

EMERSON LIBRARY ANNUAL REPORT 2003/04

This annual report marks the ending of Emerson Library's first year of operation. Based on feedback from faculty, staff, and students, the library has exceeded expectations in virtually every function. Since last July, the automated gate count has registered over 320,000 visits to the library (this is after the actual gate count has been divided by 2 to discount exits). The 24-hour Cyber Café had over 10,900 entries after hours during the first year of operation. Library room reservations have numbered over 1,580 with over 280 large group meetings in the Library Conference Room. Overall circulation of books and media in both Emerson and Luhr Libraries increased by 36.9% with over 87% of the circulation occurring in Emerson. MOBIS circulation also increased 32%. Over 240 faculty now have accounts for electronic reserves, and e-Reserves course pages received over 27,000 page hits last year compared to 18,960 the year before, for an increase of 44%. General Passports usage increased from 1,182,896 page hits in 2002/03 to 1,499,487 in 2003/04, for an increase of 27%. Database usage increased from 163,883 searches in 2002/03 to 190,041 in 2003/04, for an increase of 16%.

Of course, statistics do not reflect the qualitative improvements and initiatives in Emerson Library. Library staff held a half-day retreat in mid-August to review accomplishments of the past year and to prioritize goals for the next one to three years. Prior to this retreat, we reviewed a key document recently released by OCLC, *The OCLC Environmental Scan: Pattern Recognition*, which outlined the economic, social, and technological trends that will affect libraries in the coming years. The report focused on several key questions for libraries, including:

- How can libraries help users experience “seamless” access to information resources?
- How can libraries leverage technology to serve more people and deliver more services?
- How can libraries take advantage of new technologies to deliver additional services?
- How can libraries best align with changes in research and learning on campus, e.g., e-learning, and how can libraries help preserve, curate, and provide access to institutional print and electronic publications?

In reviewing what we have accomplished in the past year, we were gratified to confirm that we are making significant progress in these areas. These questions also served as guideposts in setting and prioritizing our goals.

Overview of 2003/04

The move from Eden-Webster Library was completed on time by June 30, 2003, and Emerson Library opened on July 1st. Over 200,000 volumes were relocated shelf-to-shelf, and the

collection was ready for use by opening day. Staff offices, computers, servers, and other equipment were moved over one weekend to avoid any disruption in library service. Minor work continued throughout the year on the interior and exterior, but library users quickly embraced the new library and it is now a central focus of the campus.

Staff changes in the library included two new full-time positions and additional part-time public services and systems support. A third full-time position was added in Systems a year early to assist in the major systems migration. We took advantage of a planned resignation to reorganize the library's public services departments, which have been most noticeably affected by the new library's central location and increased amenities. This change allowed one department head to focus on reference services and collection development while another department head oversees access services, which includes circulation/reserves, interlibrary loan, document delivery, and audiovisual services. Matt Wier was hired as the new Head of Access Services in January 2004. Matt received his MLS from the University of Missouri and previously worked in the St. Louis Public Library System. Service hours were increased to 11 p.m. in Reference, and Systems added part-time evening staff support.

A Library Disaster Planning Committee was appointed to develop procedures for handling disasters and emergencies in Emerson Library. Representative staff from all library departments conducted a walk-through and held several meetings to identify potential problems in the building during an emergency. Their findings were presented to the Public Safety Office and the Library's Management Team, who worked quickly to resolve the issues. Final procedures were compiled into a flip-chart for all staff and service desks.

Staff members were involved in numerous professional activities throughout the year. Laura Rein, Ellen Eliceiri, and Kathy Gaynor continued teaching an online seminar for the Association of College and Research Libraries. Entitled *All Users are Local: Bringing the Library Next Door to the Campus Worldwide*, this seminar has consistently been full at 60 participants and usually has a waiting list. Based on our experience at Webster University, we lead participants through a planning process to design a program of library support for distance education at their institutions. Participants have included librarians across the U.S., Canada, South America, and Kenya.

Laura Rein continued her work on the Association of College and Research Libraries Continuing Education Committee, the MOBIUS Executive Committee, the Missouri Library Network Corporation Board, the Higher Learning Commission Peer Reviewer Corps, and the Webster Groves Plan Commission. Ellen Eliceiri continued her work as Cluster Representative for MOBIUS and continues to be active in the Special Library Association, St. Louis Chapter, sponsoring their spring meeting in the library's conference room. Ellen Eliceiri was elected a member-at-large for the St. Louis Medical Librarians Association. Sue Gold co-chaired the MOBIUS Annual Conference Planning Committee. Mary Anne Erwin and Kathy Nystrom presented "Create Lists and MARC Format" at the MOBIUS Annual Conference. Matthew

Wier serves as the Eden-Webster Library System's representative to the MOBIUS Access Advisory Committee (MAAC) and was appointed the Bridges Cluster representative to MAAC.

Kathy Nystrom attended a two day workshop in Denver designed to "train the trainer" so she can teach basic serials cataloging to libraries or library groups throughout the United States. Wendy Schlegel and Allen Hoffman attended the Music Library Association Annual Meeting and the National Conference on Music Cataloging in Washington, D.C. Kathy Gaynor attended a grants writing workshop in preparation for writing a grant to add additional financial support for Webster's Archives. Kathy also attended the Midwest Archives Conference in Milwaukee, Wisconsin. Eileen Condon attended the Innovative Users Group Conference in Boston and the EDUCAUSE Midwest Regional Conference in Chicago. Holly Hubenschmidt attended the Medical Library Association meeting in Washington, D.C.

