

# **Emerson Library**



## **Annual Review of Goals**

**June 2006**

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## Introduction

This report marks the ending of Emerson Library's third year of operation, and the library continues to be a central focus of the University's intellectual life. Emerson Library has continued to respond to users' needs this year through a number of initiatives that have direct impact on users:

- The Passports web site was completely redesigned with input from our users to make it more intuitive and audience-based.
- A major review of the Passports databases was conducted, enabling us to eliminate duplication and add many new databases.
- Article linker software was implemented enabling users to link to articles across databases.
- Two new products to enhance seamless searching were trialed and procured for implementation this summer—RefWorks citation manager and Central Search federated search engine.
- A Book-A-Librarian service was added which allows students needing in-depth research help to more easily schedule one-on-one instruction sessions with reference librarians.
- A faculty blog is under development, led by members of the library and Information Technology, that will enable faculty to share information on teaching excellence.

Many more library initiatives that directly and indirectly impact users are discussed in this report.

From June 1-May 31, the automated gate count registered over 307,595 visits to the library (down 6.2% from last year). According to statistics provided by the University Center, 495 events were booked in the Library Conference Room (up from 426 last year) with attendance estimated at 13,746. Reservations of group study rooms and the electronic classroom for non-library instruction were 1,138 (up slightly from 1,136 last year); however, these rooms do not have to be scheduled to be used.

Reference staff offered 231 library instruction sessions and tours (which is a dramatic drop of 45% from last year.) Reference staff will try to determine the reason for the decrease and will address any changes that are needed. Overall circulation of books/media in both Emerson and Luhr Libraries (including MOBIUS circulations) decreased slightly by 3.2%; however, 87.2% of the circulation remains in Emerson Library like last year. Circulation of our collection to MOBIUS patrons increased by 12.3% over last year while circulation of MOBIUS items to our patrons decreased 10%.

Total AV reservations increased 7% this year, with an increase of 15.8% in videos/DVDs sent to extended campuses. Books sent to extended campuses decreased 28% and articles sent decreased 1.5%, most likely due to increases in the amount of full-text available on Passports. Interlibrary loan activity increased in both borrowing (9.3%) and lending (5.3%).

Over 561 faculty now have accounts for electronic reserves (up 52.4 % last year) , and eReserves course pages received over 38,088 page hits this year (up from 37,594 last year). General Passports usage show a decrease from 1,712,698 to 1,627,722; however, due to a server failure we are missing page hits from Oct. 1-Nov. 5, one of our busiest times. Similarly, Passports database sessions during the past four quarters decreased from 185,314 to 177,218.

Library staff met in July to review how we met the 2005-06 goals and to prioritize goals for 2006-07 as outlined in the following report.

## **REVIEW OF LIBRARY-WIDE GOALS 2005-2006**

**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.**

Staff of Emerson Library and Luhr Library continue to work together to develop and provide superior resources and services to the academic and general communities, by means of: weekly meeting of Management Team with advance agendas and minutes distributed among staff; joint redesign of library web page; collaborative collection development and management; and joint acquisitions, cataloging, and systems.

**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.**

In order to provide more seamless access to our resources, the library decided to implement both an online citation manager and a federated search engine. After an extensive review of the technologies, we had an extended trial of RefWorks, a product that will assist students and faculty worldwide with formatting their papers and citations in a variety of styles. We also had a trial for Serials Solutions' federated searching product, Central Search, which will enable users to search multiple databases simultaneously. Liaisons conducted a major review of the Passports databases, and trialed many new products which will be added over the summer. This month-long process involved many spreadsheet comparisons, visits and demos from database vendors, and usage data reviews.

Reference Services added a Book-A-Librarian service, which allows students needing in-depth research help to more easily schedule one-on-one instruction sessions with reference librarians. The service is marketed through the Ask-A-Librarian page on Passports and an invitation to use the service is included in all responses to our Ask-A-Librarian email reference service.

Kathy Nystrom, Eileen Condon, and Maya Grach explored electronic ordering completely through GOBI, YBP's online ordering product. Implementing this workflow would make it unnecessary for Acquisitions staff to separately search OCLC for bibliographic records or to create order records in III, thereby completely changing the workflow. Preliminarily, it appears that the MOBIUS Consortium Office (MCO), rather than the library's Systems or Acquisitions staff, would have to do daily record loads so that the on-order information would be current. This is still under consideration.

Eileen Condon worked to incorporate thumbnail book cover pictures to our monthly new books list. They've been included in the list that Kathy Nystrom generates near the first of each month since the August 2005 list. LeAnne Balzer updated the list to the new library homepage pattern for May.

**Assess all library functions and build in mechanism for continuous quality improvement.**

An assessment plan for all library functions is currently underway, and continuous quality improvement initiatives for library services and resources may be found in each department's review below.

To assess student learning outcomes, Reference Services developed and administered a pilot test to all library sessions of the freshman seminars to assess information literacy levels following the classes. The total number of students who participated in this pilot was 320. Experience gained during this pilot was used to begin general undergraduate assessment in February 2006. A pilot assessment for graduate courses was conducted in Spring 2006.

**Continually evaluate staff roles to keep abreast of changes in the library field and reassign roles and responsibilities as appropriate to leverage personnel resources.**

With the retirement of Acquisitions Assistant Teresa Kleber in November, the Cataloging and Acquisitions Departments were combined into the Technical Services Department. By formalizing the inter-departmental training and work that has been implemented by Maya Grach and Kathy Nystrom, we are better able to accommodate the cyclical nature of the acquisitions and cataloging workflows. As we continued to look for staff efficiencies in the Technical Services Department, Elizabeth Welsh began to help with ordering, utilizing her formidable searching skills to locate hard-to-find items. Beth Seelig took over all technical services activities for our joint library partner, Eden Theological Seminary. She now orders and receives items, as well as catalogs them and double-checks processed items before they're sent to Eden for shelving. As the technical services point person for Eden, she can keep the work flowing smoothly, easily locate needed items, and monitor quality control.

In Access Services, Sara Fitzpatrick trained Theresa Olson to use OCLC Worldcat Resource Sharing to order books and periodical articles for our Document Delivery and Interlibrary Loan users. In addition, Greg Kettinger trained Theresa to scan, crop, and post materials for E-Reserves. All of this helps us diminish the amount of time it takes to provide the respective service for our users. Theresa, in turn, is helping train other part-time clerks and student workers to help with these tasks. Sara Fitzpatrick trained Ashley Armbruster and Tina Ng, two of our part-time Access Services clerks, to use OCLC Worldcat Resource sharing to order books and periodical articles for our Document Delivery and Interlibrary Loan users. Greg Kettinger trained Tina Ng how to scan and crop materials for E-Reserves. Both Ashley and Tina work nights and weekends when full-time Access Services staff members are not available. Their ability to assist with Document Delivery, Electronic Reserves, and Interlibrary Loan processes helps us provide more efficient services to our users.

**Increase communication and training between departments as lines between both resources and services continue to blur.**

All departments are making a concerted effort to share any items that may impact another department. Systems worked closely with Technical Services, Reference Services, and Access Services on all technology implementations. Access Services and Reference Services worked together on the New Prospective Student Open House, the Student

Involvement Fair, and Homecoming. Reference Services worked with Technical Services on negotiating new contracts with some vendors. Reference Services worked with Technical Services to refine our policies and procedures for previewing expensive videos and allowing the faculty to see if they fit their curriculum needs.

Cataloging staff offered their services to Access Services and to Reference during slow periods, as well as requested help from Access Services. Acquisitions and Cataloging staff regularly perform duties of the other unit, e.g., ordering, processing, searching, sorting/opening boxes, withdrawing items, when needed.

Kathy Nystrom got a lot of assistance from Eden staff, Webster Access Services staff, and Eileen Condon on locating the majority of 110 books that the catalog indicated were stored. The list is currently at 14 items that have yet to be located.

Kathy Nystrom summarized reports by Karen Calhoun, Thomas Mann, the Library of Congress, and the University of California on coming trends and concerns in library technical services, particularly cataloging, for the Management Team. Kathy also sent two instructional memos to liaisons to urge and instruct them to use YBP for their ordering, to help streamline the current process and to prepare for eventual total online ordering.

Rather than removing books from the shelves for minor repairs, Access Services staff were trained by Matt Wier and Mona Al-Shehbaz and provided with some basic repair materials, tools, and a repair manual so that they can actually repair books while in the stacks. More extensively damaged materials will be directed to Ellen Eliceiri and the liaisons to determine replacement, binding, repair, or withdrawal. A sharp distinction is being made between items found damaged on the shelf vs. damaged items returned from circulation, so as to maximize our human and processing supply resources.

After consulting with the Head of Systems and the Dean of Emerson Library, the Head of Access Services took over responsibility for AV equipment. The Head of Access Services works closely with the Document Delivery and Audiovisual Specialist in order to maintain all of the AV equipment in Emerson Library.

**Increase outreach, communication, and collaboration with other campus units and groups.**

Davina Harrison created an E-Reserves page and mounted images on it for Jeff Hughes' History of Modern Art course, introducing Hughes to the E-Reserves software. Ellen Eliceiri continues on the Alumni Board Planning Committee for Homecoming. Ellen also met with the Loretto Service Award Winner, Kwan Li and her sister, and gave them a tour of Webster Archives and the library. Ellen gave a tour of the library to the fourth graders at River Roads School where Webster University undergrads work with the students, sponsored by the Webster University Literacy Program. Holly Hubenschmidt continues as a member in the University Accessibility Committee. Ellen Eliceiri continues her involvement with the Multicultural Studies Committee and the Women's Studies Committee. She did a survey of schools in the United States having multicultural studies programs and or certificate programs. Will Soll presented research workshops with Fran Hooker from the Academic Resource Center and continues to attend the CID

meetings. Holly Hubenschmidt, with 5 other members of Webster University's faculty and staff, participated in developing and testing a training program for the Webster University Safe Zone—a group of allies for gay, lesbian, bi-sexual, and transgendered members of the University community. Ellen Eliceiri has been invited to attend the quarterly graduate advisors meetings. Mary Anne Erwin attended the School of Business' Dean's Speaker Series. Several others have also attended this excellent series of speakers. Ellen Eliceiri worked with the School of Education on the presentation and workshop presented by children's author, Cheryl Harness. Holly Hubenschmidt served on the 2006 Webster University Freshman Writing Awards jury. Kathy Gaynor and Ellen Eliceiri serve on a committee with the instructional support specialists and Distance Learning Center Staff which is developing a faculty teaching blog.

Laura Rein and Ellen Eliceiri met with Sophie Laws, the Academic Dean, from Regents College in London where Webster has campus. Ellen Eliceiri is working with Don Conway-Long on how the library can develop a collection in masculinity studies to support these programs at Webster University. Will and the other librarians provided research assistance to faculty members in the areas of religion, philosophy, education, media literacy, advertising, journalism, business and communications. Sue Gold and Ellen Eliceiri promoted the library sessions for Freshman Seminars at the Freshman Seminars Services and Resource Fair. Ellen Eliceiri and Deanna Snowden, part-time reference librarian, worked with Keith Welsh on a display showcasing some of Keith Welsh's artifacts from Thailand. Deanna Snowden worked with Ellen on displays honoring Women's Studies ("Her Story"), Black History Month, Salem Witch Trials, United States Presidency, Benjamin Franklin's birthday, and Casimir Pulaski, showcasing the collections of the library. We also had a display featuring "Lessons Learned from the Past." Sue Gold and Deanna Snowden worked on a salute to Mozart for his birthday and also focused on our poetry collection during National Poetry Month.

