively, regardless of location. Upgrades to some areas of the Library have been completed. The status is as follows:

- In the Periodicals department - the addition of two public PC's and a printer on ADA compliant workstations. The service desk PC has not been installed and the electrical work required to complete this job is pending.
- The Curriculum Library - the addition of a PC in the Curriculum Library and an ADA compliant workstation in the Curriculum Library foyer has been completed.
- In the Index area - two public PC's on ADA compliant workstations has been installed. An upgrade of laptop friendly furniture and group study space would enhance this area.
- In the Circulation department - Plans are being developed to renovate the Circulation Desk to be ADA compliant, to upgrade wiring to accommodate two more PC's and a printer, and to improve the functionality of the work space for staff. Work on this project is slated for next year.

MEMORANDUM

DATE: June 1, 2005

TO: Dr. Robert Martin
Vice President for Academic Affairs

FROM: Bonnie Mitchell
Director of Library Services

RE: Annual Report – 2004-2005

I am submitting to you the Library's 2004-2005 annual report. The folder includes a description of this past year's activities and accomplishments, staffing and technology needs, statistics of the library's in-house activities, and an outline of the library staff's initiatives that fulfill the goals set for the year. Some objectives for the coming year include the following:

- To work towards a seamless integration of library services into the curriculum by taking advantage of opportunities to partner with faculty to teach research skills in a variety of settings. Steps will be taken to plan and develop a library instruction advisory board, made up of faculty and librarians, who will develop commonly desired student learning outcomes, strategies for teaching information literacy skills, and ways to measure successful outcomes.
- To complete the redesign of the Library's web page and continue to improve access to the Library's electronic databases from off campus locations.
- To work with Academic Technology staff to roll out the embedded library assistance initiative on all blackboard course sites and have all full and part-time librarians involved in this project.
- To work with Academic Technology staff to develop and implement an electronic reserves "pilot project." This will involve working closely with two or three faculty who use blackboard course sites. Faculty will submit course reserve readings, library staff will ensure copyright permission is received, scan reserve reading materials into each course site, and track usage.
- To work with the Acquisitions Librarian and complete the process of meeting with every department Chair and library liaison to discuss collection development and plan electronic subject guides.

I look forward to discussing these initiatives and working with you to set priorities.