Ellen Eliceiri visited the Memphis NavSupport Campus for a morning training session. She also attended the grand opening of the program Webster University is offering at the military's Defense Acquisition University in Dayton, Ohio, where she participated in a poster session and display showcasing the University's programs and services.

Specific departmental accomplishments outlined in this report address the key objectives of the library, which include:

- Responding to the changing needs of faculty, students, and staff by making available new resources and services that foster academic excellence.
- Providing liaison services to departments to ensure communication and coordinated collection development.
- Providing onsite and online resources needed to support both the undergraduate and graduate programs offered by the University.
- Providing information in an organized and accessible form, regardless of format.
- Providing access to library resources in the St. Louis area, State of Missouri, and throughout the world by entering into reciprocal agreements with major academic, public and special libraries.
- Maintaining facilities for materials, equipment, individual and collaborative study, and instruction.
- Providing individual and class instruction in the fundamentals of library resources so students can become lifelong learners, able to conduct research using the resources of any given library.
- Collaborating with Luhr Library on the shared functions, services, and collections of the Eden-Webster Library System.

Departmental goals set for last year are listed in italics on the following pages.

DEAN'S OFFICE

Work closely with the Eden Luhr Library Director to oversee shared library functions of Eden-Webster Library System. The Joint Library System Cooperative Library Advisory Board held its first meeting in January to discuss the progress of the two-library system. Representatives from Webster and Eden agreed that the new arrangement is successful and beneficial to both institutions. The Cooperative Library Advisory Board approved the operating formula for 2004/05.

Administer all programs and staff of Emerson Library to support Webster's worldwide network of campuses. Become fully integrated in the university's academic life through membership on key committees, through collaboration with peers, and through university service. Administered all programs and staff of the library, including budget preparation, staff evaluation, and short and long term planning. In addition to various committee assignments, co-chaired a University task force on fair use of copyrighted materials. Following approval by Academic Affairs and the Faculty Assembly, a policy statement and guidelines were placed on a web page, along with supporting materials and links.

Ensure that research needs of all campuses worldwide are met through regular communication and site visits. Regular library newsletters and email updates were sent to the sites throughout the year. L. Rein also visited the following sites for training and/or commencement: Scott AFB, Little Rock Metropolitan Campus, Eastern Regional Faculty Institute, and Ft. Bliss Campus.

Co-Direct the Faculty Development Center (FDC) with the Director of the Distance Learning Center, including implementation of the University's Title III grant objectives. The Center facilitated such activities as implementation of the Faculty Fellowship Program, workshops and training, and the Summer Faculty Institute.

Promote programming and use of the library's services, resources, and new building facilities, including electronic commons, group studies, electronic classroom, listening/viewing center, archives, cyber café, and lecture/conference room. Worked proactively with staff and campus groups to meet the increasing demands associated with the new library.

Continue professional service. Served 3rd year term on the MOBIUS Executive Committee and was elected Vice President the Missouri Library Network Corporation Board. Continued appointment as a Consultant-Evaluator for the Higher Learning Commission and was appointed Vice Chair of the Webster Groves Plan Commission.

ACCESS SERVICES DEPARTMENT

In addition to providing circulation, course reserves, document delivery, and interlibrary loan services, Access Services employees provide front line general, assistance to library users.

Circulation/Reserves: As noted earlier, circulation has increased over 36.9% for the library system, with over 87% of the circulation occurring in Emerson, and MOBIUS circulation has increased 32%. The turn around time for delivery of materials from the MOBIUS members' combined collection of over 17 million volumes is usually two to three days, which can only be improved by personally going to another library. The Library's central location, the convenient arrangement of its collections, and a dramatic increase in walk-in traffic have all contributed to these increases. In order to meet the increasing demand for our collections and services, the Access Services department hired, trained, and supervised the largest number of student workers in its history. During the fall 2003 and spring 2004 sessions, Christine Dugan and Matthew Wier trained and supervised twenty-six student workers, and they continue to collaborate with Suzanne Jones from Career Services to recruit and hire new student workers.

Access Services staff re-housed our collection of over 800 DVDs in order to ensure a higher degree of security and oversight of this valuable and popular collection. Each DVD is now kept in a locked filing cabinet in the Access Services work area while its empty case remains on the shelves for users to browse. We implemented a new course reserves shelving arrangement which helps circulation staff locate and distribute the course reserve materials more quickly and efficiently. Steve Davies-Sigmund processed over 800 books, 110 videocassettes and DVDs, and 50 compact discs, which were donated to library by generous patrons including: the School of Communications, Clayton Robbins, Ann Tolin, Stephen Houldsworth, Don Conway-Long, and the Estate of Harry J. Cargas.

Electronic Reserves: e-Reserves continues to gain in popularity with the students and the faculty, as noted by the 44% increase in usage. While many faculty post their own materials and manage their own course pages, others request assistance from the Access Services staff. Since this service involves scanning and posting large quantities of materials on the web, Marti Finan, Bart Hovis, and Matthew Wier attended a basic scanning workshop hosted by Academic Computing Services in Sverdrup Hall. Marti Finan continues to collaborate with Dean Rein, Reference staff, Matthew Wier, and the faculty in order to raise awareness and increase usage of this service.