In 2005, Holly Hubenschmidt and Mary Anne Erwin transitioned the informal library newsletter, LIBlit, to Passports to provide a mechanism for marketing library databases and other services and to provide search strategies to the Webster community worldwide. In spring 2006, LIBlit was published in lieu of the formal library newsletter. Note: Each year at the Medical Library Association Annual Meeting, MLA's public relations firm (PCI or Public Communications Inc) reviews examples of promotional materials submitted by member libraries. This year, Emerson Library's LavLit took first place in the Academic Libraries: Ongoing Professional Campaigns category.

Emerson Library held a contest asking the University community to nominate particularly good or particularly bad adaptations of books to film. The winner nominated John Schlesinger's *The Day of the Locust*. The contest was a wonderful end of the year participatory event.

Shannon Christen installed EMS Lite Calendar 5.0, which is the software that the University Center staff uses to schedule meeting rooms, on two circulation desk computers, as well as Laura Rein's, Elizabeth Welsh's, and Bart Hovis' computers. This affords us a more comprehensive view of upcoming events that are scheduled in the lecture conference room.

**Increase community outreach beyond the University.**

Kathy Nystrom and Wendy Schlegel continue to actively participate in and share knowledge with other libraries, particularly catalogers in the Bridges MOBIUS cluster. Wendy completed a large project to correct, complete, and/or replace a particular technical information field in all Bridges bibliographic records for sound and video recordings. This information can now be used to limit public catalog searches more specifically—by video, DVD, cassette, CD or LP. She then created a cheat sheet so that Bridges catalogers could easily create correct and complete data in future bibliographic records. Kathy Nystrom served as an alternate representative to the MOBIUS Catalog Design Advisory Committee. She also worked with other MOBIUS librarians in a state-wide training task force to help fulfill strategic goals for Mobius Consortium Office and MOBIUS, including more and better training at more training locations, with fewer staff. Eileen Condon serves as chair of the Bridges Site Coordinators and as chair of the MOBIUS Coordinators Advisory Group. She also served on the search committee for the replacement MOBIUS Executive Director. Ellen Eliceiri serves as chair of the Bridges MERAC Committee and is a member of the MOBIUS Electronic Resources Advisory Committee. Matt Wier serves as the chair of the Bridges Access Services Committee and is a member of the MOBIUS Access Advisory Committee. Laura Rein serves as a member of the MOBIUS Council and the MOBIUS Governance and Future Growth Task Force.

Kathy Nystrom shared her revised withdrawal and cataloging statistics documents and processes with staff from Fontbonne University. Kathy and Allen Hoffman collaborated with Julie Portman and Sharon McCaslin of Fontbonne University to create a presentation on gift policies and procedures which was presented at the MOBIUS annual conference in June 2006.

Holly Hubenschmidt continues in her involvement with ReadMore: the Statewide Initiative of Local Libraries to involve Missouri citizens in reading and discussing the same book. Holly also continues to promote the Webster University Book Club in collaboration with the Webster Groves Public Library.

Kathy Gaynor and Holly Hubenschmidt continue to be active in the Association of St. Louis Area Archivists. Kathy was elected as co-chair of this group at their October 2005 meeting. Holly Hubenschmidt and Ellen Eliceiri are continuing to serve on the Program and Publicity Committee for the Missouri Chapter of the Medical Librarians Association 06, a regional meeting of medical librarians from seven states to be held in Clayton, MO, in October, 2006. Holly Hubenschmidt is also serving on the Continuing Education Committee and the Posters/Papers Committee and is serving on the National Selection Committee for the Louise Darling Medal for Distinguished Achievement in Collection Development in the Health Sciences, awarded by the Medical Library Association. The reference librarians remain actively involved in the St. Louis Area Academic Reference Librarian meetings. Ellen Eliceiri has organized and coordinated several of the meetings and the e-mail distribution lists. This group is an excellent forum to discuss best practices, relevant issues and the challenges that academic librarians face. Ellen Eliceiri will continue to chair the group.

Laura Rein provided information to Mary Institute and Saint Louis Country Day School

(MCIDS) as they plan their new library, and Ellen Eliceiri gave a tour of Emerson library to one of the development officers from MCIDS showcasing the features of Emerson Library. Both Laura and Ellen continue working with the Webster Groves School District to highlight library services and resources to the district.

**Monitor accessibility technology and issues to ensure that library services and resources are accessible to all users.**

Reference Services worked with Library Systems and the staff of the Academic Resource Center to review and upgrade the adaptive services software at Emerson Library. The ARC has also added a special CD-player to the Library's adaptive services equipment designed to play specially recorded books for people with visual disabilities.

**Review 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.**

The Library Web Committee, chaired by Kathy Gaynor, met several times with Webster Information Technology staff to explore how the library web project will fit into Webster's web overhaul, to learn more about the timeline for implementation of the Content Management System (CMS), and to ensure that our new design and coding will be aligned with Webster's web design and standards.

The committee, which consisted of staff from Luhr and Emerson, worked together to determine the best way to meet the differing needs of users at each institution. It was determined that each library should have a unique home page, but would share most internal pages. The committee developed a design for the Passports (Emerson) home page, a banner and button set for internal pages, and a common set of font, formatting, and color styles for the entire site.

Committee members created several pages using the new design and styles, mounted them to a temporary area on the web site, and conducted an online survey asking for input on the proposed design this spring. Kathy Gaynor also conducted usability testing on the new design with the help of six work-study students at the library.

Using input from the survey and usability testing, the committee finalized design and style elements. LeAnne Balzer advised Kathy Gaynor on HTML standards and using cascading style sheets, helped Kathy develop templates and page styles, and worked with Kathy to develop HTML code evaluation procedures and troubleshooting. Systems and Reference Services worked together to reorganize the directory structures on the web server and in the working directories of the web site committee. Kathy presented a training session on XHTML and web page coding to Reference and Access staff to prepare them to assist with web page conversion.

As committee members recoded web pages to the new design, they examined, revised,

and, in many cases, completely rewrote the content of many of the web pages. This included redesigning much of the instructional material on Passports. The reference librarians agreed that we needed to consolidate some of our instructional pages to eliminate unnecessary duplication. Will Soll suggested offering two levels of help: brief “quick start” pages with enough information to get someone started, and more detailed, step-by-step tutorials with in-depth information. He thought that the “quick start” pages should be done from scratch. We established the following criteria for any “quick start” pages: brief, preferably a screen in length, written from the user’s standpoint, addressing the user’s task and providing links to more detailed information if available. We decided to write quick start pages for topics including the following: finding books, book reviews, articles, audio recordings, and theses or dissertations; identifying peer-reviewed articles; and requesting books and articles.

The roles of our current Research Guides page and Freshman Tutorial within the two-tier system of “quick start” and in-depth instructional pages were discussed. All agreed that we should eliminate the Freshman Tutorial as a standalone unit and merge its information with our original Learn to Use Passports modules.

The committee continued to convert pages to the new design and fine-tune the content of pages. It was decided to switch over to the new web site format on June 1, 2006. We will collect feedback on the new design and content by means of an online survey available on the new home page.

**Implement the Serials Solutions Article Linker product.**

Technical Services, Systems, Acquisitions, Reference Services and representatives from Luhr Library worked together in the implementation of Article Linker, which was fully implemented this year.

**Investigate methods for improving communication with our users as Webster implements its portal system.**

Reference Services refers students to the Webster University Help Desk or answers inquiries that are within our expertise levels. In our classes, Reference librarians demonstrate how to access Connections and encourage Webster students to use Connections. Access Services, Reference Services, Systems, and Technical Services staff participated in the training sessions of Connections and its course tools, and a Connections link is included on the Passports main page. Systems fixed a Connections URL on the new website so that Connections will open in a new window. At the start of the Fall 2005 term, the Webster Registrar’s Office populated the e-mail field of each user’s record in MilCirc with his or her Webster University e-mail address. We now send all circulation notices to these addresses.

**Complete analysis of 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.**

Allen Hoffman (classical LPs), Davina Harrison (jazz LPs), Wendy Schlegel (new music LPs), and Elizabeth Welsh (searching for CD sources) are working together on this project. If existing LPs are available in CD format, the CDs will be ordered or retained and the LPs will be withdrawn to a holding area for future consideration of withdrawal.

If CDs aren't available, the LPs will be returned to the shelf for patron use, before future considerations of CD burning (as possible within copyright restrictions), repair, or withdrawal.

**Create a library-wide, web-based policies/procedures manual that is hot linked, indexed, and current. Begin with the basic policies of each department (what other departments need to know) and add the date the policy was updated.**

Department heads moved basic procedures into shared space in Common; this space was protected by Systems so that everyone can read the procedures but only key people in each department can edit each department's procedures.

**Create a disaster recovery plan.**

Holly Hubenschmidt Reference Services coordinated a group of library staff from all departments, establishing guidelines and supplies in case of water damage to the library's materials. Several library staff attended a hands-on workshop at Washington University (October 19, 2005) on the handling of water damaged materials and ordered supplies to have available for water emergencies.

**Streamline coordination of electronic products.**

Kathy Nystrom and Ellen Eliceiri attended an OCLC electronic product session at the Missouri Library Network Corporation. Most useful was discussing with other area librarians how they manage electronic products. Kathy Nystrom and Maya Grach attended a workshop on reorganizing and maximizing Technical Services workflow, especially in light of increasing electronic products and decreasing print products. Reference Services, Technical Services, Systems, and Acquisitions worked together to make the acquisition and access to electronic products a smoother process. A procedure has been established that will be revised as needed when the technology changes.

Kathy Nystrom learned to update Serials Solutions holdings for EJS products and spent an intense week updating and correcting the holdings, as viewed in the catalog's A-Z journal list, based on the annual EBSCO renewal list. She is now the primary contact person for problems with electronic journal vendors, holdings, and links.

Kathy Nystrom met with Eileen Condon, LeAnne Balzer, Holly Hubenschmidt, Mary Anne Erwin, and Maya Grach to re-design the Simultaneous Users Document. The focus was to design a document that will meet the needs of Systems, Acquisitions, Cataloging, and Reference for tracking all data pertaining to databases.

## **REVIEW OF ACCESS SERVICES GOALS 2005-2006**

**Hire and train an Access Services Clerk to refill the position vacated by Steven Davies-Sigmund on April 1, 2005.**

More than seventy resumes were received for the Access Services Clerk position. Greg Kettinger, a former library student worker and recent Webster graduate, started working for the library on September 19, 2005. His excellent customer service and organization skills helped him quickly learn our policies and procedures. He has proved very valuable to our local and worldwide users. Greg continues to have daily contact (in person, over-the-phone, or via e-mail) with faculty who use our E-Reserves service. He has posted

materials for more than 55 courses since the start of the Spring 06 term. Between December 2005 and May 31, 2006 Greg posted nearly 400 documents for more than 200 instructors.

**Complete the Student Worker Manual before the beginning of the fall 2005 semester.**

Twenty-three student workers currently work for us and we will soon employ twelve more. By the end of the spring 2006 term, the Head of Access Services and his Assistant Circulation Coordinator decided that the process of reviewing and revising all procedures related to Access Services student workers should be an ongoing process. The Access Services department employs a large number of student workers in order to efficiently and effectively provide excellent service to our users and each full and part time Access Services employee has ample opportunities to observe and note which training procedures and techniques work and which are not effective. The Head of Access Services decided that, in order to take advantage of these observations, each full and part time employee will log his or her observations in a central file. We will then collectively review and analyze these observations as part of the process of developing training tools and procedures that help our student employees learn what they need to know as quickly and completely as possible.