Document Delivery/AV Reservations: Document delivery increased 3.5%, and video reservations increased slightly by .6% over last year. Steve Davies-Sigmund and Rick Kaeser continue collaborating with Matthew Wier to improve communication with faculty and staff throughout Webster's worldwide network of campuses.

Interlibrary Loan: Reversing a trend since MOBIUS was implemented, our ILL book borrowing increased by 37%. This increase is due to patron use of very specialized items, e.g.,

dissertations, which are not owned by any of the 56 other MOBIUS institutions. Conversely, our article borrowing has decreased by 10% due to the increase in electronic journal availability on Passports. Lending statistics are also down, most likely due to the library's non-lender status during the move to Emerson Library.

ACQUISITIONS DEPARTMENT

The Acquisitions Department manages the acquisition of library materials in all formats for the main library and extended campuses. The department oversaw numerous projects associated with the new library, including splitting the journal and standing order collection according to final ownership decisions; transferring 25 subscriptions and standing orders from Webster to Eden and 41 subscriptions and standing orders from Eden to Webster; and contacting 295 vendors to change our shipping address to Emerson Library.

Work cooperatively with the Collection Development Librarian and Head of Cataloging to facilitate an effective workflow. Initiate cross-training where appropriate. Worked closely with Head of Cataloging to initiate inter-departmental cross training, which enables us to transfer staff between the two departments as needed.

Manage acquisitions services relating to continuing electronic resources. Oversaw the integration of electronic subscriptions and purchases into the library collection. Worked in consultation with systems and cataloging staff to ensure convenient and reliable user access.

Use online ordering whenever possible to improve delivery time. Books and serials are ordered through web-based ordering systems when possible, including Amazon.com. The Acquisitions Department placed 5,146 orders for new books and media; 41 new journal subscriptions; and 18 new standing order subscriptions. The department also prepared 3,931 items for the bindery; monitored expenditures and fund accounts for firm and approval items; monitored the status of various funds in consultation with library dean; and worked on the Price Analysis report, which tracks the cost of all titles we have ordered through EBSCO.

Work with Luhr Library to support their acquisitions needs. The Acquisitions Department placed 1,045 orders for new books and media; five new journal subscriptions; and seven new standing orders. The department also received and checked-in all of Eden's current subscriptions and prepared 373 items for the bindery.

CATALOGING DEPARTMENT

The Cataloging Department manages the cataloging of all library materials and oversaw numerous projects associated with the move, including:

- Physically re-labeling and, in some cases security stripping, thousands of bound

periodical volumes to reflect their new ownership, after title runs that reflected mixed ownership were identified and assigned to Eden or Webster.

- Changing location codes for various collections on hundreds of volumes to reflect new locations in Emerson Library. This often included changing spine labels and ownership bookplates.
- Identifying 450 books of significant value to represent donations to the New Tradition Campaign. Each of these titles had a special bookplate inserted and a note added to the item record, and the titles and authors were added to a spreadsheet for future reference.
- Cataloging the newest George Adam Smith collection donations, which were displayed in the G.A. Smith Archives during a reception honoring the archives and the collection.
- Classifying the video, DVD, and sound recording collections that are now available on open shelving, enabling patrons to browse the collections by subject.

Use knowledge management as a collaborative undertaking to discover and retrieve information; to capture knowledge in the catalog and on the website; to add value to knowledge by editing, packaging, and describing information; and to develop information technology infrastructures and applications for distribution of knowledge:

- Worked with Peter Hochschild on the Hochschild rare book collection to determine whether there are duplicates in the collection and to ascertain their value. Eventually, this list will be used to add cataloging records for these titles.
- Implemented minimal cataloging and classification of the scripts and of a new collection of photographic exhibition fliers. The latter are shelved together and are accessible in the catalog by photographer and gallery.
- Continued to integrate Community Music School materials into the collection. Until this material can be fully catalogued, an online map and brochure were designed for student, faculty, and staff use to explain the various parts of this collection and their locations. Clickable location codes enable patrons to click on a location description. Using the companion brochure in the music section of the library, they can then locate the items on the shelves.
- Implemented a new titles list on Passports, with the help of Systems staff and Maryville University staff. The list is updated monthly and is organized by library location and format, making it easy for patrons to determine what new titles have been added to the collection and to click on a desired title, connecting to the catalog display.

With Head of Acquisitions, analyze workflow of both Acquisitions and Cataloging to define, mainstream and, as much as possible, bring the various formats ordered and processed into a seamless workflow. Make full use of employees that use the same systems and can be cross-trained to fill in where needed:

- Explored a more cost-efficient way to add bibliographic records to the catalog, as well as new ways to cooperate between departments. This led to experimentation by Acquisitions and Cataloging staff that involved using Z39.50 protocols rather than OCLC as a first source for records. The capabilities have improved since the initial trial and will be reviewed in FY05.
- Devised new procedures so serial LDR (local data record) updating is now coordinated between Acquisitions, Serials, and Cataloging staff.
- Collaborated with Access Services and Acquisitions staff to inventory, relabel, and in some cases, reorganize serial microfiche boxes.
- Worked with Acquisitions staff to process cataloged books, particularly in times of low volume ordering or receiving of materials.

Work with Eden to support their cataloging needs. Worked with Luhr Library staff on revising cataloging records to reflect various changes within Luhr Library. Hundreds of item locations were changed, and dozens of periodical holdings, check-in, and item records were changed to improve the public catalog displays.

Statistically, Cataloging staff added 12,481 new records to the catalog and created 147 original records in OCLC. In the 2003 calendar year, 4778 monographs, 207 serials, 401 sound recordings, 512 videos, and 239 DVDs were cataloged. Staff also withdrew 4,907 items, deleted 875 holdings from OCLC, deleted 903 records from Bridges, and created 186 catalog cards for extended campuses. We also added more than 100 name authority records to the Library of Congress name authority database.

REFERENCE SERVICES AND COLLECTION DEVELOPMENT DEPARTMENT

Reference Services and Collection Development continues to provide innovative local and remote services in an environment that supports academic achievement and research.

Work with faculty to further develop the collection through support for new courses and programs. Collaborate on new book, journal and database acquisitions; facilitate access to electronic resources; and collaborate with Luhr Library on the continued development of the joint collection. Liaison Librarians met regularly with their departments, the Women's Studies Committee, Accessibility Committee, the International Studies Committee and other

interdisciplinary groups. Sue Gold worked with our Missouri Document Collection and has organized it so that it is available to students and faculty. Ellen Eliceiri worked with Bill Barrett to begin adding important photography exhibition catalogs to the collection. All liaisons worked closely with faculty to conduct a thorough review of journals and standing orders, resulting in cancellations of several titles that were no longer meeting the needs of the curriculum.

Increase the awareness of library resources and services through a variety of means such as workshops, existing campus publications and electronic distribution lists, and the library's Web page. Reference staff gave a total of 400 presentations for approximately 5,000 patrons. A sampling of the classes included American History, literature, English as a second language, theatre research, counseling, management, computer and information resources management, children's literature and reading, women's studies, legal studies and many other areas. Reference staff also joined the University Writing Center to present a workshop entitled "Writing the Research Paper: Conducting Research." The response and evaluations were very positive. Reference staff also participated in Freshman Open House, Involvement Fair, Lutheran School of Nursing program, and graduate and transfer student orientations.

The Reference Department launched a newsletter to inform readers of Emerson Library policies and services in an entertaining and educational format. *Lav Lit* targets a captive audience as it is posted only in library restrooms. Response from students, faculty, and staff has been overwhelmingly positive, with several patrons reporting that they learned of an event or service from the newsletter.

Survey faculty coordinators at each extended campus on a regular basis to gather information on how we can further support the research needs of distance students and faculty. Reference staff have been working closely with faculty who will be teaching at the extended campuses to provide materials which support the curriculum. Reference librarians completely reworked the online and CD instructional presentations for the extended campuses. The CDs are now in modular format and include sections on research in several subject areas. Reference staff also conducted an intensive orientation for our new Thailand campus librarian.

Establish a service for full-time faculty and administrators which will provide a comprehensive core of research services. Work with the staff of the Faculty Development Center to help faculty incorporate information technology into the curriculum. The Reference Department introduced its new faculty research service at fall Convocation. Coordinated by Will Soll and Ellen Eliceiri, this service provides consultation with a research/liaison librarian, identification of resources, literature reviews, and oversight of clerical support. All faculty-on-leave receive a special notification of this service, and usage is beginning to increase. Reference staff coordinated with the Faculty Development Center on this service.

Enhance research and instructional assistance to faculty, students, and staff through the use of online technology (such as virtual reference and WebCT). Reference staff are discussing the

role of virtual reference tools and will be looking at available products. A number of companies offer products with a wide range of features. Careful evaluation and testing is needed to ensure that any product we acquire will meet Webster's needs worldwide. We will also evaluate web-casting technology when it is available in the library.

Work with Webster University to further develop and preserve the institution's archives. The University Archives were reorganized in the new compact shelving/storage area. Transcripts were made of the oral history interviews done with Sr. Mary Mangan, Professor Emeritus of Webster University. An interview with Marita Woodruff, Professor Emeritus of Theatre, was also completed. Through the efforts of Kathy Gaynor, Reference Librarian, the library received a grant from the Missouri Historical Records Grant Program to enable it to better preserve the image collections in the Webster University Archives. The library will use the funds to purchase protective photograph sleeves, slide pages, and boxes for its slide collection. The library also received many generous donations in memory of Charles S. Drew to support the ongoing programs of the Archives, which are named in honor of Mr. Drew's grandfather, Sir George Adam Smith.

Continue to refine and expand the usefulness of the library's Passports website as an essential research tool and to coordinate enhancements with the Systems Department. The Library Web Design Committee has begun working on the redesign of the Passports web page. They are working closely with the Information Technology Office on the redesign to ensure consistency with Webster's future redesign of the University website. The liaisons evaluated the 100 Passports databases by examining usage statistics, possible duplication among databases, and new databases that might strengthen some areas. We had trials of proposed databases and discussed possible additions and cancellations with faculty in specific subject areas. Some databases were canceled due to low usage or duplication. Two new databases were added to Passports. *Wisertrade* provides international trade statistics by state as well as U.S. and world regions. Included is access to the *Kompass* database which provides brief directory information on approximately 1.7 million companies worldwide. *Oxford Reference Online* provides the full-text of over 100 Oxford dictionaries in a variety of subject areas in the arts and humanities, social and behavioral sciences, and sciences. The Premium edition includes the *Oxford Dictionary of Quotations* and selected entries from the Oxford Companion series (e.g. *Oxford Companion to Western Art*).