**Review and revise the Access Services Policy and Procedures Manual before the start of the Fall 2005 Semester.**

We reviewed the Access Services Policy and Procedure Manual and moved parts of it to a common directory. While reviewing the *Access Services Policy and Procedures Manual* the Head of Access noticed that its chapter on eligible borrowers required substantial revision before it would accurately reflect current practices and policies. As this chapter outlines who is eligible to receive which library services, the Head of Access Services, with the advice from the Eden Webster Library System management team, revised this key chapter of the *Access Services Policies and Procedures Manual*. The Management Team reviewed, revised, and approved changes to the eligible borrowers chapter of the *Access Services Policy and Procedures Manual* again in February. While this is often a painstaking process it works well and we will continue using it in order to ensure that Eden-Webster Library System policies accurately reflect changes in our users' needs and our collections. We've decided that this goal, like the goal above regarding the student worker manual, is really an ongoing process and an end unto itself. The process of reviewing and revising our *Policies and Procedures Manual* should take place in as close to "real time" as possible so that it accurately documents changes in our policies and procedures.

**Streamline shelving and shelf-reading policies and procedures.**

The Head of Access Services and Assistant Circulation Coordinator reviewed and revised our shelving and shelf-reading policies and procedures by the second week of July, 2005. Theresa Olson, a part-time Circulation Clerk, created new and informative signage for the reshelving area. After consulting with the Eden Webster Library System management team the Head of Access Services revised the procedures for shelving oversized books in Emerson Library. The changes simplified shelving procedures and improved access to these books. The Head of Access Services and his Assistant Circulation Coordinator decided to review the current shelving and shelf-reading policies and procedures during

the Summer 2006 term. We have already started the process of updating and improving signage in the Access Services work area. The new signs will, hopefully, help both returning and new student employees quickly grasp the order in which they should complete routine tasks. We hope that these changes will, in the end, help our users locate the materials they need when they need them.

**Create a MS PowerPoint demo outlining benefits and how-tos of Turnitin service but refer to existing Turnitin tutorials as appropriate.**

While we did not create such a demo during FY 2005-2006 we would like to spend some time cross training with staff from the Reference Services and Systems Departments so that we can create such a demo and provide better service to those users who need help with the Turnitin service.

**Organize a CARS refresher training session for Public Services staff.**

Rick Kaeser will create a basic CARS how-to document for Access Services staff before the end of the summer 2006 term.

**Facilitate incorporation of E-Reserves into classrooms by training faculty with the help of library and other pertinent Webster staff.**

Marti Finan, former Electronic Reserves Coordinator, created E-Reserves templates for the adjunct faculty orientation project.

**Collaborate with other Webster Staff and create a set of procedures and a training module for our adaptive services equipment.**

Not completed during 2005-2006.

**Streamline the gifts policy and procedures.**

Currently reviewing and revising these with the Heads of Reference and Technical Services. After reviewing the existing gifts policy and procedures we decided upon the following workflow: Access Services staff receive the gift, complete paperwork regarding the gift, copy paperwork and place the gift on the appropriate shelf or shelves in the Access Services workroom. One copy of the form stays with the gift materials and the other copy is placed in the Head of Reference Services mailbox. The Head of Reference Services evaluates the gift materials with the input of the subject liaisons and passes along any items to be retained to Technical Services for cataloging and processing. Elizabeth Welsh receives a copy of the gift form, maintains an Excel worksheet, and prepares fits letter for the Dean's signature.

**Streamline bulletin board procedures.**

Greg Kettinger reviews the bulletin boards in the library once a week and removes out-of-date flyers. Part-time members of the Access Services staff also help with this process.

**Create a maintenance schedule for Access Services web pages and online forms.**

The Head of Access Services reviews the departmental web pages once a month and Greg Kettinger makes any necessary changes. The process is a constituent part of reviewing and revising the Eden-Webster Library system website. Greg Kettinger and Matt Wier work not only with Access Services staff but also staff from other library

departments in order to help create and maintain a website that is both informational and easy to use as possible.

**Learn new ways to customize and use our III software more effectively. This includes learning how to more efficiently create lists and reports.**

The Head of Access Services, the Assistant Circulation Coordinator, and the Head of Systems all monitor MOBIUS and III listservs for changes in and possible improvements to our III library integrated system. The Head of Access Services is also the Bridges Cluster representative to the MOBIUS Access Advisory Committee and regularly exchanges ideas with his fellow committee members via e-mail and in person at regularly scheduled MAAC meetings.

The Head of Access Services is not only the Bridges Cluster representative to the MOBIUS Access Advisory Committee (MAAC) but will become the MAAC Chair in July 2006. This honor will provide him with not just greater responsibilities regarding MAAC, but also with greater opportunities to use the position to network with librarians from other MOBIUS institutions. This networking will, hopefully, help the Eden-Webster Library system make informed choices about using our III software as effectively as possible.

**Create a schedule for generating circulation related lists and reports.**

Either the Head of Access Services or the Assistant Circulation Coordinator create and review these lists and reports on the first Tuesday of the month. The Head of Access Services is investigating whether or not we are able to use our III software to automate some of this process.

**Streamline the in-library course reserves process: this includes the receiving, processing, shelving, and returning personal materials to the instructors.**

We made a change to our procedure for returning personal copies of items to the faculty. We create a list of the items, box those items, and have a student worker deliver the box and invoice to their departments on campus. The departmental assistant signs for the box. We also send the faculty an e-mail telling them that we've done this.

At the start of the Fall 05 term Kelly-Kate Pease, the chairperson of the Committee to Review Faculty requested that we put packets of materials on reserve in Emerson Library so that the sic CRF members could easily review and share these items. Professor Pease and the other CRF members were pleased with how well this process worked and anticipate using it again during the next review cycle.

At the start of the Spring 06 term there were reserve materials for 65 different courses, not including the CRF materials, on in-library reserve in Emerson Library. The popularity of our Electronic Reserves services doesn't seem to have had any negative impact on our in-library course reserves, and we will continue to review our in-library course reserve procedures so that we can respond to our users needs as quickly and thoroughly as possible.

**Improve intra-departmental communication.**

The Head of Access Services continues to communicate with his staff in person, via e-mail, and through printed memoranda.

**Create a set of E-Reserves FAQ's for students.**

This FAQ has been included on the website under the link "Information for Students Instructions for Students Using E-Reserves."

**Update Interlibrary Loan procedures to reflect recent changes in software (from OCLC Passport to OCLC FirstSearch WorldCat Resource Sharing and from CLIO 2.0 to CLIO 5.0)**

Sara Fitzpatrick, Interlibrary Loan Coordinator, updated our Interlibrary Loan procedures to reflect these changes. She does an excellent job of monitoring listservs and websites that provide information regarding all of the various pieces of software we use to provide Interlibrary Loan services.

**Configure CLIO 5.0 to link to our catalog, so that holdings can be checked from within CLIO. This could significantly streamline processing on the lending side of Interlibrary Loan, and help with times when we lack student workers.**

While we've implemented CLIO 5.0 this feature is not currently available but Sara Fitzpatrick and Eileen Condon continue to monitor the situation.

**Investigate implementation of CLIO Request.**

Sara Fitzpatrick, the Interlibrary Loan Coordinator for the Eden Webster Library System, reported that implementing the CLIO Request software would add additional work without any significant gain for either our users or library staff. She recommends that we do not pursue this any further at this time.

**Review and revise the policies and procedures for room reservations and related signage.**

Night part-time Access Services staff members search the online calendar for the events that are scheduled to take place in our group study rooms the next day. They then print and post a list of these events in each of the booked rooms. Both Bart Hovis and the Head of Access Services review the weekly list of library conference room reservations in order to ensure that the library is providing appropriate and adequate resources to each group. The Head of Access Services and Bart Hovis continue to communicate the Dean of Emerson library and with other University staff as necessary when events take place outside of normal open hours. Every reasonable effort is made to ensure that each reserved room contains a notice or sign regarding the reservation.

**Complete an inventory of all Emerson AV equipment before the beginning of the Fall 2005 semester.**

Rick Kaeser and Matt Wier completed an AV inventory of the library's listening viewing rooms, group study rooms, electronic classroom, and conference room. They are using this information, information about equipment they have repaired and/or replaced, and searching appropriate professional literature in order to create a long-term AV replacement plan. The AV collection is one of our most popular collection of library materials and our users watch and listen to these materials both at home and in Emerson Library. We continue to observe usage patterns and search for ways to ensure that patrons have both the materials they need and the equipment they need to watch and listen to those materials in the library.

**Make best use of any new improvements to the III materials booking functions.**

The Heads of Access Services and Systems continue to monitor forums and lists for improvements or changes that might help us provide more effective service to our AV users.

**Streamline the procedures for circulating remotes, headphones, etc. to users (signage, etc.)**

We categorized the remotes according to listening viewing room or group study room, and users can now check out one bag containing all of the remotes for a particular room. While we have always checked out styli for our turntables, they are very fragile pieces of equipment. With that in mind, Rick Kaeser discovered that we can easily remove the entire cartridge assembly from the tone arm on any of our turntables. We now check out the cartridge and stylus as one piece to individual users, thereby helping diminish the possibility for users to damage the equipment. We decided to change the circulation period for Ethernet cables to one day in-library use. While many users do not keep the cable for an entire day, this eliminates the need to renew the cable. We continue to review our procedures for circulating these types of items with the end of maximizing user convenience and minimizing staff work.

**Additional note regarding our recent collaboration with the School of Business and Technology:**

The School of Business and Technology has been searching for an effective way to compensate for logistical problems involved with obtaining required texts prior to the start of each term. To help achieve that end, Renee Porter, the Director of Online Programs for the School of Business and Technology began, on November 16, 2005, collaborating with Access Services and Systems staff to systematically create and populate e-reserves courses for Management and Business department faculty worldwide. At this time we've created courses for 29 instructors and, as of December 02, 2005, scanned and posted book chapters for seven different classes.

## **REVIEW OF DEAN'S OFFICE GOALS 2005-2006**

**Administer all programs and staff of Emerson Library to support Webster's worldwide network of campuses.**

Administered all programs and staff of the library, including budget preparation and oversight, personnel management, and short and long term planning.

**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.**

Met weekly with Allen Mueller and Management Team. Drafted annual review of joint library system and prepared joint operating formula for 2006/07, which was approved by the Cooperative Library Advisory Board via email.

**Work closely with department heads and Academic Affairs to ensure that budgets are adequate to meet growing demands in the new library.**

Worked with department heads on 2006/07 operating budget with the goal of holding our budget to this year's level.

**Continue to fully integrate the library into the university's academic life by collaborating with peers; by performing university service; and by serving on key committees, including Dean's Council, Executive Staff Council, Web/E-Services Committee, and other ad hoc committees as needed.**

Served on Dean's Council, Web/E-Services Council, Writing Board, and Institutional Assessment Committee. Co-chaired the Academic Technology Committee which brings together representatives from all areas of the University to discuss teaching and learning concerns of mutual interests. Meetings included a presentation by James Bradburne, Desmond Lee Visiting Scholar, on "Making Data Visible," discussion and demos of blogging tools, and a demonstration of Marratech web conferencing software. Served on the Food Service Review Committee and participated in the interviews of both Sodexo and Chartwells.

**Coordinate assessment of library services and resources.**

Began draft of library wide assessment plan. Advised as needed on other assessment initiatives, including library instruction assessment and database review.

**Ensure that library needs of all campuses worldwide are met through regular communication and site visits.**

Coordinated annual newsletter and other announcements throughout the year. Distributed database usage statistics and Passports passwords. Participated in Worldwide Directors Meeting. Attended the May commencement at Ft. Sill, Oklahoma.

**Continue professional service, including serving in MLNC and MOBIUS. Continue appointments as a Consultant-Evaluator for the Higher Learning Commission and Vice Chair of the Webster Groves Plan Commission.**

Served on MOBIUS Governance and Future Growth Management Task Force, including attending monthly meetings and helping to write final report to the MOBIUS Executive Committee. Recommendations included expansion to the remaining qualified academic libraries in Missouri, the St. Louis Research Consortium (consisting of the Botanical Gardens, Art Institute, and History Museum), and interested public libraries. Funding for the expansion will be the responsibility of the new members or partners.

Attended quarterly Missouri Library Network Corporation (MLNC) Board Meetings and was elected President of MLNC. Continued as a Consultant-Evaluator for the Higher Learning Commission and as Vice Chair of the Webster Groves Plan Commission. Attended consultant-evaluator training on the new accreditation criteria for the NCA Higher Learning Commission, held in Chicago.

Co-presented with architect Steven Foote at the Council of Independent Colleges workshop "Transforming the College Library" in February, 2006. The title of their presentation was "The Library as a Physical Space for Learning: Designing Libraries Around Learning Principles."

With Ellen Eliceiri, we were re-commissioned by the Association of College and

Research Libraries to offer four additional online seminars on library support for distance education. The first of these was offered in February, 2006 to 60 librarians from across the U.S. and Canada.

At the request of Columbia College, conducted a second five-year library review for the College along with the library director of Rockhurst University.

**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.**

With Jahna Kahrhoff, oversaw activities of FDC, including the awarding of 16 third year faculty fellowships. With Jahna, coordinated development of an online adjunct orientation seminar, which brings together information from across campus that new adjuncts need to know in order to be successful in their classes. This campus-wide effort was made possible by many individuals, including many library staff who provided information on our services and resources.

**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.**

Continued to work proactively with staff and campus groups, including the School of Business CORE and BEST programs. Negotiated with University Center for staff access to online calendar.

**Continue increased library-wide communication through general staff meetings, distribution of minutes and reports, etc.**

Drafted and distributed agendas for all Management Team meetings. Reviewed and distributed minutes for same. A general staff meeting was held on Allen Hoffman's experience in Vienna as a recipient of an Energizer staff grant.

## **REVIEW OF REFERENCE SERVICES AND COLLECTION DEVELOPMENT GOALS 2005-2006**

**Deliver academic reference services that emphasize instruction and lifelong learning adapting to changing environments. Since students will have information needs long after they leave the university, we need to help our students evaluate and locate quality web resources**

The total number of AskRef e-mail question from June 1, 2005, to May 31, 2006, was 106. There were (28%) from the main campus, (1%) from Eden and (71%) from online and extended Webster University campuses. Many of the requests have multiple questions. Counting just questions, there are over 200 questions. Nearly all of the questions deal with either reference or how to start a project on a particular topic.

Ask a librarian requests cover topics including marketing, historical prices of food and services, history of the Gorlock, security management, educational tests, e-books,

emergency services, differences in leadership between the nineties and the 2000's, human resources, music history, health care management, government negotiations, plagiarism, psychological tests, change management, etc.

Instruction classes –

Classes: 181

Workshops/Presentations/Demonstrations: 26

Book a Librarian: 24

Total Instruction sessions: 231

Tours: 30 Groups (eight of which included alumni). Others included civic groups, Sisters of Loretto and their visitors, general public, and visitors to campus.

Brown Bag presentation: One entitled “Censorship and Banned Books.”

These classes focused on business, art, counseling, psychology, business, health care, marketing, law research methods, business law, current issues in human rights, math for disabled learners, poetry and fiction reading across the curriculum, general studies, etc. Will Soll with backup from the other reference librarians as needed, continues to do classes downtown on Webster's campus in the Old Post Office and out at Westport Plaza. We also continue to do classes for the Lutheran School of Nursing. We have had eight tours for various groups including two from the City of Webster Groves and two from the Webster Groves School District.

Thirty-two of the classes were Freshmen Seminars which covered a broad range of topics, including: America through the Eyes of Bruce Springsteen; Food for Thought; JRR Tolkien; Religion and Pop Culture; Selling Sex; Songs of Protest and Social Change.

We will be looking at tracking telephone reference. We have contact with many of the distance students through the 1-800 number, which is a valuable part of our total services.

We continued giving one-on-one help with patrons as needed. We will develop an assessment tool for summer of 2006 to assess these sessions. We have revised some of the Net Resources by Subject pages and emphasize in our classes the importance of evaluating Internet resources.

We updated our bibliographies and handouts as we taught classes in those subject areas Mary Anne Erwin revised our business, marketing and management resources bibliographies to make them easier to customize.

### **Promote services and resources to faculty and students worldwide.**

We added the following subject pages in Passports: anthropology, business case studies doing research in international relations, electronic books, image collections, gerontology, sociology, children's books at the Emerson Library, facility use policies, and the music collection at Emerson Library.

### **Continue working closely with full-time faculty to develop collections. Incorporate needs of adjunct faculty and involve them in collection development process.**

All of the liaisons have been in contact with the faculty and are working with them to

place orders for what is needed for the collections. Many of the faculty, including the adjuncts but especially the freshman seminar faculty, have made several order requests. Ellen Eliceiri worked with the School of Communications faculty to evaluate and replace worn videos and DVDs. Many of the frequently-used videos were replaced this spring by DVDs. Several of the faculty donated DVDs and videos to the collection in their areas of interest, and we received several photography videos/DVDs and classic films. We worked with two faculty members to add more resources to the collection on Thailand, giving the students more resources to learn about the culture, history, and politics. Requesting new videos and ordering replacement titles is a high priority for faculty from all of the campuses.

We have received several requests for information and materials on the countries where Webster has international campuses. We have accomplished this by adding travel guides, current histories of the country, and DVDs. There has been increased interest in Chinese culture and arts.

The liaisons reviewed faculty suggestions for new periodical subscriptions and recommended several titles, including *Paris Review*, *Adbusters*, *Closing the Gap*, *Metropolis*, *Journal of Field Archaeology*, *Leadership Quarterly*, *New Letters*, *Substance Abuse*, *Tin House*, *Architectural Record*, *Bomb*, *Dwell*, *McSweeney's* and *Zoetrope*.

After reviewing the selection process for adding new books to the collection, Ellen Eliceiri worked with the YBP representatives to negotiate the contract and arrange for the liaisons to work with them on the selection profiles for each subject area. We began using a new tool for ordering and selection called GOBI. From YBP, GOBI allows us to e-mail the faculty with suggestions for items of possible interest in their subject areas. All of the liaisons are using GOBI for their selection process. GOBI handles almost all new books titles and streamlines the entire ordering process.

The reference librarians have been working on standing order cancellations, and creating a record of decisions made and what the next steps in the process will be. Mary Anne Erwin designed a procedure and an Excel spreadsheet for tracking cancellations of print Standing Orders. The spreadsheet allows the reference librarians to communicate more efficiently when considering titles for cancellation and to communicate those changes to the Acquisitions staff (who cancels the orders) and to Cataloging staff (who removes the item from the catalog and from the collection.) The procedure also allows the library to track cost savings associated with these decisions.

**Provide access to quality information via online resources by selectively transitioning from print to online formats, and promoting their use throughout the university.**

We just finished reviewing and evaluating all of our electronic databases looking at them for overlap and whether they fit our curriculum and usage. The databases change as technology advances, products improve, and vendors change their focus. We determined, with faculty input, that some paper copies of titles now available online should be cancelled. This increases access for our extended campus and online. In this process, we learned that Books in Print was frequently used by department staff working with faculty.

We cancelled the following online sources: *American Film Institute*, *Bibliography of the History of Art, Business and Industry*, *Loislaw*, *FactSearch*, *IIPA International Index to performing Arts*, *Infotrac OneFile*, *Expanded Academic Index*, *Oxford Reference Online* and the *World Almanac*. We cancelled the following print resources but kept the electronic access: *CQ Researcher*, *Grangers Index to Poetry*, *Sorkins*, and *Standard and Poor's Industry Surveys*. The information in these sources is available in other resources. We cancelled both online and print versions of the following: *Current Biography*, *Culturegrams*, and *Krause Curriculum*.

We added the following electronic resources: *CINAHL (enhanced full text and more simultaneous users)*, *Cochrane Controlled Trials Register*, *the Cochrane Database of Systematic Review*, *Database of Abstracts of Reviews of Effectiveness (Cochrane) New Testament Abstracts*, *Newspapers via MOREnet*, *Chicago Tribune*, *Christian Science Monitor*, *Courier-Journal (Louisville)*, *Des Moines Register*, *the Los Angeles Times*, *Springfield News-Leader (MO)*, *Tulsa World*, *Washington Post*, *Wichita Eagle*, *PsycBOOKS*, *Science Resource Center*, *SocINDEX with Full Text*, *Library, Information Science & Technology Abstracts*, *Newspaper Source*, *WorldCat Dissertations and Theses*.

Mary Anne Erwin identified 11 business titles which are available online and for which the print copies could be withdrawn. This saved costs and library time in processing new issues and shelving paper issues and provided online access for Webster patron's worldwide.

Three (3) titles, for example, *National Economic Trends* were identified as "freely available online". Content for the other eight (8), for example *Mergent Bank & Finance Manual* and *Who's Who in Finance & Business* is now available in Passports' databases. Canceling the print edition of *Who's Who* resulted in a savings. Mary Anne worked with the Technical Services Department to withdraw paper issues and add notes to the Emerson Library Online Catalog directing users to appropriate URLs or Passports databases.

Eileen Condon and Elizabeth Welsh provided Reference staff with library statistics. The reference librarians reviewed these and other vendor generated statistics. In response to the limitations of library statistics which count ID number logins to vendors rather than individual databases; Mary Anne Erwin gathered statistics of searches directly from the vendors which provided a much truer picture for database comparison. Holly Hubenschmidt and Mary Anne devised a spreadsheet which was used by the liaisons as a planning document to facilitate tracking of decisions made during the evaluation process. All of the liaisons then analyzed the various statistics and looked at their subject areas.

The liaisons compiled an initial list of databases for cancellation consideration and contacted their departmental faculty, extended campus directors, and faculty coordinators with recommendations. In the follow-up meeting, the liaisons agreed to cancel 13 databases at a savings of about \$75,819 and to cancel six print subscriptions of content which is available in online databases at a savings of \$7,265.

Adjunct Faculty Training Web-CT course: The reference librarians worked together to

select and write the library segments of the most interest for the extended campus faculty. Mary Anne Erwin, Kathy Gaynor and Ellen Eliceiri represented the library on the task force. We also designed questions to test understanding of the various areas. This should be useful in making sure that all of the adjunct faculty are given the same information. Kathy Gaynor updated the course this spring to accommodate changes from the redesign of the Passports web site.