SYSTEMS DEPARTMENT

The Systems Department manages all automated systems for the library system and oversaw numerous projects and enhancements associated with the new library facility, including:

- Moving over 100 computers and printers and purchasing, configuring and installing over 65 new computers for Emerson Library. Systems staff also worked with vendors and

construction crews to double-check the installation of all phone, data, and other computing-related equipment, including assisting Webster's networking staff with installing cross-connects in the data closets for the 700+ data drops in Emerson Library.

Implementing multiple enhancements to the library catalog, including:

- preparing for an upgrade on the Bridges library catalog system by upgrading the client software staff use to connect to the system, attending a training session, and coordinating several decisions related to changes caused by the upgrade;
- working with the Management Team and Access Services staff to identify changes to circulation rules for overdue fines and bills;
- modifying location codes for A/V materials to make them consistent; changing location codes for Music School materials to reflect their move from the Music School to Emerson;
- hotlinking location codes for Music School materials to pages with information about how to find the materials; working with Cataloging staff and MOBIUS support staff to resolve a data entry problem with retroconverted cataloging records and to load into the catalog approximately 4,900 bib records for the Community Music School project;
- compiling a list of titles with usage statistics to assist the liaisons in evaluating journals and standing orders;
- developing a procedure for using a new portable scanner which enables us to track usage of our current journal issues; we also use the scanner to track general usage in the stacks before reshelving;
- adding two additional MOBIUS ports for staff functions to accommodate increased usage of MOBIUS;
- updating the Serials Solutions spreadsheets of approximately 2,600 print journal holdings to indicate whether they are shelved at Eden or Webster, and to change other labels as needed;
- coding serials records so that our holdings will be updated in OCLC; developing an ongoing procedure with Acquisitions and Cataloging to set the records for update at the time the holdings are changed.

Improving security on the PCs at Emerson Library. PC security and stability continued to be a high priority; our focus on this enabled us to avoid several widespread worm and virus attacks which had no impact on library computers. Strategies to ensure PC security included:

- changing permissions so that no staff members have administrative privileges on their computers;
- keeping antivirus software and definitions updated;
- locking down computers using Windows group policies;
- locking down network drops in the café so that laptops cannot be plugged into drops used by public computers.

Offer proactive assistance in using the library's computer resources to create new materials, including documents, presentations, and multimedia projects. Projects to support technology use included:

- changing the departmental workflow and schedules to maximize coverage and to provide a quick response triage system for computer problems;
- hiring two part-time staff to assist with computer questions during evenings and weekends;
- using two-way radios to improve communication among library staff and to improve response time to computer questions and problems;
- creating instructional sheets for using hardware and software applications throughout the library; creating a brochure with information about the computer systems and services available at the library; continuing to modify the desktop menu on the public computers by adding new information (on copyright, printing, etc.) and providing timely content (about SGA elections, holiday hours, etc.);
- coordinating the installation of satellite dishes that provide French, German, and Spanish programming in the listening/viewing area;
- handling numerous hardware and software installations, repairs, and changes, including installing additional PCs in the lower level and electronic commons to accommodate increasing user needs;
- managing 268 e-Reserves accounts and 2,079 Turnitin accounts.

Assist with access, security, and support issues in the 24-hour space. Provide security and support for courtesy drops throughout the library. Worked with Public Safety and Webster IT to set up and test the digital video recorder that saves video from the library's security cameras. Installed the remaining laptop drops in the public tables and carrels; as more students bring laptops to the library, this may alleviate the heavy use of the library's PCs.

Provide support for specialized equipment. Developed procedures for supporting touch-screen kiosk, self-check machine, instructor's stations and overhead projectors in the lecture/conference room and the electronic classroom, classroom software in electronic classroom, card reader access, and security cameras. Consulted with FDC on completing the streaming video set-up in the lecture/conference room.

Add new features to Passports. Added a new titles list feature. Assisted with creating lecture/conference room and group study reservation forms.

Work with staff of the Faculty Development Center and Distance Learning Center to provide technological support to faculty. Completed numerous software installations in the Faculty Development Center and created a binder with instructional sheets for using hardware and software.

Work with Luhr Library to support their library systems needs. Moved Eden's fiber connection from a media converter that had been used as a workaround to a fiber port in the switch, a more standard configuration that should result in better network performance. Documented what ports are in use and what they are being used for in Luhr Library. Since the switch is shared by the Luhr Library and Eden Bookstore, this has helped with identifying and resolving problems.

GOALS BEGIN ON NEXT PAGE

GOALS FOR THE NEXT ONE TO THREE YEARS

LIBRARY-WIDE GOALS

- Work closely with Luhr Library to develop the Eden-Webster Library System to provide the best library services and resources possible to the academic and general communities of both Webster University and Eden Theological Seminary.
- Continually monitor developments in the library field and incorporate new services and resources after careful review and planning. Examine time, staff, and funding implications of all new initiatives. Schedule implementation of new services and resources around the academic calendars as much as possible.
- Continually evaluate staff roles to keep abreast of changes in the library field. One example is technology since it touches virtually everything we do. Work with department heads and Systems staff to determine when and how technology support can be absorbed within the various departmental functions.
- Increase communication and training between departments as lines between both resources and services continue to blur.
- Gather data and feedback from users and implement necessary changes to Passports to provide a website that supports research needs and can be navigated with minimal difficulty. Increase usability of the web site by assisting with the modification of the overall design and with the redesign of the home page and other navigational areas of the web site. Work with Webster IT staff to create templates that can be used with the upcoming Content Management System (CMS) and to migrate library web content into the CMS.
- Investigate methods for improving communication with our users as Webster implements its portal system. The portal may allow us to create a “library channel”, which users could choose to post on their customized entry page on the portal. It may also allow us to post “library news” items, which could be available to all users (or to select groups of users, as appropriate).
- Pursue funding for article linker open URL resolver software that will allow us to leverage our full-text sources in Passports. This was submitted as a new initiative but not funded for this year. Since then, other software has been developed that will need to be investigated. Funding may range from \$7,000 per year and up. Open URL allows us to make our full-text resources more accessible by providing links across databases from different vendors. Following is a statement from the University of Chicago on open URL

software:

“The phenomenal acceptance of electronic indexing and abstracting tools as well as full-text sources for articles brings with it the need to link multiple tools together. Patrons want to move seamlessly to the original article without some intermediary step—writing down a citation on a piece of paper, searching another catalog, and only then retrieving the desired article from its online source. Currently available technologies allow direct links from index to article (from "source" to "target") while also opening up new options for reference-level linking, forward linking to articles cited, and other interesting avenues for research.”

<http://www.rlg.org/r-focus/i56#chicago>

Here is an illustration of how this would work. A user searches a database and finds a citation that is not full-text in that database. The citation is for a journal that is full-text in one of our other databases. The open URL resolver will enable that link to appear as a choice for the user. This will make our 100 databases and 22,000 full-text sources much more accessible, which is essential for our worldwide network. In addition to linking to an article, we can customize the software to link to our catalog, to an online ILL form (in the event that we do not have the full-text in any of our databases), or to related Internet sites, etc.

- Analyze music LP collection to determine usage patterns and to determine whether to update on CD, weed, or repair covers. This effort will involve several departments within the library as well as the Music Department.
- Develop library wide web-based policies/procedures manual that is hotlinked, indexed, and current.

DEAN'S OFFICE

- Continue working closely with the Luhr Library Director to oversee shared library functions of Eden-Webster Library System in collaboration with the Cooperative Library Advisory Board.
- Work closely with department heads and Academic Affairs to ensure that budgets are adequate to meet growing demands in new library.
- Ensure that library needs of all campuses worldwide are met through regular communication and site visits.
- Continue to fully integrate the library into the university's academic life by administering all programs and staff of Emerson Library to support Webster's worldwide network of campuses by serving on key committees, collaborating with peers, and performing university service.

- Serve on Dean's Council, Executive Staff Council, Web/E-Services Committee, and other ad hoc committees as needed.
- Co-Direct the Faculty Development Center (FDC) with the Director of the Distance Learning Center, including implementation of the University's Title III grant objectives. Oversee activities such as implementation of the Faculty Fellowship Program, workshops and training, and the Summer Faculty Institute. Facilitate increased collaboration between library, FDC, and Distance Learning Center.
- Promote programming and use of the library's services, resources, and new building facilities by working proactively with staff and campus groups to meet the increasing demands associated with the new library.
- Continue professional service, including serving as Vice President of the Missouri Library Network Corporation Board and a member of the MOBIUS Long Range Planning Committee. Continue appointments as a Consultant-Evaluator for the Higher Learning Commission and Vice Chair of the Webster Groves Plan Commission.
- Continue increased library-wide communication through general staff meetings, distribution of minutes and reports, etc.

ACCESS SERVICES DEPARTMENT

General Goals for the Department:

- Continue refining general policies and procedures within the context of changes in technology, university policies, usage patterns, etc.
- Work with Reference and Systems to improve user awareness of general library collections, services, and policies regarding their use.
- Create student worker procedures manual. Improve our communication with our student workers in order to make the best use of their individual talents and time. This involves creating a more formal and systematic performance evaluation process for student workers.

Electronic-Reserves:

- Create and implement an in-person tutorial/training for faculty.
- Continue to improve our communication with faculty via periodic updates, reminders, and marketing with the help of reference staff, etc.
- Ongoing evaluation of procedures.

Circulation:

- Complete the stripping project.

- Streamline shelving/shelf reading.
- Resolve the Library holds situation by working with Systems and the Business Office.

Document Delivery/AV:

- Make a smooth transition between ILL Web and FirstSearch ordering.
- Create a process which we can use to evaluate the visual quality of our AV materials.

Interlibrary Loan:

- Continue to update ILL procedures in light of new technology and policies.
- Collaborate with Systems on the ILLME replacement software.

ACQUISITIONS DEPARTMENT

- Establish prompt acquisition of library materials, including electronic ordering, and ensure a 98% fill-rate for orders placed. Review all vendor accounts to find cost reduction opportunities and play a key role in the negotiation of vendor contracts. Select the most efficient and cost-effective source and place orders electronically whenever possible.
- Oversee the smooth integration of electronic subscriptions and purchases into the library collection. Manage acquisitions services relating to continuing electronic resources; place and monitor orders; review license terms; monitor invoice and payment functions and update and maintain links to electronic journals and other electronic contributors. Learn, implement and become proficient in using new Millennium Silver acquisitions and serials modules.
- Work on a practical approach to acquiring out-of-print books and search strategies for out-of-print materials including advertising, use of reference works, vendors, dealers, and the latest in Internet and Web resources.
- Serve as liaison to selectors on issues related to serials subscriptions. Renew, cancel, or initiate new subscriptions. Monitor and evaluate workflow in serials department.
- Obtain, when available, the new (VISA or Mastercard) University purchasing card to enable credit card purchasing from small publishers.