**Expand instructional programs to extended campuses through technology, training and professional assistance.**

The Reference Services and Access Services staff worked together to update the Passports Skills Video Series. The series was designed to introduce users to the basic features and services of Passports.

**Develop effective and reliable assessment instruments which can be delivered to both main and extended campus users. Use assessment results to improve instructional programs and services.**

At the request of Academic Affairs, the Reference Department has created several instructional guides for a project called “Best Practices: Teaching with Passports”. The purpose of these guides is to provide faculty with ideas and resources for using Passports, the library's web site, in their classes. Each activity or assignment listed has practical advice for planning and implementation and includes links to related web sites, databases, library materials, etc. The topics we chose were a literature review, an annotated bibliography, finding a “good” peer reviewed/scholarly article, case studies and identifying and using primary sources.

We worked with Kathy Marlock on an assessment instrument for the Freshman Seminar, undergraduate and graduate sessions. The results were promising but revealed areas we need to emphasize in future classes.

**Phase one (1) Evaluation of Results**

Kathy Marlock (Webster's Director of Academic Assessment) analyzed data from assessments administered to all Freshman Seminar students in phase one of the Emerson Library instruction assessment program. Reference librarians met with Kathy to discuss findings and how library instruction could be strengthened to support the library's student learning objectives.

**Phase two (2) Assessment Instrument**

With Kathy Marlock, the reference librarians completed phase two of assessment by designing and testing an instrument for both graduate and undergraduate library instruction sessions.

We continue to work with Kathy Marlock on assessment and appreciate her expertise as we continue the assessment process.

**Collaborate with faculty to enhance research and instruction through the Faculty Research Service and in conjunction with the Faculty Development Center.**

Faculty Blog: Meetings were held with the Instructional Support Specialists and representatives from the Distance Learning Center to discuss plans for the blog, including mission statement, description of web site, desired contents, etc. Kathy Gaynor and Ellen Eliceiri are the library representatives on the faculty blog committee.

We collaborated with the Faculty Research Center in the development of the library's

best practices project mentioned above.

We worked with the faculty who received grants through the Faculty Development Center. Several have called with specific research requests. Kathy Gaynor assisted both Vicki McMullen and Elaine McKenna in the School of Education with research for their Title III Fellows projects. Holly Hubenschmidt worked with Jenny Broeder from the Nursing Department on her Title III Fellows project. Sue Gold worked with Jeri Au on her Title III Fellows project. Will Soll provided assistance to Mashhad Al-Allaf, Brian Kennelly, and Denny Klass.. Ellen Eliceiri researched Art Silverblatt's publications and prepared a report on the number of times he was cited in various publications. She also worked with James Bradburne, visiting Des Lee Scholar, preparing for an online and in-person class last spring. Reference has collaborated with Access Services on acquiring the very specialized materials needed to post on E-Reserves.

Other faculty research projects include checking bibliographies, looking and checking references for an extended campus in Europe, and looking for references to support a research project. The number of research questions and projects is increasing slowly. We have trained a couple of students who are working with faculty on special projects how to do our various resources. We have helped a few faculty members pursuing ideas for possible publication, updated resource lists for courses to be taught again this spring. .

**Continue to collect, preserve, and provide access to historical resources in the Webster University Archives. Investigate programs that might provide funding for archival projects, e.g., microfilming/digitizing the student newspapers.**

Work continued on processing the extensive slide collection in the University Archives. Many of the Webster Archives' more fragile and irreplaceable materials (e.g. yearbooks, histories, president's reports) have been re-housed in acid-free archival boxes. Yearbooks have been examined for damage and damaged copies have been separated out. Kathy Gaynor is also working on re-housing and photocopying various newspaper clippings files.

Holly Hubenschmidt and Kathy Gaynor did three displays in conjunction with Homecoming 2005. The first floor display case featured photographs related to the Homecoming theme, "Back to the Future". The second floor reading room display included a selection of photographs from various periods in Webster history. In the Archives storage room on the lower level, a temporary display was set up on top of the file cases. Materials from the university archives and special collections were set out for viewing during tours given the Friday night of Homecoming. Approximately 10 people toured the area that evening. Holly, Kathy, and Ellen Eliceiri were available to answer questions and discuss the archives. Plans are underway for a display of historical photographs for Homecoming in the fall of 2006.

**Continue work on the Cargas Collection and produce a finding aid with descriptive information for users.** Additional materials were received from the family of Harry James Cargas and will be processed as time permits. The Cargas family continues their support of the work being done in Archives. A family member brought his family to see some of Harry Cargas materials that are housed in Webster Archives. We plan on

developing guidelines for access to some of the unpublished work this spring.

### **Hochschild and Rare Books Collections**

Holly Hubenschmidt and Ellen Eliceiri evaluated all of the approximately 1800 books donated by Henrietta Hochschild and housed in Special Collections on the second floor of the library. Each book was examined and a decision was made whether it should be housed in rare books in the Archives storage room on the lower level, shelved again in the Special Collections cases or allowed to circulate. The titles selected to circulate were later shelved in either the circulating collection on the third or fourth floors or in the Curriculum Library. After the decisions were made, these books were sent to cataloging.

Kathy Gaynor and a library volunteer rearranged the rare books collection in the Archives storage room. Selected volumes from the second floor Special Collections/Archives Reading Room were moved to the storage room and had to be integrated into the existing rare books collection.

### **Continue to monitor the eBook environment and explore ways to promote their use.**

We added several Gale Reference titles in an electronic format to enable the extended campuses to have access to classical reference titles. They are available through the Gale Virtual Reference Library; Arts and Humanities Through the Eras; Business Plans Handbooks; Countries and Their Cultures; Dictionary of American History; Encyclopedia of Business and Finance; Encyclopedia of Children and Childhood in History and Society; Encyclopedia of Education; Encyclopedia of Religion; Encyclopedia of Small Business; Encyclopedia of Sociology; Gale Encyclopedia of Children's Health: Infancy Through Adolescence; West's Encyclopedia of American Law; and World Education Encyclopedia.

### **Create a manual of policies and procedures to provide effective training for the part-time reference librarians.**

No longer needed as a goal since there will be a library wide manual.

### **Provide professional development opportunities for staff.**

Kathy Gaynor attended the workshop, Grant Writing for Digitization & Preservation Projects, sponsored by the Missouri Library Network Corporation on Feb. 2, 2006.

Ellen Eliceiri attended the patent law workshop at the Old Post Office downtown campus sponsored by the Academy of Science and Webster University's College of Arts and Sciences. The workshop focused on patent law, the government agency regulating patent laws in the United States, a panel of patent law lawyers, and a workshop on search techniques. It was a productive way to learn more about this area of study as we build up the collection to support the Patent Law Agency program.

Ellen Eliceiri went to a workshop sponsored by the Special Library Association and the Missouri Library Network Corporation on advanced searching techniques, tips and tricks by Rita Vine. She is a search consultant for a search portfolio company. Ellen also attended the Mobius Conference and found the sessions useful. She was also appointed to be a representative from Bridges to the MERAC Committee (Mobius Electronic Resources Committee) which works with other representatives from Mobius clusters to

select possible group purchases of electronic resources. Ellen had been the alternate representative for the last two years.

Midwest Archives Conference April 26-29, 2006, Bloomington, I: With the assistance of the Webster Staff Alliance, Kathy Gaynor received a staff development grant which allowed her to attend the Midwest Archives Conference in April. She participated in an all-day workshop on Oral History and a half-day workshop on Preserving Scrapbooks. Other sessions included ideas for housing unusual materials, programs to preserve literary papers, a report of a collaboration which allows middle school history classes to use primary materials from the collection at a presidential library, and a case study of a university archives that took over the campus photo services office.

Holly Hubenschmidt attended the annual meeting of the Medical Library Association in Phoenix, AZ, in May. She participated in sessions focused on library services to nurses and allied health professionals, which enhanced her skills as library liaison to the Nursing Department, the Biological Sciences Department, and the Nurse Anesthesia Program. Holly also attended sessions related to archives management. Holly is grateful to the Webster Staff Alliance for funding her trip to this conference through a staff development grant. While in Phoenix, Holly was also able to attend Webster's Luke Air Force Base graduation.

**Continually monitor developments in the library field and incorporate new services and resources after careful review and planning.**

We have scheduled trials of various products to be considered as well as attending various demonstrations from vendors such as Serials Solutions, Lexis-Nexis, Gale, and others. We had meetings with Harold Way, Scott Boesen and Tim Heiges from EBSCO concerning EBSCO's various products, services, and procedures. EBSCO is a major supplier of some of the libraries; resources from databases to journals to electronic books. We have been actively involved in researching new products and participating in the web committee. More details are under the "Library-wide Goals".

**Continuing Reference Services and Collection Development initiatives:**

The Head of Reference Services and Collection Development works with one of the libraries of the Missouri Institute of Psychiatry to provide this unit with gift materials we do not add, withdrawn items due to their date or condition and second copies.

## **REVIEW OF SYSTEMS GOALS 2005-2006**

**Provide in-house training to library staff as needed; work on cross-training within the Systems Department so that all Systems staff members feel comfortable supporting every aspect of our technology.**

Systems staff were cross-trained in creating Turnitin accounts and E-Reserves accounts and course pages, and in troubleshooting both systems.

**Improve the user experience with library computer technology by assisting users with all aspects of library computer technology. Continue to hire and train student workers to assist patrons during peak periods. Enhance and update online and printed documentation including brochures, signage, and the public PC desktop**

**menu.**

Hired a new part-time worker, Gwen Hopson, to replace LuLu Li, who resigned.

Updated the general brochure on library technology and the brochure on burning CDs.

Changed public PC menu at Luhr according to the director's specifications. Put a link with detailed scanning instructions on the Emerson Listening/Viewing scanning PC menu; improved the brief instructions posted on the wall in the scanning PC carrel.

Changed the menu on the PCs in the Emerson book stacks so that it no longer uses the Bridges catalog home page as the background, and has a link to Bridges instead. Before we did this, if there were problems with the connection between the PC and the Bridges catalog, the PC would appear unusable without a reboot.

Found and communicated information about fixes for problems with sending and receiving attachments using webmail on public PCs.

**Keep up with repairs, maintenance, and upgrades on our increased amount of equipment. Keep staff up-to-date on software and equipment changes.**

*Repairs:* Worked with Media Center to restore satellite service after changes on the vendor's end. Repaired network cables that had been ripped from floor boxes when tables were moved by users. Repaired a network drop in Current Periodicals. Fixed faxing and duplexing on the color printer/copier/scanner in the Reference suite. The plug for the main power unit for the Lecture/Conference Room broke, due to its short length and the need to move the podium in order to plug in microphones. Purchased and installed a replacement power unit with a much longer cord, which should allow for moving of the podium while protecting the power cord. Repaired and replaced other equipment, including hard drives and printers, as problems arose.

*Replacements:* Created several PC replacement scenarios for Luhr, which showed how the ages of the PCs in the Luhr PC pool might change depending on how many PCs are replaced each year. Purchased and installed a new PC for the Director of the Luhr Library. Moved 4 depreciated PCs from Emerson to Luhr to replace older public PCs. Ordered and installed 29 PCs and 5 Macs for the following Emerson locations: Café, FDC, Circ Desk, Lecture/Conference Room, Title III Activity Coordinator office, and Café and Ecommons print servers. Existing machines at those locations were then formatted, reinstalled, and swapped down for use at other locations. Wiped data off old PCs and sent them to the recycler; wiped data off old Macs and sent them to the IT replacement pool. Replaced projector in Lecture/Conference room. After part of the presentation remote disappeared, probably by accident with a guest presenter's laptop, purchased a new presentation remote and cataloged it to keep at the Circulation Desk for checkout. Installed all of the public software on a spare PC that can be used as a quick temporary replacement for any public PC that is malfunctioning.

*Maintenance:* Ran disk defrag and disk diagnostics on all public computers. Had a staff member on site at 3:00 a.m on two days in March to shut down PCs and monitor servers during scheduled power outages.

*Software installs and upgrades:* Upgraded all eCommons PCs, the Lecture/Conference

PC, and one of the Lower Level PCs to Windows XP; reinstalled all programs. Updated Windows, Office, Adobe Acrobat Reader, and RealPlayer on all public PCs. Modified the Circulation Desk login to lock it down so that changes to the desktop or user profile will not be saved to the server. While this gives Circ Desk less flexibility in customizing the desktop, it has made this shared login much more stable and has made logging in quicker. Performed other software upgrades and installs including: upgraded CLIO on PCs belonging to ILL staff, an Access Services student PC, and one of the Circulation Desk PCs; upgraded Connexion cataloging software on all of the Technical Services PCs; installed Final Cut Studio and Adobe CS on a Mac and a PC in the FDC; installed Visual Studio .NET on a PC and SPSS on 2 PCs in the FDC; upgraded Symantec Antivirus on all of the Windows servers and all of the public and staff PCs; upgraded WordPerfect on the Dean's and Dean's assistant PCs; installed Adobe on the PC belonging to the Access Services staff member now responsible for E-Reserves; installed Dreamweaver on the PC belonging to the Luhr Reference Librarian.

*Server administration:* After an operating system failure, reinstalled the web server operating system and other programs, and restored web site data. After an operating system failure, reinstalled the E-Reserves server operating system and E-Reserves software, and restored user data. Upgraded E-Reserves software. Worked with Docutek to resolve problems with persistent E-Reserve URLs posted on Connections. Cleaned up E-reserves accounts and courses which had had no activity since 12/04.

*Other:*

This fiscal year, set up:

199 new E-Reserves accounts

402 new E-Reserves courses

92 new Turnitin accounts.

(Some of the E-Reserves accounts and courses were for the School of Business project, mentioned elsewhere in this report.)

With staff from Webster IT and Public Safety, assisted with the conversion to the new security camera system.

**Work with Access Services to move document delivery activities from Prospero to Ariel.**

Began configuring the replacement server, and plan to complete the conversion in Summer 2006.

**Improve the overall security and stability of our network and servers by evaluating current security settings, automating additional updates, and formalizing a server maintenance schedule.**

Reconfigured a spare server to make it a redundant server for the public computers.

Consolidated group policies in the eCommons and Café so that each location has only one policy; this will make security administration of these computers simpler and more effective.

Used a swapped-down PC to add a second management PC in the server room. With the

split of the network into public and staff networks last year, the management PC could only be used on one of the networks. The addition of the second management PC has allowed us to have a management station for each network and has made server management and troubleshooting much more efficient.

**Improve staff experience with finding and using files on the network by working with all library staff on file cleanup and organization.**

Sent message to all staff asking them to delete files; sent emails to individual staff asking them to check specific large directories for files that could be deleted.

Modified permissions on many of the subdirectories in Common so that everyone can read the files, but only those who need to modify or add files can do so.

**As wireless access becomes available on campus, work with Webster IT to make it available in the library.**

Wireless access points were installed by Webster IT on both floors of the café and in the FDC. Systems staff created a web FAQ about using wireless in the library.

**Work to simplify the use of library web technology by integrating library web applications, when possible, into Webster's planned Single Sign-On implementation.**

Began working with Webster IT staff to integrate our ezproxy database authentication into the Single Sign-On environment.

**Improve the overall usability, security, and stability of public and staff computers by formalizing a schedule of routine tasks, including cleaning, checking physical security, and updating software programs.**

Some checklists for performing routine tasks have been created; we plan to develop formal schedules and additional checklists for tasks in FY 06/07.

**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.**

Systems staff served on the library's Disaster Planning Task Force. We plan to create a systems disaster recovery procedure and prepare an off-site recovery kit in FY 06/07.

**Provide new and enhanced services as appropriate.**

Ordered 8 flash drives for staff; gave them to staff along with instructions and use policies.

Worked with Access Services to remove unneeded patron information from CLIO; installed a script that can be used by Access Services as needed.

Updated our Journal/Magazine/Newspaper list with title and date coverage information for the journals we access in OCLC's Electronic Collections Online.

Assisted with the Passports training CD project by working with Reference to produce finished files from their recordings and creating a menu to be used on the CD.

Moved the slide scanner from the FDC Video Room to the FDC main area to begin creating a scanning station for faculty. Completed the scanning station by purchasing and installing an external hard drive, a multi-slide attachment for the slide scanner, and a USB sharing device, which allows the PC and a laptop to share the printer/scanner/fax and the external hard drive.

Installed two Macs in the Café (the first Macs in library public areas); worked with Webster IT to learn about the security features of the program Driveshield and installed Driveshield on the Macs to make them secure and stable.

Prepared laptops so that they can be used if presenters need to install software in the Lecture/Conference Room.

Modified database statistics to track usage of two more Ebsco databases for Luhr.

Uploaded email addresses of Access Services staff onto the Xerox in Circulation so that they can use the scan-to-email feature without typing in their email address every time.

**Provide professional development opportunities for staff.**

Head of Systems attended the Innovative User's Group Conference.

**Support and improve services related to our library catalog.**

Worked with MOBIUS Consortium Office to improve the display of order records in the MOBIUS union catalog by displaying the cluster and library name, rather than just the cluster, for items on order.

Worked with Bridges cluster and MOBIUS Consortium Office to provide a "Limit by location" option in the webpac keyword searching menu.

Head of Systems participated in a MOBIUS-wide training task force brainstorming meeting.

In coordination with the Head of Access Services, conducted an audit of circulation parameters. Checked parameters to ensure that they operate in accordance with our policies, and modified them as necessary; updated documentation on loan rules.

In preparation for an upgrade to a new release of the III Millennium software, worked with Bridges libraries to examine new options on the system; coordinated votes on these options and submitted a list of requests to the MOBIUS Consortium Office. Worked with library staff to prepare for the upgrade and to inform them of changes to the software.

In role as Bridges site coordinator, Head of Systems worked with Bridges catalogers on the following issues: removed the 229 field from the MARC validity table so that it appears as a non-standard field in the cataloging module; asked site coordinators for approval for adding a reverse suppression code "q", and had MOBIUS support staff add this code; changed a label on another suppression code to clarify it; asked for site coordinator approval for changes to field protection during records load, and worked with

MOBIUS support staff to implement the changes; worked with catalogers and site coordinators to determine the Bridges vote on a statewide proposal to change indexing of author conference fields.

Streamlined production of acquisition Fund Activity Reports to make them more readable and easier to produce.

Updated the labels for some of the location codes on the new books list so that they match the labels that are used in the catalog.

**Streamline handling of support requests by using Webster's help desk software once it becomes available.**

This software has not yet become available.

**Long-Term Projects. At present, we have 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)**

No progress on this goal.

**Electronic Resource Management (provides a means for handling license, subscription, access, and statistical information for online journals and products)**

Head of Systems attended a presentation on ERM at the Innovative User's Group Conference.

**Federated searching (meta searching of online databases from multiple vendors)**

Attended a Serials Solutions Central Search federated searching webinar and worked with other library staff to evaluate the product. Funds for purchase were obtained and the Central Search product will be implemented in FY 06/07.

**Institutional repositories (collections of content related to or produced by an institution, e.g., theses and dissertations, digital teaching objects, archival materials)**

Library staff attended a demonstration and informational session regarding two III products that can be used for institutional repositories.

## **REVIEW OF TECHNICAL SERVICES GOALS 2005-2006**

### **Cataloging:**

**Apply for and receive a grant for repair and binding of the CMS scores..**

Project requirements were compiled, along with possible grantors. This information was sent to the University's grants office, which narrowed the list of 14 possible grantors to about 10. Allen Hoffman edited the application letter to reflect specific elements of need,

directed to 6 specific granting agencies. The letters were sent in April 2006; all have been rejected. Meanwhile, Allen is evaluating an accumulation of scores in very poor physical shape (from CMS, Fontbonne, and the Eden-Webster library) for duplicate holdings, possible replacement, repair, etc., and we are considering how to integrate the repair, binding, and processing costs and labor into the library budget.

**Complete the reclassification of the remaining sound recordings and scripts.**

Sound recordings (927 of 3372 left)

Scripts (172 of 749 left)

Kathy Nystrom completed the scripts reclassification; 60 items remain missing or billed. Wendy Schlegel, Davina Harrison, and Allen Hoffman completed reclassifying the sound recordings. The only titles remaining are missing or billed.

**Retroactively fully catalog Eden and Webster theses, which would add access through added name entries and subject headings, as well as entries for department and degree.**

Thesis cataloging procedures were revised and are being applied to currently received theses and, gradually, to those already in the collection. Beth Seelig created 20 original bibliographic records on new theses and began the process of retroactively fully cataloging the 450 theses not currently in OCLC. Most of these lack subject headings, and many are no more than brief records.

**Catalog 1,800 Hochschild titles for rare or circulating collections (1500 of 1800 left to catalog).**

Wendy Schlegel, with help from a library student volunteer, Lana Delf, cataloged upwards of 100/month all year. The project will be completed by the end of August, 2006.

**Collaborate with Reference to prioritize the cataloging of uncataloged materials in all formats, including archives and web sources.**

No progress.

**Increase communication with extended campuses regarding their catalog access, the cataloging practices that impact their searching and retrieval capabilities, etc.**

No progress.

**Integrate 16-20 boxes of Fontbonne scores.**

All the scores are represented in the catalog, with the location code of Cataloging, since they are shelved in call number order in the Technical Services corridor. They have been searched for duplicate comparison; if a record is found in Bridges, with no Webster item, an item is created and it's added to the collection. Approximately 125-150 scores remain.

**Add genre headings to fiction titles.**

This is routinely done for videos/DVDs and to popular fiction.

**Add/create bibliographic records for access to 149 Library of American Civilization titles.**

The method for doing this was explored, defined, and enabled; no other progress.

**Complete the move to Archives or withdrawal of any films remaining in the Public Services Storage Room.**

All films were either moved to Archives (approximately 84), withdrawn (approximately 120), or not found (approximately 8).

**Acquisitions/Serials:**

**Establish prompt acquisition of library materials, including electronic ordering, speedy delivery, ensure a 98% fill-rate for orders placed; and play a key role in the negotiation of vendor contracts. Review all vendor accounts to find cost reduction opportunities. Select the most efficient and cost-effective source and place orders electronically whenever possible.**

Maya Grach helped negotiate a contract with YBP, and, beginning in March of 2005, has been ordering new books from them. Almost all orders that we cancelled from BNA were reordered from Amazon.com or other vendors. Eileen Condon and Kathy Nystrom are exploring electronic ordering directly through YBP's GOBI product. Preliminarily, it appears that the MOBIUS Consortium Office (MCO), rather than the library's Systems or Acquisitions staff, would have to do daily record loads.