CATALOGING DEPARTMENT

- Complete the reclassification of the remaining videos, sound recordings, and scripts.
- Apply for and receive a grant for repair and binding of the CMS scores.
- Collaborate with Reference to prioritize uncataloged materials in all formats for cataloging, including archives and web sources.
- Reorganize workflow for serials and electronic products, increasing coordination with Acquisitions and Systems.
- Catalog 1,800 Hochschild titles for rare or circulating collections.
- Reclassify and relocate Eden masters and doctoral theses.
- Shift all staff from GuiCat to MilCat for daily cataloging work. Analyze and prepare for shift from CatME to Connexion as our OCLC interface.
- Add summaries to a larger percentage of MARC records as cataloged (largely copied/pasted from publisher websites).
- Add Naxos MARC records, which include direct links to sound recording, to catalog.
- Oversee planning for adding theses in electronic form to institutional repository.
- Increase communication with extended campuses regarding cataloging practices and their impact on user searching.

REFERENCE SERVICES AND COLLECTION DEVELOPMENT DEPARTMENT

- Develop a clear model of academic reference service that emphasizes instruction and encourages lifelong learning. Since students will have information needs long after they leave the university, we need to help our students learn to evaluate and locate quality web resources.
- Promote services and resources to extended campus faculty and students by exploring ways to provide effective ongoing training.
- Continue working closely with full-time faculty to develop collections. Incorporate needs of adjunct faculty and involve them in collection development process.

- Provide access to quality information via online resources by selectively transitioning from print to online formats, and promoting their use throughout the university.
- Develop effective and reliable assessment instruments which can be delivered to both main and extended campus users. Use assessment results to develop instructional program.
- Expand instructional program to extended campuses through technology. Explore web-conferencing and other available technologies for instruction and training.
- Collaborate with the FDC, especially regarding WebCT. Investigate a library component available for the WebCT online or enhanced courses.
- Continue the effective start of the Faculty Research Service (FRS) in its initial year by promoting FRS formally and through word of mouth; get a better idea of the need for student workers and integrate their activity smoothly with FRS coordinator.
- Oversee completion of the grant from the Missouri Historical Records Grant Program and continue to investigate additional programs, which might provide funding for archival projects, e.g., microfilming/digitizing the student newspapers.
- Continue work on the Cargas Collection and produce a finding aid with descriptive information for users.
- Continue to monitor the eBook environment and explore ways to promote their use. Explore new model of eBook collection development, which is based on end-user selection by use.
- Create a manual of policies and procedures to provide effective training for the part-time reference librarians.
- Assess evening reference desk coverage and schedule enough staff for evening library instruction classes.

SYSTEMS DEPARTMENT

- Keep up with repairs, maintenance, and upgrades on our increased amount of equipment. Keep staff up-to-date on software/equipment changes.
- Improve the user experience with library technology by helping with desktop applications, copy cards, and printers. Enhance and update online and printed

documentation (brochures, tipsheets, and OPAC menu). Consider adding additional features, such as links to Help sites for programs; favorites that link to frequently used sites; and tutorials such as how to buy a copy card. Hire and train student workers to assist patrons during peak periods.

- Work to simplify the use of library web technology by integrating library web applications, when possible, into Webster's planned Single Sign-On implementation. Single Sign-On could allow our users to log in just once to use Webster's portal and other library resources. Not all applications support this; we will need to research and work with Webster's IT staff to determine which ones will allow this option.
- Provide in-house training to library staff as needed. Work on cross-training within the Systems department so that Systems staff feel comfortable supporting every aspect of our technology. Cross-training within the department has long been a goal. In order to break the training into more management components, we plan to assign individual Systems staff members to prepare training sessions on one of their primary tasks or projects at a time.
- Improve staff experience with finding and using files on the network by working with all library staff on file cleanup and organization. Work to identify locations where general information can be stored (instead of in email or in multiple locations).
- Continue to improve security on our servers and computers by completing the installation of a server dedicated to the public computers and by logically splitting the public computers from the staff computers. Once this project is completed, assess the overall security of PCs and servers, and identify and implement any necessary changes.
- Protect the library's services and technology assets by planning a disaster recovery procedure for major systems problems. Identify documentation, software and materials that need to be stored off-site.
- A number of our ILL systems and providers are undergoing changes: OCLC FirstSearch, Prospero document delivery system, CLIO, and Ariel. Since we did not receive funding for a comprehensive ILL system, ILLIAD, some of the changes to the providers mentioned above will necessitate action on our part. Work with Access Services staff to review options, and to select and implement a course of action.
- Streamline handling of support requests by using Webster's help desk software once it becomes available.
- As wireless access becomes available on campus, work with Webster IT to make it available in the library.

- Improve the overall appearance of public and staff work areas by completing the installation of CPU holders and wire management troughs.
- Leverage the library's and Webster's technology purchasing power by integrating into Webster's PC and software purchasing processes. Share inventory information with Webster IT in order to increase the useful life of library and Webster hardware.
- Within the Systems department, attempt to avoid the burnout that can be caused by high expectations and always being "on call".