**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. Oversee the smooth integration of electronic subscriptions and purchases into the library collection.**

We have 500-600 titles available through EBSCO Electronic Journals Service. Subscribers to the print version often receive access to the online version as part of their subscription, but IP access and multiple-user access need to be verified and set up individually. Maya Grach manages access profiles, journal subscriptions, and payment. Kathy Nystrom manages title access and correct coverage data in the library's A-Z journal list and IP access through EJS or directly with publishers .

**Work on a practical approach to acquire 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.**

We are ordering 25-30 out-of-print books a month. Most of these orders are paid for with the VISA Card. Jean Yowell trained Elizabeth in what to look for when ordering replacement books, videos, and sound recordings. Kathy Nystrom created a cheat sheet of what's important and what's not when ordering replacements in various formats. Elizabeth's locating of hard-to-find items has greatly eased the backlogs in ordering.

**Monitor and evaluate workflow for quality of production in serials department. Serve as liaison to selectors on issues related to serials subscriptions. Renew, cancel, or initiate new subscriptions.**

Acquisitions/Serials has been receiving and processing all newspapers and microfilm materials and entering them into the catalog; preparing periodicals and reference materials for the bindery; and claiming periodicals which have not been received for

both institutions. Before Mary O'Neal's retirement, serials were being managed by Maya Grach (ordering and payment), Mary (check-in, claiming, and binding), and Kathy Nystrom (cataloging). This workload has been distributed differently until a replacement serials assistant is hired. Meanwhile, the workflow—to include improvements and creating back-up capabilities—is being evaluated.

Mary O'Neal began barcoding and creating item records for serial volumes returned from the bindery. This greatly streamlines getting these volumes to the shelf, since they need very little additional processing. Systems installed a scanner at her workstation to enable this. This activity has been temporarily reassigned, but will revert back to the serials/bindery assistant when the position is filled.

We created a scores workstation at an unused desk so that the processing of scores (including sewing pamphlet binders, labeling, property stamping, and security stripping) can proceed more smoothly, away from standard book processing.

**Obtain, when available, the new (VISA or Mastercard) University purchasing card to enable credit card purchasing from small publishers.**

Maya Grach received a Webster University Visa Purchasing Card to provide a more efficient, cost-effective method to handle the purchases. Elizabeth Welsh is also using the Acquisitions P-card to order out-of-print books and replacement or new videos and sound recordings. This enables purchasing from foreign vendors, E-Bay, individuals, etc.

**Technical Services Professional Development:**

Kathy Nystrom taught a four-day workshop on basic cataloging in Wheeling, IL, and the same workshop in Tampa, FL.

Wendy was selected for Name Authority Cooperative (NACO) training and attended it at the Library of Congress. She is now qualified to train librarians at requesting institutions to create name authority records to be added to the national database of authority records.

Kathy Nystrom and Lynn Fields, cataloging consultant at Lewis and Clark Library System, taught two 2-day Serials Cooperative Cataloging Training Program classes (at SIUE and for the Rolling Prairie Library System in northern Illinois) in September and November.

Allen Hoffman was selected as a participant in the Energizer Global Staff Exchange and spent two weeks at the Vienna campus helping to organize their music library collection.

Kathy Nystrom participated in the creation of an basic cataloging train-the-trainer program in Illinois (modeled after the Serials Cataloging Cooperative Training Program). The project was grant-funded, and the training materials consist of four days of basic training in MARC, AACR2 principles, subject analysis, and LC and Dewey classification. Four librarians (including Kathy) collaborated on these materials.

Kathy Nystrom and Wendy Schlegel attended Mobius authority training and learned of some options to discuss with the Bridges Cataloging Committee.

Kathy Nystrom attended a teleconference with YBP, concerning ordering and binding issues; an online update on OCLC technical services options; a meeting with Harold Way from Ebsco concerning Ebsco products, services, and procedures; an MCO Centra meeting on authority control requirements, due to the LC decision to add death dates to 300 personal names; a meeting with a Serials Solutions representative about their Central Search product; an MCO Centra session on year-end fiscal close.

Self-evaluations were completed by all Technical Services staff, followed by formal performance evaluations. Professional staff met with Kathy Nystrom one-on-one for a more informal airing of concerns and issues.

Kathy Nystrom attended the MOBIUS Catalog Design Advisory Committee meeting in Columbia and wrote up the minutes. She has agreed to be the Bridges representative, rather than the alternate, to the committee.

Several staff members attended the University's Professional Development Day.

Jean Yowell attended a Microsoft Outlook workshop.

Laurie Quinn has been serving on the University's Recycling Committee; she participated in a waste audit exercise.

**Other Technical Services initiatives included:**

At the request of Access Services, many cart-loads of books were relabeled for easier identification by patrons; at the request of Reference, many loose titles in Reference were put in new and newly labeled containers for a nicer appearance and easier retrieval. The Curriculum collection was shelf-read, with new bookends installed, and many scripts were re-boxed and relabeled.

Due to the Community Music School (CMS) cataloging project, frequent reshelving has been required. Davina Harrison and Laurie Quinn shifted massively in the scores and music books areas. New slotted shelves were ordered and installed, so that wherever the thin scores need to be shelved, they will have regular support elements available.

Eileen Condon worked with MOBIUS Consortium Office to get site locations into an unscoped mode in the catalog. It was thought that this would prevent any titles owned solely by sites from appearing in search results in the public catalog. This works as hoped in an Eden-Webster search, but not in a Bridges- or Mobius-wide search.

Maya Grach worked diligently to set up standards and monitor compliance on order, receipt, and binding requirements by our new primary vendor, YBP.

Kathy Nystrom changed all "Access via Internet" identifiers from the call number field to the volume field in 1089 item records. This made the information appear in the call number field without looking like a link, since clicking on the "link" would only take a patron to other items with that identifier. The call number link only works effectively when the link leads the patron to other items classified in the same shelf area.

The National Union Catalog microfiches were moved from Eden to the Webster microfiche cabinets; a bibliographic record was added to the catalog; the cabinet in which they were housed was returned to Eden.

Debby Bowers, a volunteer, added informational labels to 600-800 CDs, DVDs, CD-ROMs, and videos to alert patrons to the existence of accompanying material on the Media Study Guide shelves. She then verified the correctness of inside and outside barcode labels on VHS videos, finding many that needed to be corrected (probably due to duplicate barcode creation and faulty application before the library move in 2003).

To increase catalog access and usefulness, Allen Hoffman changed about 5000 unbound CMS items to the status of Library Use Only, to prevent Mobius requests. Access Services staff can override this status for local patrons. Allen also drafted a procedure for security stripping many of the unprocessed scores, to keep them from disappearing from the shelves before they can be repaired or rebound.

Kathy Nystrom added a URL for online access to 64 area handbook series titles so that patrons can easily access their content from a computer. She also corrected 30-40 bibliographic mat type codes found incidentally by Maryville University; in their corrected form, they allow appropriate search limiting in the public catalog. Kathy added the category of Eden-Webster Online Periodicals to the Serials Solutions library A-Z list, so that online-only titles would also be available in this resource for searching.

At Laurie Quinn and Jean Yowell's suggestion, a white board was installed in Technical Services to help track videos acquired for preview. The procedures and the form used by several library departments were revised and streamlined, as well.

Kathy Nystrom, as part of the Bridges Cluster Cataloging Committee, explored the option of item suppression at the central catalog level, so that multi-volume serial and reference monograph sets would display in a clear manner. The Cluster now needs to implement a cooperative way to retrospectively update the most egregious examples in the catalog and apply the principles to future holdings.

Cataloging switched to a much less expensive security strip vendor.

STATISTICS BEGIN ON NEXT PAGE

**STATISTICS for 2005/06**  
**(2004/05 statistics in parentheses)**

**Acquisitions (for joint system)**

4849	(4,739)	New Book Orders
659	(495)	New AV Orders
38	(42)	Periodicals Added
100	(131)	Periodicals Dropped
21	(18)	New Continuation/Subscr. Orders
0	(22)	Continuations Cancelled
123	(137)	Microfilm Reels Received

1717	(1,703)	Periodicals Bound
1901	(2,508)	Books Bound
203		Theses Bound [new category]
10		UMI/ProQuest Theses Digitized [new category]

**Archives**

Students	9	(11)
Faculty	2	(2)
Staff	20	(10)
Other	14	(13)
Total	45	(36)

**Cataloging (for joint system)**

282	(149)	Original records created
\$2240	(\$1367)	Credit total for record enhancements, upgrades, record enrichment, and original records
8231	(8479)	New titles added (by cataloging)
147	(144)	Name authority records created (137) or changed/augmented (10)
120	(1050)	Cards ordered
282	(333)	Bib records deleted from Bridges
327	(358)	Holdings deleted from OCLC
1750	(2278)	Items withdrawn

**Circulation**

*Checkouts of Eden-Webster items to Eden-Webster patrons: 58,473 (60,958)*  
 Eden-Located Items: 6,847 (6,919) Webster-Located Items: 51,626 (54,039)

*Checkouts of Eden-Webster items to MOBIUS patrons: 5,684 (5,059)*  
 Eden-Located Items: 1,296 (1,122); Webster-Located Items: 4,388 (3937)

*Checkouts of MOBIUS items to Eden-Webster patrons: 4,797 (5331)*  
 Eden patrons: 440 (441); Webster patrons: 4357 (4890)

*Total checkouts of Eden-Webster items: 64,530 (66,647)*  
 Eden-Located: 8,196 (8,149); Webster-Located Items: 56,334 (58,498)

*Self-check usage:*  
 Checkouts: 2,317 (2,567) Renewals: 27 (16)  
 Total: 2,344 (2,583)

**Gate Count:** 307,595 (328,090)

**Library Instruction**

Presentations: 231 (423)

Note: 199 classes in the class room with 32 tours, workshops and presentations. We have had fewer undergraduate classes this year. We are doing more and more one-on-one sessions. We have begun taking statistics on those sessions.

Patrons served: 4,158 est (5,125 est.)

**Passport General Usage:**

Total number of page requests (just html pages; does not include pdfs, gifs, etc.)  
 2005-2006: 1,627,722 (missing Oct. 1-Nov. 5 due to web server failure)  
 2004-2005: 1,712,698 (missing July due to web server failure)

**Passports Database Usage:**

2005-2006: 177,218

2004-2005: 185,314

**Reference**

## Online Reference

Total # of e-mails: 116 (110 e-mails)Question Content

Research Questions: 100(87)

Access (Database Content) or Informational Questions: 16 (23)

Campus

Webster on Campus: 30 (56)

Online and Extended: 85 (54)

Eden: 1 (0)

Telephone 3, 402 est (3,341); Extended Campus Faculty/Staff Calls 332 est (330)

In-Depth Reference 2,100 est (2,000 est.)

Night Reference Sampling (8:00-11:00) 1460 est (1,464)

**Room Reservations**

Library Conference Room: 495 (426) ; estimated attendance: 13,746 (13,893)

Group study rooms: 1,018 (1,136)

**Turnitin Plagiarism Database Cumulative**

Instructor accounts 376 (298)

Student accounts 5,101 (2,931)

Submissions 17,308 (10,535)

<b>AV Reservations</b>	<b>FY 04/05</b>	<b>FY 05/06</b>	<b>% Increase</b>
Home Campus	688	697	+1.3%
Extended Campus	582	691	+15.8%
Film/Video rentals	17	0	-100%
Total AV	1287	1388	+7%

<b>Document Delivery</b>	<b>FY 04/05</b>	<b>FY 05/06</b>	<b>% Difference</b>
Articles (including ILLs)	1,926	1,899	-1.5%
ILLs	1,305	1,340	+2.6%
Books	219	158	-28%
Total DocDel	2,145	2,057	-4%

<b>Electronic Reserves</b>	
Faculty Accounts to date	561 (368)
Non-Faculty Accounts	26 (23)
Active Courses	157 (49)
Archived Courses	788 (600)
Documents	11,596 (8,207)
<b>Course Page Hits per month</b>	
6/1/2005	2414 (1980)
7/1/2005	1360 (1044)
8/1/2005	2744 (2595)
9/1/2005	4717 (4521)
10/1/2005	4373 (4138)
11/1/2005	4130 (4446)
12/1/2005	1012 (1939)
1/1/2006	3877 (3591)
2/1/2006	4869 (4568)
3/1/2006	3604 (3370)
4/1/2006	3146 (3585)
5/1/2006	1842 (1817)
Total (2005/06)	38088 (37594)

\*

**Interlibrary Loan**

**ILL Stats FY 05-06**

DATE	BORROWED	BOOKS	COPIES	LOANED	BOOKS	COPIES	TOTAL TRANS COMPLETED	TotalTrans. Processed Including unfillable
Jul-05	169	15	154	228	58	170	397	618
Aug-05	170	9	161	275	87	188	445	676
Sep-05	539	35	504	536	105	431	1075	1401
Oct-05	311	24	287	527	74	453	838	1164
Nov-05	503	41	462	510	87	423	1013	1446
Dec-05	206	8	198	163	44	119	369	562
Jan-06	320	23	297	294	87	207	614	911
Feb-06	497	31	466	439	89	350	936	1290
Mar-06	294	37	257	386	72	314	680	1027
Apr-06	609	22	587	335	66	269	944	1323
May-06	233	21	212	223	64	159	456	695
Jun-06	401	68	333	245	55	190	646	883
<b>Total 05/06</b>	<b>4252</b>	<b>334</b>	<b>3918</b>	<b>4161</b>	<b>888</b>	<b>3273</b>	<b>8413</b>	<b>11996</b>
<b>Total 04/05</b>	<b>3887</b>	<b>392</b>	<b>3495</b>	<b>3950</b>	<b>917</b>	<b>3033</b>	<b>7837</b>	<b>11899</b>

# GOALS FOR 2006/07

## LIBRARY-WIDE GOALS 2006/07

*Mission: Emerson Library is dedicated to supporting the teaching, research, and intellectual pursuits of faculty, students, and staff in Webster University's worldwide network. The library is committed to acquiring, organizing and preserving information and to teaching users how to access and evaluate information in a variety of formats within the library and remotely.*

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.

Assess all library functions and build in mechanism for continuous quality improvement.

Continually evaluate staff roles to keep abreast of changes in the library field and reassign roles and responsibilities as appropriate to leverage personnel resources.

Fill vacancies as quickly as possible by streamlining the replacement justification processes within our control. Create positive strategies for offering the same or reduced services.

Increase communication and training between departments as lines between both resources and services continue to blur.

Increase outreach, communication, and collaboration with other campus units and groups.

Increase community outreach beyond the University.

Monitor accessibility technology and issues to ensure that library services and resources are accessible to all users.

Continue to implement changes to the Eden-Webster Library System websites that support the research needs of both institutions. Increase usability of the web site by continuing to modify home pages and other navigational areas of the web sites. When the Content Management System (CMS) becomes available, evaluate its potential usefulness and work with Webster IT staff to migrate library web content into the CMS if

appropriate.

Implement Serials Solutions Central Search and assess its usage and effectiveness.

Investigate methods for improving communication with our users as Webster implements the communication tools of its portal system.

Continue to work through the music LP collection, updating to CD whenever possible, storing for future faculty review, or repairing and returning to shelf.

Continue to streamline coordination of electronic products, to include selection/deselection, acquisition, implementation, cataloging, and maintenance.

Address security issues in the library more specifically and more strongly within constraints of University.

### **DEAN'S OFFICE GOALS 2006/07**

*The mission of the Dean's Office is to administer all programs and staff of Emerson Library to support Webster's worldwide network of campuses and to work collaboratively with the Luhr Library Director to oversee shared library functions.*

Promote use of the library's services and resources and ensure that library needs of all campuses worldwide are met through regular communication and site visits.

Work closely with department heads and Academic Affairs to ensure that budgets are adequate to fulfill the library's mission.

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.

Continue to integrate the library into the university's academic life by collaborating with peers; by performing university service; and by serving on key committees, including Dean's Council, Web/E-Services Committee, Institutional Assessment Committee and other ad hoc committees as needed.

Coordinate assessment of library services and resources in preparation for Higher Learning Commission self-study.

Continue increased library-wide communication through distribution of minutes and reports, and special meetings as necessary, etc.

Continue professional service, including serving as President of Missouri Library Network Corporation and as a MOBIUS Council member, serving on MOBIUS subcommittees as needed. Continue appointments as a Consultant-Evaluator for the

Higher Learning Commission and Vice Chair of the Webster Groves Plan Commission.

As Associate Director of the Faculty Development Center (FDC), direct the Center's activities in collaboration with the faculty program director. Complete implementation of the University's Title III grant objectives. Facilitate increased collaboration between all campus units concerned with academic technology by chairing the Academic Technology Committee.

## **ACCESS SERVICES GOALS 2006/07**

*The mission of the Access Services Department is to provide support for the access services needs of the University, including circulation, reserves, and collection maintenance, and to provide support for the resource sharing needs of the Eden-Webster Library System.*

Maintain a fully staffed department.

Continue reviewing and revising our student workers' training in order to refine a process through which each student worker can thoroughly learn what they need to know as quickly as possible.

Review and revise the *Access Services Policy and Procedures Manual* as needed.

Help train Luhr Library staff to use software commonly used to provide access to library materials, i.e. the Docutek Electronic Reserves software and appropriate modules of the III Millennium circulation software.

Collaborate with library and MOBIUS staff to monitor the development cycles of the various software we use (III, Ariel, Docutek, etc.) so we can evaluate updates or other changes for their potential to either help us work more efficiently, or otherwise improve our users' library experiences.

Continue cross-training within the Access Services Department in order to ensure that each full or part-time Access Services staff member clearly understands and is able to assist with all of the steps involved in our various services.

The Heads of Access Services and Systems will jointly develop cross-training sessions for staff from both departments. Systems staff who may assist with duties such as shelving will receive training regarding those processes and Access Services staff who may help provide systems related help will receive training regarding those processes.

Work with Systems to move document delivery processes from Prospero to Ariel.

Provide continuing educational opportunities to staff.

Cross-train with staff from other university departments as necessary. Access Services staff are frequently the first people with whom a user may contact about library or other university programs or services, and such cross-training should help us develop the knowledge and skills that will prepare us to help each individual as skillfully and efficiently as possible.

The Head of Access Services will, with assistance from the Heads of Reference and Systems and any other pertinent staff, develop procedures that all public services staff may follow when helping patrons use our ADA equipment.

Obtain more storage space for our growing DVD collection.

Train, with help from selected Technical Services staff, selected Access Services student workers to complete limited on the spot repairs of books.

## **REFERENCE SERVICES AND COLLECTION DEVELOPMENT GOALS 2006/07**

*The mission of the Reference Services and Collections Development Department is to support the curricular and reference needs of Webster University by providing research materials for teaching and assisting users to access, retrieve, and critically evaluate information resources.*

Promote services and resources to faculty and students worldwide.

Continue working closely with full-time and adjunct faculty to develop collections.

Expand instructional programs to extended campuses through technology, training and professional assistance.

Continue to support the development and effectiveness of the Passports web site.

Promote, teach and monitor electronic subscription databases. Stay abreast of software upgrades and usage issues. Implement selected new features or enhancements.

Develop effective and reliable assessment instruments to assess student learning outcomes that can be delivered to both main and extended campus users. Use assessment results to improve instructional programs and services.

Collaborate with faculty to enhance research and instruction through the Faculty Research Service and in conjunction with the Faculty Development Center and the Academic Distance Learning Center.

Continue to collect, preserve, and provide access to historical resources in the Webster University Archives.

Support the continuing professional development of full-time and part-time reference librarians through training, manuals, etc.

Work with other library departments as well as units on campus to meet the informational and instructional goals of the library and the university.

Support patrons with special needs by providing training and guides to the adaptive services technology in cooperation with the Academic Resource Center. Maintain our own skills and cross- train other library staff on the specialized software. We will review new software and technology as it becomes available.

### **SYSTEMS GOALS 2006/2007**

*The mission of the Systems Department is to provide support for the technology needs of library users and staff at the Luhr Library and the Emerson Library.*

Improve the user experience with library computer technology by assisting users with all aspects of library computer technology. Continue to hire and train student workers to assist patrons during peak periods. Enhance and update online and printed documentation including brochures, signage, and the public PC desktop menu.

Provide in-house training to library staff as needed; work on cross-training within the Systems department so that all Systems staff members feel comfortable supporting every aspect of our technology.

Purchase, install, maintain, and repair or troubleshoot equipment and software. Keep staff up-to-date on equipment and software changes.

Purchase, install, administer, and troubleshoot servers as necessary to support the technology needs of the library. Improve the overall security and stability of our network and servers by evaluating current security settings, automating additional updates, monitoring organization and status of directories and files, and formalizing a server maintenance schedule.

Work with Access Services to move document delivery activities from Prospero to Ariel.

Work to simplify the use of library web technology by integrating library web applications, when possible, into Webster's planned Single Sign-On implementation.

Improve the overall usability, security, and stability of public and staff computers by formalizing a schedule of routine tasks, including cleaning, checking physical security, and updating software programs.

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.

Support and improve existing services such as E-Reserves, Turnitin, Article Linker, and Federated Search.

Provide new and enhanced services as appropriate.

Provide professional development opportunities for staff.

Support and improve services related to our library catalog.

Once Webster's help desk software becomes available, investigate whether it can be used to streamline handling of library computer support requests.

Long-Term Projects. At present, we have 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)
- Institutional repositories (collections of content related to or produced by an institution, e.g., theses and dissertations, digital teaching objects, archival materials).

## **TECHNICAL SERVICES GOALS 2006/07**

*The mission of the Technical Services Department is to provide support for the technical services needs of the Luhr Library and the Emerson Library.*

Hire and train new Serials Assistant.

Monitor and evaluate workflow in Technical Services department, including acquisitions, serials and binding, and cataloging and processing.

Continue integration of electronic subscriptions and purchases into the Technical Services and Systems workflow, aiming towards seamless acquisition, implementation, cataloging, and link maintenance.

Continue to apply for a grant for repair and binding of the Community Music School scores, while simultaneously incorporating the cost and labor of gradually completing the work in-house with current budget.

Pursue electronic ordering, to ensure continued prompt acquisition of materials with fewer staff.

Review and compare vendors to find cost reduction opportunities, selecting the most efficient and cost-effective sources.

Continue developing new sources and workflows for acquiring out-of-print or hard-to-obtain items.

Continue to retroactively fully catalog Eden and Webster theses, adding access through added name entries and subject headings, as well as entries for department and degree, as time allows.

Continue to be in communication with extended campuses regarding their catalog needs and the cataloging practices that impact their searching and retrieval capabilities.

Complete the integration of the remaining 150 Fontbonne scores.

Add/create bibliographic records for catalog access to electronic products, as appropriate and as time allows.

Provide continuing education opportunities for staff.