Long-Term Projects. At present, there is no funding for the following projects, but we should follow developments in these areas:

- Shibboleth (authentication protocol which could be used for online database access);
- Electronic Resource Management (provides a means for handling license, subscription, access, and statistical information for online journals and products);
- Federated searching (meta searching of online databases from multiple vendors);
- Institutional repositories (collections of content related to or produced by an institution, e.g., theses and dissertations, digital teaching objects, archival materials).

STATISTICS BEGIN ON NEXT PAGE

STATISTICS

Acquisitions

(2002/03 statistics in parentheses)

5,617 (4,840)	New Books Orders
574 (448)	New AV Orders
46 (41)	Periodicals Added
28 (28)	Periodicals Dropped
25 (77)	New Continuation/Subscr. Orders
673 (644)	Continuations Received
89 (0)	Continuations Cancelled
168 (43)	Microfilm Reels Received
1,890 (1,687)	Periodicals Bound
2,414 (2,201)	Books Bound

Archives

(2002/03 statistics in parentheses)

Students	6 (3)
Faculty	8 (4)
Staff	10 (14)
Other	16 (8)
Total	40 (29)

Cataloging

(2002/03 statistics in parentheses)

147	Original records created (163)
\$1242	Credit total for record upgrades, record enrichment and original records
12,481	New titles added-7584 by cataloging + 4897 thru scores retrocon - (7,182)
105	Name authority records created (10/1/03-9/30/04) + 8 changed/augmented (150)
186	Cards ordered
903	Bib records deleted from Bridges (3,544)
785	Holdings deleted from OCLC (4,000)
4907	Items withdrawn (10,035)

Circulation:

Checkouts of Eden-Webster items to Eden-Webster patrons: 62,273

Eden-Located Items: 7,426

Webster-Located Items: 54,847

Checkouts of Eden-Webster items to Bridges patrons: 1,082

Eden-Located Items: 302

Webster-Located Items: 780

Checkouts of Eden-Webster items to MOBIUS patrons: 2,395

Eden-Located Items: 495

Webster-Located Items: 1900

Total checkouts of Eden-Webster items: 65,750 (compare to 47,996 last year; 36.9% increase)

Eden-Located: 8,223

Webster-Located Items: 57,527

Passport General Usage:

Total number of page requests (just html pages; does not include pdfs, gifs, etc.)

2002-2003: 1,182,896

2003-2004: 1,499,487

This represents a 27% increase in general use of Passports over the past year.

Passports Database Usage:

2002-2003: 163,883

2003-2004: 190,041

This represents a 16% increase in the use of Passports databases over the past year.

Library Instruction

(2002/03 statistics in parentheses)

Presentations: 400 (346)

Patrons served: 5,000 (4,508)

Reference

(2002/03 statistics in parentheses)

Online Reference

Total Questions: 109 (154)

Question Content

 Research Questions: 103 (116)

 Access Questions: 6 (38)

Campus

Webster on Campus: 47 (34)

Online and Extended: 61 (99)

Eden:1 (3)

Telephone-3,332 (n/a)

Extended Campus Faculty/Staff Calls-321 (215)

In-Depth Reference-1,800 estimated

Night Reference Sampling (8:00-11:00 p.m. Jan-May) 1,157 (n/a)

Turitin Plagiarism Database Cumulative

Instructor accounts 358

Student accounts 1721

Submissions 5677

AV Reservations	FY 02/03	FY 03/04	% Increase
Home Campus	446	412	-7.6%
Extended Campus	410	459	12.0%
Film/Video rentals	15	5	-66.7%
Total AV	871	876	0.6%

Document Delivery	FY 02/03	FY 03/04	% Increase
Articles (including ILLs)	2185	2218	1.5%
ILLs	1534	1458	-5.0%
Books	159	208	30.8%
Total DocDel	2344	2426	3.5%

Electronic Reserves	
Faculty Accounts to date	244
Non-Faculty Accounts	24
Active Courses (internal)	115
Archived Courses (internal)	315
External Courses	0
Copyright Documents	545
Non-Copyright Documents	4148
Course Page Hits per month	
6/1/2003	1248
7/1/2003	762
8/1/2003	1527
9/1/2003	3495
10/1/2003	2935
11/1/2003	2525
12/1/2003	1276
1/1/2004	2708
2/1/2004	2984
3/1/2004	2993
4/1/2004	3149
5/1/2004	1687
TOTAL (2003/04)	27,289
TOTAL (2002/03)	18,960

Interlibrary Loan FY 03-04

DATE	BORROWED	BOOKS	COPIES	LOANED	BOOKS	COPIES	TOTAL TRANS COMPLETED	Total Trans. Processed Including unfillable
Jun-03	375	34	341	112	42	70	487	726
Jul-03	310	28	282	88	27	61	398	713
Aug-03	192	40	152	191	72	119	383	586
Sep-04	522	52	470	399	95	304	921	1343
Oct-03	363	60	303	479	80	399	842	1330
Nov-03	440	36	404	351	82	269	791	1228
Dec-04	267	24	243	190	45	145	457	632
Jan-04	364	37	327	277	73	204	641	974
Feb-04	510	41	469	414	76	338	924	1437
Mar-04	408	60	348	505	79	426	913	1386
Apr-04	615	55	560	368	53	315	983	1569
May-04	190	30	160	189	50	139	379	560
Totals 2003/04	4556	497	4059	3563	774	2789	8119	12484
Totals 2002/03	4887	361	4526	4108	1004	3104	8995	13667